



# **Welcome** **to libraries**

**Your guide to working  
in public libraries**



**The most  
important asset  
of any library  
goes home  
at night – the  
library staff.**



**TIMOTHY HEALY  
(FORMER PRESIDENT NYC PUBLIC LIBRARY)**

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Thanks to all those who contributed.



# Hello,

I'm Luke Burton, the Director for Libraries at Arts Council England, the national development agency for public libraries.



Public libraries are about people and communities



We support libraries through our grant funding programmes and through research that enables sector development. I work with key stakeholders to facilitate a thriving, resilient and relevant public library sector.

Welcome to the beginning of your career in the public library service. You have joined one of the most rewarding and well-regarded professions, with a strong identity, clear ethics and values. According to the Ipsos Mori 2021 Veracity Poll,

public library staff are trusted by 93 per cent of the population to tell the truth and give accurate information.

Public libraries are about people and communities.

Library leaders want their service to reflect the rich diversity of the populations they serve. They want them to be welcoming and inclusive, providing a service, free at the point of contact, to all, from the cradle to the grave.

Photos (from left): Manchester central library; Library of Birmingham; Essex County Council mobile library; Herne Hill (London) Carnegie library.





A career in public libraries offers you the opportunity to develop skills delivering work supporting the four universal library offers of Reading, Creativity and Culture, Health and Well-being and Information and Digital. You will also develop excellent customer care skills.

Public libraries are places of experimentation and discovery.

You will work with people of all ages, inspiring them to develop their imaginations, increase their learning, find out about key issues and challenges facing our society, discover the world of arts and culture and develop their own creativity.

You will help young children develop their communication skills and discover the power and joy of reading for pleasure.

You will help them discover new authors and start new reading adventures. You will have opportunities to help so many people. You might support someone to apply for a job, develop their understanding of the rapidly developing digital world or help someone meet new friends and take part in activities. You might be given the responsibility to plan and execute these events and activities.

This Welcome Pack is designed to support you on your career journey in this rich and varied profession.

Please continue reading to discover valuable insights and links to the information you need to help you on your way.

Wishing you the very best in your future career.



Public  
libraries  
are places  
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and experi-  
mentation.



# Rising up to meet new challenges

**When Covid hit, the world changed -  
and libraries were no exception.**

There have been huge changes in what is considered a public library services over recent years, but the nationwide lockdown sparked a dramatic shift in how those services were delivered.

Libraries' response to the crisis went far beyond digital delivery, and public libraries were widely recognised as vitally important to local communities. Here's an overview of how it went.

## The pre-Covid landscape

In 2010 there were 4,356 libraries across England, Scotland and Wales; over 20,000 full time equivalent staff, and funding topped £1 billion.

A decade later the picture looked like this:

**3,763**  
Libraries†

**15,419**  
Library staff‡

Over  
**£677m**  
Funding for libraries†

**170m**  
Books issued‡

Over  
**214m**  
Visits to a library  
per year§

† England;

‡ UK;

§ UK excluding NI

**7.6m**  
Active borrowers‡



# Reacting to Covid

In March 2020 the Government announced a nationwide lockdown. Libraries were shut and a quarter of library staff were redeployed as part of their local authority pandemic response. But libraries didn't stop – they were deemed an essential activity and many services took on new responsibilities, such as coordination and delivery of shielding operations, arranging food and medicine deliveries.

## 32%

increase in membership despite library buildings being closed for 4 months

## 130,000

phone calls were made by 130 library services†

## 214m

people were proactively contacted by libraries



Over

## 30%

of adults engaged with public library services during lockdown‡

Over

## 75%

of libraries delivered online events

## 3.5m

more ebooks were loaned by mid-August



Over

## 60%

of services continued their Home Library Service, providing vital comfort and books to very vulnerable users

Almost

## 1 in 5

library services operated an enhanced Home Library Service to more people to help combat loneliness and improve digital skills

## 63%

of people surveyed said that the library service helped them to feel more connected to their community

† England, Northern Ireland and Wales; ‡ UK

## Road to recovery

Public libraries proved how adaptable they are, and have emerged from Covid with renewed purpose, central to the needs of their communities. This trend for innovation has positioned the sector well for the next crisis – the rising cost of living.



### 81%

of library services expect to see an increase in people using libraries to keep warm in winter

### 38%

signpost users to advice and advocacy organisations

### 47%

provide help using price comparison websites

### 56%

host food, clothing or hygiene banks / donation points

### 38%

of library services have already introduced new services specifically to help people through the cost-of-living crisis

### 19%

offer personal budgeting classes and workshops





## Future plans

Public libraries have strengthened their civic foundations. They have a higher profile among policy-makers, and are now looking at meeting new challenges for their communities.



