

Libraries & Cultural Services Transformation

Presentation overview

1. Transformation activity to date
2. Overview of a modern service
3. The future model
4. Next steps

1. Transformation activity to date

**Oct 2018 –
Jan 2019**

Phase 1 consultation on the 5 strategic principles which resulted in significant public support

**March –
June 2019**

D&B conversations held to discuss local place shaping opportunities and understanding local need

June 2019

Needs assessment completed

16th July

SCC Leadership agreed to change approach to transformation to allow for a more phased modernisation approach

ONGOING

Working with District and Boroughs and internal teams to develop proposals for Early Adopter areas prior to consultation

2. Overview of a modern service

Standardised Universal Service not adapted to local need

Universal service taking account of local need

Reactive transactional model oriented around loans

Books and learning remain at the heart of the offer

Majority Single Use Buildings

Majority multi use buildings

Universal Digital Access to resources and learning activities

Reviewed and enhanced universal digital access to resources and learning activities

Click and Collect in book lending

Click and collect book lending, exploring a possible expansion

Library Based community events and activities

Library and in community programmes, themed according to local needs

Community libraries part of the core model

Community libraries offer takes account of local needs

Standardised opening times and operating processes

Extended opening hours, based on local demand and using new technology

3. The future model

The proposed future model is based on modern concepts that have been widely developed across the UK and Europe.

A Library that is developed into a modern space to allow for improved access and flexibility

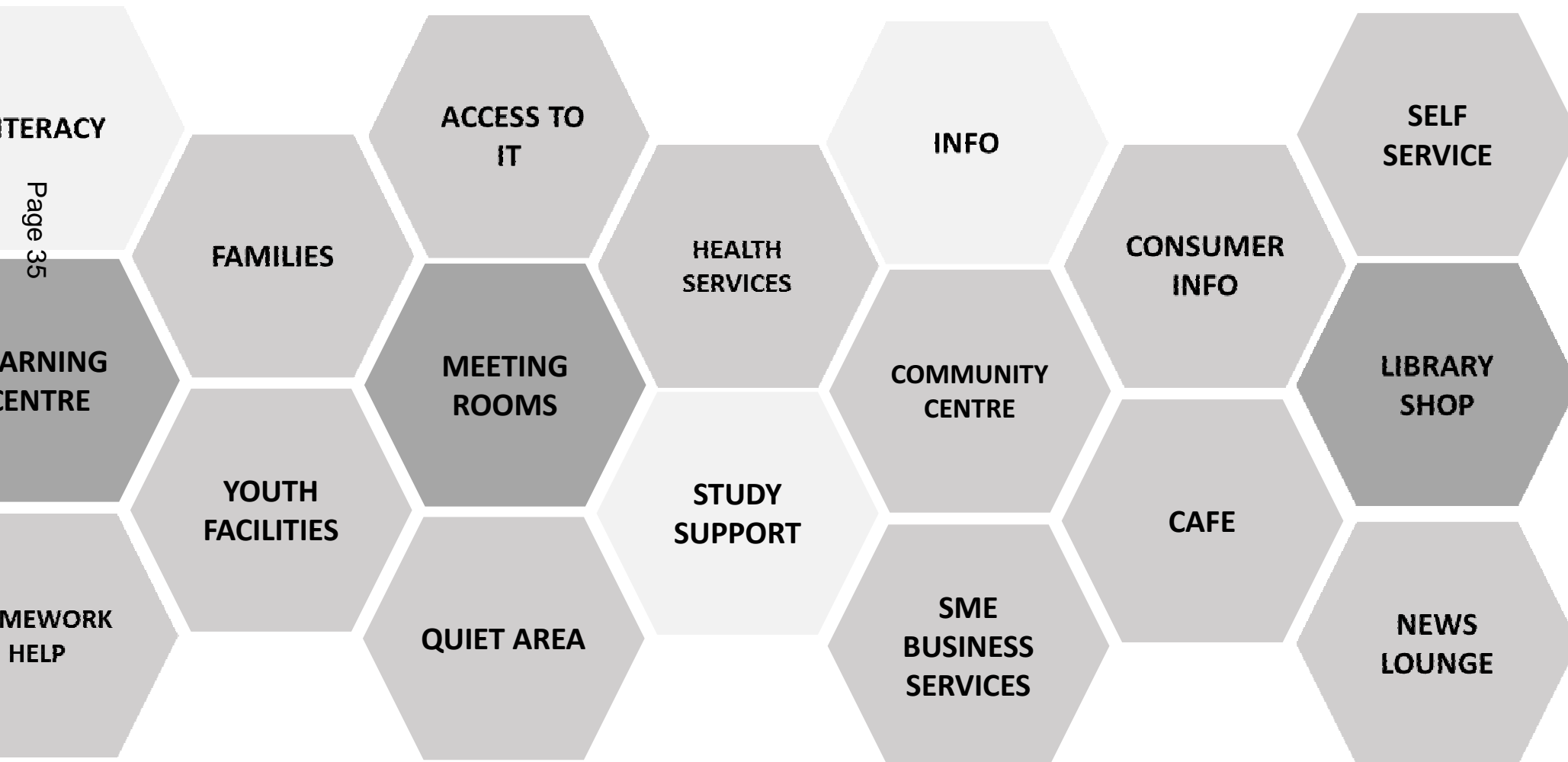
- Highly accessible near transport and other local resources
- Co-located with other services
- Open design to allow residents to interact and explore
- Well displayed and simply designed
- Flexible structure e.g. moveable walls
- Welcoming and responsive staff

The future model

Resources and activities accessible outside of the Library through community locations and by residents digitally

- Delivered in community settings to groups who do not access/face barriers to accessing services in the main libraries
- Reflects activities and programmes offered in the main libraries
- Provision will vary according to local need
- Designed for a specific target group e.g. dads and boys reading, reluctant readers, children and young people with autism and anxiety
- Promoted by the library staff and community partners
- Delivered by responsive staff and volunteers

A modern library



Horley Library - before and after



Inside a modern library

- Neutral and Trusted Space
- Social and Interactive
- Quiet place for contemplation
- Spaces for innovation

A modern library



Digital outreach

Service Currently provides

- **RG digital** provides access to thousands of Surrey's Magazines , comics, courses, eBooks and audiobooks
- **Press Reader** All regional and national papers
- **Music library** provides streaming access to classical music

There is scope to improve digital access to books and activities so that residents can access resources taking place across Surrey more easily.



Activities and community presence

Local activities that promote reading and books –reading surgeries, book therapy, baby rhyme time, attendance at festivals/ events, links to schools



Community presence Access to selection of books and other media (including talking books, CDs, etc) which can be set up as a ‘mini library’ in community venues



4. Next steps

1.

Exploration of Opportunities

Opportunities for co-location and outreach, needs analysis, population size, economics of area, shape of town, community and volunteer capacity.

Next steps

2.

**Develop modern
library plans**

Building potential, building and library layout changes required, I.T requirements, establish costs, programme ideas, potential partners, staff structure, current library usage and membership

Next steps

3.

**Local stakeholder
engagement and
consultation**

Work together with stakeholders to create joined up plans and local offer, undertake local consultation

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