### Digital

Physical visits and loans are still down.

# 200%

Level of digital lending compared to pre-Covid levels

# 1

National shop window for services: Single Digital Presence, LibraryOn<sup>1</sup>

# 99%

of libraries offer public internet access



### Economy

Public libraries support all levels of the employment market.

# 66%

of library authorities offer help with Universal Credit claims

# 86%

of library authorities support the unemployed to get online

# 20

Business and IP Centres in libraries have supported:

# 12,288

Number of businesses created

# 7843

Number of new Full-Time Equivalent (FTE) jobs created\*

# £78m

Amount local economies have been boosted by\*

\* Estimated



# The Universal Library Offers

**Public Libraries are amazing! They can anticipate and respond to the changing needs of their communities, and they are great partnership builders – reaching out to organisations with complimentary agendas and working together. All of which means that it can be tricky to encapsulate in a few words what the public library service does.**

The Universal Library Offers<sup>2</sup> launched in 2013 and were reviewed in 2019. They provide a clear framework that expresses the role of libraries both locally and nationally.

There are four Universal Library Offers:

- **Culture and Creativity**
- **Information and Digital**
- **Health and Wellbeing**
- **Reading**

Two of the offers: Reading and Health and Wellbeing are delivered in partnership with The Reading Agency.<sup>3</sup> The Offers work alongside two 'Promises':

→ **The Children's and Young People's Promise<sup>4</sup>** (delivered by ASCEL, The Association of Senior Children's and Education Librarians<sup>5</sup>).

→ **The Vision and Print Impaired People's Promise<sup>6</sup>** (delivered in partnership with Share the Vision).

The offers set out the expectations that the community should have of our public libraries. They also allow library staff to succinctly articulate the work of the library service. The offers are both a strategic tool and a mechanism for creating practical activities.

The Universal Library Offer Framework is not just a local tool, it is also used nationally. Each offer has a national group which is 'led' by a Head of Library Service or senior leader with library representatives from the regions and home nations. They meet across the year to plan how the offer can support library services, by developing and testing innovative ideas, building national partnerships, developing training and harnessing sector expertise to generate toolkits and support materials. In recent years, through the Universal Library Offers, Libraries Connected have: created online training modules for digital media literacy and programming events. They have worked on the development of the Reading Well Collections<sup>7</sup>

### The offers can be used by libraries:

- To plan the library year and the events and activities that will be promoted. Libraries Connected produce an annual calendar of suggested events and local libraries include their own too.
- To look at local services and identifying potential for development.
- To build local partnerships. For example, all local health partnership work can be badged under the Health and Wellbeing Offers.
- For funding applications and proposals. For example, Arts Council England's Project Grants welcome applications linked to one of more of the Universal Library Offers.
- For advocacy, they are a straightforward way to explain the library service to council officers, directors and politicians.

### Senior leadership in libraries may use them:

- To set the strategic direction and demonstrate how the service will meet local outcomes.
- To support structure design for the service.
- To plan workforce development.

and built partnerships with the Social Prescribing Network, they have developed guidance on services to support children and young people's mental health following the pandemic and worked with the Inn Crowd<sup>8</sup> to support a performing arts tour of libraries.

The offers also allow us, as a sector, to build both regional and national pictures of the services libraries provide and the impacts they have. For example, gathering everything that happens in a region under the Health and Wellbeing Offer starts to create a very powerful story about the role of the region's libraries in improving the health and wellbeing of the region. It provides more robust evidence to create regional and national campaigns, partnerships and funded programmes. They provide a way of connecting local, regional and national activity, helping to build skills and through collaboration and expertise-sharing, they move the sector forward.

### What to do now:

- 1** Find out how your library service uses the Universal Library Offers and the Promises.
- 2** Look at the services your library delivers for each of the Offers.
- 3** Subscribe to Libraries Connected Newsletter<sup>9</sup> to join conversations about national projects and programmes.
- 4** Check out all the details about the Universal Library Offers<sup>10</sup> on the Libraries Connected website.

## The ambitions of the four Offers



### Culture and Creativity

**Curious, Creative and Cohesive Communities**

#### OPPORTUNITY

Provide opportunities that spark curiosity, imagination, creativity and fun.

#### PARTICIPATION

Enable access to, and participation in high quality arts and cultural activities.

#### ENRICHMENT

Enrich people's lives, enabling new creative skills and talent to flourish.

#### UNDERSTANDING

Celebrate diversity, promote inclusivity, encourage understanding and tolerance of one another.



### Information and Digital

**Inform, Inspire and Innovate**

#### ACCESS

Provide access to high quality information and digital services.

#### INFORM

Help individuals to find answers and make informed life choices.

#### DEVELOPMENT

Enable individuals and communities to develop new skills and to feel safe online.

#### INNOVATE

Stimulate innovation and development through access to digital opportunities.

## The goals of the two Promises



### Health and Wellbeing

Healthier, Happier and Well-Informed Communities

#### PREVENTION

Raising awareness of local and national health and wellbeing issues.

#### INFORMATION

Enabling access to high quality health information.

#### SUPPORTING

Working with or signposting to specialist organisations and groups.

#### CONNECTING

Offering activities and initiatives that contribute to the improvement of health and wellbeing.



### Reading

Literate, Confident and Empathetic Communities

#### SUPPORTING

The development of early language skills in babies and children.

#### PROMOTING

Free access to diverse reading materials in a variety of formats to enable people to become more confident readers and raise aspirations.

#### ENCOURAGING

Reading for pleasure, boosting mental health and wellbeing and empathy through reading.

#### CONNECTING

Communities through creative reading activities to build a sense of inclusion.



### Children and Young People's Promise

Every child and young person in libraries is inspired to read for pleasure, has access to a diverse range of materials, can engage in a variety of digital activities and can take part in activities that improve their well-being.



### Vision and Print Impaired People's Promise

That the almost two million blind and partially sighted people in the UK can visit a fully accessible library service, that has a local collection of accessible reading materials and information in physical or digital forms.

# FROM THEN TO NOW

Today's public libraries are open to all and free to use, but this shouldn't be taken for granted – pioneers laid the foundations, innovators saw the potential and thousands upon thousands of committed library staff helped to shape and deliver services for their changing communities. The notion of a 'public' library has evolved over hundreds of years – from the first ecclesiastical libraries in the middle ages to the world's first paperless library in 2014.

Bradford Central Lending Library pictured in the pre-war years.  
© Bradford Libraries. Bradford adopted the Free Libraries Act in 1871.



## 1440

### **Gutenberg press**

The mechanical printing press is invented by Johannes Gutenberg, paving the way for a revolution in access to books and information.

## 1781

### **Manchester Literary and Philosophical Society**

The industrial revolution saw the rise of groups that pooled resources and created collections of materials for members to borrow.

## 1849

### **The Select Committee**

Members included William Ewart and Joseph Brotherton with Edward Edwards a key witness. They delivered a report extolling the virtues of public libraries in large towns and cities.

# 1601

## **Free Grammar School, Coventry**

Believed to be the first public library, freely and fully accessible to the general public. Other examples were created in Norwich, Bristol and Leicester.

# 1653

## **Chetham Library**

Humphrey Chetham, a Lancashire wool merchant and money-lender granted £1,000 to set up what is now believed to be the oldest functioning public library in the English speaking world.

# 1768

## **The Leeds Library**

The oldest surviving subscription library (many other towns had them too) owned and run by members to acquire new books that their members wished to read and to collect them perpetually.

# 1835

## **Public Institutions Bill**

MP John Silk Buckingham's bill would have allowed boroughs to levy a tax to create museums and libraries. It failed to make it to the statute books, but proved to be influential.

# 1841

## **The London Library**

Still running today. Its launch included some of the greatest literary figures of the Victorian era, with John Cochrane appointed its first librarian.

# 1845

## **The Museums Act**

Seen as another major influence paving the way to the Public Libraries Act by empowering boroughs of 10,000 or more to raise taxes to build museums.

# 1850

## **The Public Libraries Bill**

The Act allowed (but not require) town councils administering 10,000+ people to levy a tax for a library building and staff (books had to be supplied by the local community).

# 1851

## **First public libraries**

The first library to open under the Act was in Winchester (some say Salford). Norwich was the first authority to adopt the Act a year earlier but its ambitious project did not open until 1857.

# 1877

## **Library Association**

Formed as a result of the first International Conference of Librarians to administer qualifications for librarians. It was granted a Royal Charter in 1898.

# 1883

## **Andrew Carnegie**

A Scottish-American industrialist, he started his public library project with a grant to his Scottish hometown, eventually funding 660 public libraries in the UK and over 2,500 worldwide.

# 1915

## **Carnegie Trust**

An early 'thinktank' researching library use and a major catalyst in promoting inter-library cooperation and lending through the funding of regional catalogue development.

# 1919

## **Landmark legislation**

The 1919 Public Libraries Act abolished the 'penny rate' that restricted local taxation use, and enabled county councils to become library authorities which broadened provision.

# 1919

## **First Library school**

The United Kingdom's first library school is founded at the University College London. It continues to this day.

# 1927

## **International Federation of Library Associations**

Formed of 14 national library services, its mission is to build "a strong and united library field powering literate, informed and participative societies".

# 1964

## **Public Libraries and Museums Act**

The Act still underpins UK public libraries with its statutory obligation to provide a "comprehensive and efficient" service and gives ministers the power to intervene.

# 2002

## **CILIP**

The Chartered Institute for Library and Information Professionals; formed through a merger of the Library Association and the Institute of Information Scientists.

# 2014

## **Seighart Report**

Independent report featuring a number of recommendations to improve public libraries, including proposals for a Single Digital Presence, and the creation of a libraries taskforce.

# 2016

## **Taskforce reports**

The Libraries Taskforce publishes its *Ambition for Public Libraries* document, with seven outcomes to be measured over five years.



## 2018

### **Libraries Connected**

The Society of Chief Librarians (previously Federation of Local Authority Chief Librarians) become Libraries Connected and an Arts Council England National Portfolio Organisation.

## 2019

### **Arts Council England (ACE)**

The Libraries Taskforce hands over responsibility for library development to ACE, which remains the development agency for public libraries in England.

## 2022


### **Baroness Sanderson**

Government commissions Baroness Sanderson to chair an independent advisory panel to gather evidence about public libraries ahead of a new public library strategy launching in 2023.

New technology will open up more opportunities for public libraries – AI, machine learning, digital platforms and blockchain are already with us and have the potential to revolutionise public libraries again.

Liverpool Central Library.



A woman with curly hair and glasses, wearing a pink shirt and brown pants, stands in a modern library. She is holding a stack of books and looking at a book on a shelf. The library has large windows and wooden bookshelves filled with books. The floor is covered with a patterned carpet.

**Many people continue to come to the library, or use the services remotely, because they are special places – welcoming, open, non-judgemental, and supportive.**

# Trusted services delivered by trusted professionals

By Martyn Wade, Former Chair of the IFLA Advisory Committee on Freedom of Access to Information and Freedom of Expression at the International Federation of Library Associations and Institutions (IFLA)



## Welcome to your new role in the public library – one of the most important and popular public services in the country.

It is over 150 years since public libraries were developed as an important resource to help people improve the quality of their lives. Since then, they have developed into active centres of their communities providing learning, information, culture and pleasure for everyone. They are open to all, and continue to change alongside the communities they serve, whilst reflecting the enormous changes in society and technology over the years. Today they continue to play a vital part in the lives of citizens at every stage of their lives.

Your public library is part of a network that spreads right across the local authority area and beyond. Public libraries collaborate and cooperate with other publicly funded libraries (including schools, colleges, universities and national libraries), cultural and educational facilities, health services and the third sector to provide services for everyone.

Working in a public library is interesting, challenging – and extremely rewarding! You will have the opportunity to meet and help people of all ages and from all walks of life.

As a member of staff, you have a key role in helping people who come to the public library – and those who use

it remotely – to get the most out of the service. Every user of the library needs something different – a book, some music, or information they want to follow up. Questions and enquiries can be straightforward or complex, general or very personal – from looking for a well-loved book, to helping with homework, research or searching out the answer to a knotty problem. People look to libraries to help them at every stage in their lives, for information on joyous events and celebrations, to anxiously seeking to know more about applying for benefits, or a medical or legal matter.

Public libraries offer a growing range of services that you will have a chance to become involved in. These will reflect the needs of community, ranging from story times to the youngest, helping people to develop essential digital skills learning to use a computer to services for those with special needs. Innovative libraries are continuing to develop new approaches and service that are as varied as the lives of people who use public libraries.

And many people continue to come to the library, or use the services remotely, because they are special places – welcoming, open, non-judgemental, and supportive.

From their origins in the mid nineteenth century, the principles of being free to use and open to all have been at the heart of the public library's role in supporting the rights of communities and citizens.

**At their core is the aim to support the human right to freedom of access to information and freedom of expression. To give everyone the opportunity to read, discover and learn whatever they want without fear whether it is in print, or online or in other media.**

No other public service fulfils this role in quite the same way, and helping people find the book, website, information or organisation that meets their needs is one of the most rewarding parts of working in a public library, building a sense of pride in providing a unique and distinctive service.

Whilst the breadth of the role of the public library is one of its great strengths, it can also provide a context in which individuals and communities may hold differing views over what services and activities the public library should provide and to whom.





CILIP's ethical principles are based on human rights which are established in the law of the United Kingdom. Amongst them are:

### **Freedom from censorship**

Whilst certain material and content is illegal under United Kingdom legislation public libraries should provide access to all publicly available information as far as resources allow.

Public libraries are finding that certain ideas, authors, titles or services are being challenged by individuals or groups holding specific political, religious or moral views. However, it is an important principle that

access to publications and ideas should not be restricted on any grounds except the law.

### **Equalities and diversity**

Ensuring the equitable treatment of users and colleagues. Everyone is entitled to and deserves to be treated with dignity and respect and receive the highest quality of service.

### **Preservation of and access to knowledge**

Public libraries have a vital role to preserve knowledge and ensure that it is available to future generations. Whilst national libraries (such as the British Library) aim to collect every

United Kingdom publication, public libraries also have a role to collect and preserve significant publications in all formats for local use – particularly items such as local history and archives which have a distinctive value to the community.

### **Confidentiality**

In the course of using a public library individuals may share personal information with library and information workers, for example when seeking medical information. Personal information and data must be protected, and privacy respected at all times.

At a time of greater challenge and division in society, individual books, activities and services designed to support specific groups can be criticised or challenged by individuals or organisations with strongly held views.

To help support and guide library and information workers the Chartered Institute of Library and Information Professionals (CILIP) has developed an ethical framework<sup>11</sup> for all library workers to guide their work. It is a valuable support for everyone who works in a public library whether as a paid member of staff, or a volunteer. (see box above)

The principles provide a helpful context in which decisions can be made and help guide public libraries and their workers to manage some of the challenges they face on a day-to-day basis. Your local authority may also have its own published values and principles which can help you as well.

Go to CILIP's website for further information on ethics as well as other library related issues: [www.cilip.org](http://www.cilip.org)

To explore further and wider, IFLA is the international body leading on library and information matters. They also have a model code of ethics: [www.ifla.org](http://www.ifla.org)



**You've joined one of the most rewarding and well-regarded professions, with a strong identity, clear ethics and values, and now a defined career pathway.**

According to the Ipsos Mori 2021 Veracity Poll, public library staff are trusted by 93 per cent of the population to tell the truth and give accurate information.

I've been a library user all my life, worked in a library setting for over 20 years and in strategic planning for the sector for 5 years. I'm still often enraged by the flawed perception that many have of a modern library. Staff *don't* wear twinsets and pearls, they aren't *all* female, middle aged with glasses, they don't say "shhhhh", and libraries are not in decline: on the contrary, they are vibrant, innovative places of experimentation and discovery, at the heart of their communities, reflecting the rich diversity of our population and encouraging everyone, from the cradle to the grave, to try new things. You're now a part of this brilliant, dynamic and varied profession.

Read on for more words of wisdom from some of those already in the profession.

**Sue Williamson, former Director for Libraries at Arts Council England, now retired strategic library leader**

# Words of Wisdom



**Libraries are not just about books... or being quiet!**

All my friends still think I work in silence.

**Always ask! Library staff love to help.**

Working in libraries across the south has taught me so much about myself and how I judged people before understanding and working with the vulnerable public. Every day is so rewarding and there are so many opportunities to use a variety of skills and be creative too.

Leanne, Library Team Assistant



Expect the unexpected – even when you think you can't possibly expect anything else unusual!

**You will be inspired and cared for and nurtured and develop in ways you do not realise.**

From being a 'school librarian' I loved working in libraries and the atmosphere, the vibe and being part of a community. When I saw a post for a Saturday Assistant at my local library I was made up. Very excited to be part of the bigger and 'proper' library, I have not looked back since as I have done various roles in various libraries.

Marie, Library Team Manager

**Try not to be too hard on yourself –**

we get trained very quickly across all floors and I often find something now I still don't know.

My girls and I used to come to the library often and I loved the vibe and care in the community, and this is something I always wanted to work with after the children centre work partnership I had developed.

Debbie, Library Team Assistant


You do not need to have a qualification or library background to make a difference in a management role, but you do need to be surrounded by people who have this knowledge. Everyone's skillset is valued and used in a positive way. A clear vision for the library and community will result in the best outcomes.

**Keep the customer at the heart of every decision you make, especially those who may not have a voice in decision making.**

Making a difference to communities and individuals lives through the work we do is what motivates me in my role as well as bringing partners together to maximise resources. I have always loved developing people and supporting them to become leaders whatever role they are in.

Julie, Area Manager






I started my career in libraries a very long time ago when things were very different. In the first few months (sometimes years) you were only allowed to shelve, once you had mastered this you were finally allowed to move on to repair books. I wish I had known the diversity of the role earlier on as that is the best part.

**Never be frightened to ask a question, as the answer is there or can be found out and every day is different.**

This job gave me independence, wellbeing and a sense of worth and I couldn't wait for Saturday to come around again, I have enjoyed my path through the library service meeting so many people and I still learn something new – if not daily, certainly weekly. The love of books and helping someone walk out of the library with a smile on their face because we have listened to them and helped them go away with what they were looking for.

Jo, Library Team Manager





Working in a library will never be what you expect.

You will meet the biggest variety of people and answer the biggest variety of questions (A couple of my favourites from this week: 'How long does it take to get to the moon and back?', 'Is my house haunted?').

Libraries are full of supportive, knowledgeable, creative people. When you work with and learn from these people, you can make such a huge impact on people's lives.

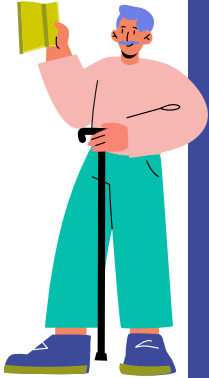
**I would tell my younger self to go for every and any opportunity that is thrown your way and to never get too comfortable.**

Libraries are constantly changing and developing and it's so much fun to be a part of that change.

Katie, Customer Services Manager





I started as a Saturday Auxiliary and it was my first PROPER job. I was allowed to discharge books (but not issue them), shelve and tidy: I tried sneakily paying off someone's 15p fine and got told off. Enquiries were answered using huge reference books, held behind desks for safe-keeping. I wish I was able to do more in the early days.

As a young person trying to build a career, gradually having responsibility felt so empowering, after a lot of years of working within the confines of my Saturday role. Looking back, not having all of the answers worried me but the nature of the job is such that you never will! If you don't know: someone else will. Call on your colleagues for help, support and advice because everyone brings their own piece of the pie.

What inspired and continues to inspire me, is the extremely talented and predominantly female senior management team we have, demonstrating fantastic leadership within our service.

**Things have changed so much over the last 15 years for the better, and libraries really have become a rewarding and inclusive place to work, where individuals can use their skills and build new ones.**

Aimee, Library Team Manager



# Finding your place

From front line and outreach  
to development and  
operational roles



**The roles on offer in public libraries can be as varied as the people who use them, opening up plenty of opportunities for those working in libraries. And wherever you start your library career, it is worth remembering that you are part of a bigger team, helping to meet the needs of local communities.**

Just thinking about some of the ways libraries are used, reveals the different skill sets and experience needed by library staff. From front line teams and outreach to development roles and operational managers, there is a network of roles needed to run a successful library service.

## **What services does your library offer?**

### **Free events**

Many libraries host events such as talks, author visits, rhyme time, and live music.

### **Clubs and social**

Libraries are the perfect place for clubs and activities for people of all ages and backgrounds including Lego, coding, and games clubs for children; drop-in sessions to reduce loneliness and isolation; knit and natter sessions and reading groups

### **Lifelong learning and education**

Helping people find resources, courses and research

### **Health and wellbeing**

Services, advice and signposting to partner organisations to improve health outcomes for individuals and groups. Delivering Books on Prescription and health literacy sessions.

### **Economic and financial assistance**

Helping people start a business, claim benefits and providing internet access and computers to apply for jobs.

### **Safe and warm spaces**

Libraries provide a safe and non-judgemental space for lots of people, including providing winter warmth for those struggling to pay fuel bills.

### **Books, books, books!**

Still the number one reason to visit a library (choose from print, ebooks, audiobooks as well as a range of other accessible formats).



## Part of a team

The variety of services on offer in public libraries, means that it would be impossible to list them all here. And the same is true of the roles carried out by staff. Different library authorities will have different job titles, but they will all have one thing in common – no service can be delivered without people.

### Development

The development team will be working on programmes and projects that improve services. They will identify and respond to community needs, creating and tailoring services that utilise new technology, and ensuring the library is always offering the right mix for users.

### Frontline and delivery

Frontline staff are the public face of the library, helping users find what they want from the service. They will be focused on customer service and have a broad remit of hands-on delivery, helping to put programmes and projects into practice.

### Backend and support

There is a huge amount of behind the scenes support involved in running a library service – from analysing data and bibliographic services to procurement and policy.

Each element of a library service supports the others, and without one the others would struggle. No matter where your job role falls, you will be part of a bigger team working together to put information and knowledge in the hands of your users.

## A path for all

With so many options and opportunities available in public libraries, there will be career paths to suit everyone entering the profession. What direction you choose, will depend on your own interests, motivation and ambition. There is plenty of scope to specialise, try something new and develop your skills as you build a rewarding career.

Below are just some of the roles that could be available in your service:

### Business Development

Marketing and events coordination.

### Data Management

Management, co-ordination and administration of library data and data reports.

### Digital

Develop and maintain IT and digital systems.

### Home Library Service

Matching and coordinating volunteers to deliver books to homebound customers.

### Library Team Assistants

Frontline, customer service, community & inclusion oriented.

### Operational Management

Local and area management/ leadership for teams and libraries; managing budgets, buildings and health and safety.

### Outreach Librarian

Relationship-building with external organisations, from volunteer groups and schools to third sector and businesses.

### Project Team

Coordinating and leading projects throughout the service.

### Reader Development Librarian

Support and lead reading and literacy programmes, organises author events, reading programmes, etc.

### Programme Librarian

Managing a library's activity programme, with offers such as local and family history, digital skills, health, and cultural events.

### Schools Library Service Team

Management, coordination and administration of 'sold service' to schools across the county and region. Direct contract support and visits.

### Stock and Systems Team

Procure, manage, and coordinate resources, including Library Management Systems.

### Strategic Leadership Team

Strategic leads, setting the vision and aims of the service.

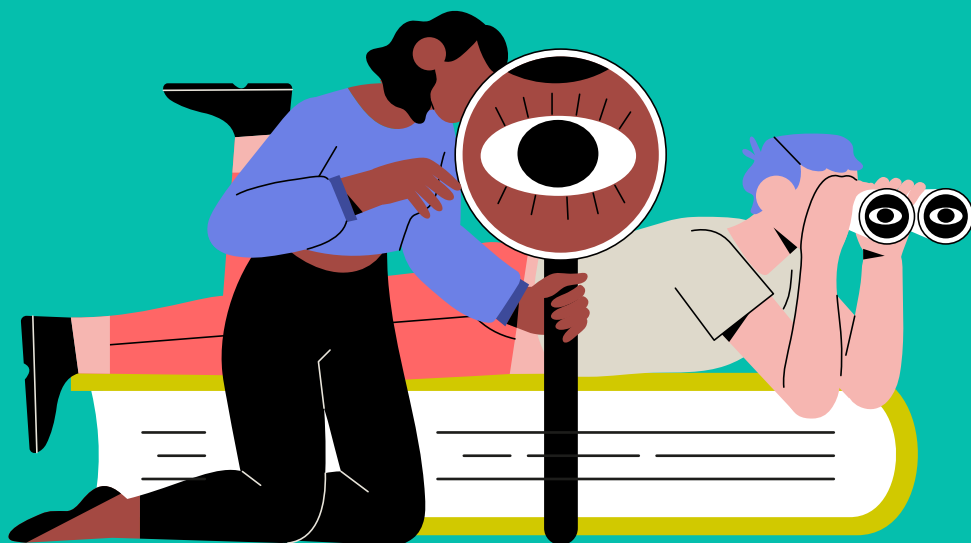
**“As society changes, so to do libraries and the roles within them – who knows what lies ahead?”**

# Libraries in focus

Communities are at the heart of every library service, and each community will have different needs and requirements. Services are tailored to meet those needs, ensuring individual users are catered for, bringing wider benefits for all of society.

From urban city centres to rural communities, library services have a wide range of economic,

social and cultural differences that they need to respond to. Here we look at three different library services: Leeds Library Service, Vision Redbridge and Warwickshire Library Service – each has its own opportunities and challenges, with many of them shared with your library service. Here we take a closer look at those services and how they work.







# Leeds



Leeds is a major city in the north of England. It is a vibrant and thriving city with an ambition to be the best city in the UK; a city that is compassionate with a strong economy, a city which tackles poverty and reduces inequality.

Leeds is the third largest city in the UK by population and has been experiencing strong economic growth.

## Economy

However, whilst there are some in the city who enjoy increased life expectancy, social mobility and better jobs, approximately 20 per cent of the population in Leeds live in deepening poverty.

With a focus on tackling poverty and inequality, a network of Community Hubs and Libraries has been developed, as a combined service offer across the city.

As the ambition of Leeds is to be the best city, so ours is to be one of the best library services with support for wellbeing at the heart of our offer.

## Libraries and policy

Our library service, which is delivered through the Local Authority, delivers a wide range of leisure, cultural, learning and information services through a network of 34 buildings and seven mobile vehicles – including two Story Buses – as well as through our digital presence and a community outreach programme.

We aim to offer services which deliver against the **seven outcomes** that are highlighted in Libraries Deliver: ambition for Public Libraries in England 2016–2021:

- 1. Culture and creative enrichment**
- 2. Increased reading and literacy**
- 3. Improved digital access and literacy**
- 4. Helping everyone achieve their full potential**
- 5. Healthier and happier lives**
- 6. Greater prosperity**
- 7. Stronger more resilient communities**



The strategic drivers for Leeds Libraries are informed by the national libraries agenda as well as local priorities.



The development of our public library offer is also informed by the framework of The Universal Offers and the two Promises (See page 10).

And we also very much influenced by local priorities too. The Best City Ambition is the overall vision for the future of Leeds with a mission to tackle poverty and inequality.

There are **three pillars** which underpin the Best City Ambition which are:

### 1. Inclusive growth

where everyone is able to contribute to and benefit from wealth creation, enjoy the benefits of a strong economy and enjoy a good standard of living

### 2. Health and wellbeing

### 3. Zero carbon

## Ambition and innovation

Through the work we are doing in reviewing and updating our strategy and service priorities, we aim to develop a vibrant, relevant, resilient and sustainable library service in Leeds, a library service which responds to, and makes a meaningful contribution to, these local and national drivers

The **four priorities** we are focussing on for our service delivery plan in Leeds Libraries are:

### 1. Support for Health and wellbeing

### 2. Support for Digital Inclusion and creative digital

### 3. Support for literacy, books, reading, culture

### 4. Support for information and innovation

Photos (from left):  
Armley Library;  
Illustrator Nick  
Sharratt at Hunslet  
Library Storytime;  
The Launch Leeds  
Libraries' Story  
Bus; Taking part  
in Leeds' Time to  
Read promotion;  
Leeds Central  
Library's Business  
and IP Centre





Of our four priority areas of activity, health and wellbeing is the key underpinning offer of our service, both supporting and supported by the other areas of focus – for instance, thinking about known health benefits of reading for our reading offer. We also have a focus on the development of our children's and young people's offer, in particular the role of libraries in supporting the Early Years agenda.

## Challenges

We are an ambitious service, excited about the many opportunities that we can see over the next few years. We have recently implemented a new staffing structure – we have a young, talented and dynamic staff team working towards clear service priorities. And we have some strong programmes of activity and are developing some exciting new partnerships particularly

with health partners and partners in children and families and innovation.

A key challenge for the service will be responding to the financial challenge. However, we hope to use the examples of our current work and activity as a platform to showcase libraries as part of the solution to the financial challenges, supporting the Local Authority and other partners in health and innovation to do more through better utilisation of an existing asset.

As an example, we are working with Health partners to create a network of Wellbeing Pods in libraries that will enable the delivery of those health services that would benefit from a community based service delivery model (e.g. maternity services) while also introducing residents to those library offers that can support their longer term health and wellbeing.



We are an ambitious service, excited about the many opportunities that we can see over the next few years.





# Redbridge



The London Borough of Redbridge is an outer London borough located in the north-east of the city. The borough shares boundaries with Newham, Barking and Dagenham, Waltham Forest, Epping Forest District and Essex County.

Redbridge is a borough defined by diversity. In the north and west of the borough it is a green and leafy suburb, with the south of the borough more built up and urban. Redbridge is the fourth most diverse borough in the country. Our hyper-diverse community is made up of 50 different nationalities with 100 languages spoken. Based on recent growth rates it is estimated the current 2022 population of Redbridge is 306,532.

## Economy

Redbridge is mostly a prosperous borough, but like any London borough, has significant areas of deprivation – 11 wards in Redbridge are in the top 20 per cent most deprived areas and 11 areas in the 20 per cent least deprived in England. The population density is 52.7 (people per hectare).

## Libraries and policy

There are 11 libraries in Redbridge plus a school library service, a volunteer-led home library service and a 24/7 virtual library. Since 2011, the service has been managed by Vision Redbridge Culture & Leisure, a charitable trust commissioned by Redbridge Council to deliver a range of Culture and Leisure services, including library services.

Although library expenditure has reduced in Redbridge, the council, in partnership with Vision Redbridge Culture and Leisure, has looked at more innovative and creative library provision to support the future sustainability of services and to ensure that the service remains attractive and well used. This balance has ensured that service performance and



engagement has remained consistently in the top quartile both regionally and nationally.

## Ambition and innovation

Redbridge Council and Vision are frequently noted as an example of innovation and good practice as one of the first local authorities to adopt an alternative delivery model for public libraries. Pre-pandemic, the service regularly received on average 1.7 million visitors and issued in the region of 1.3 million items per year.

The service has been successful in attracting significant funding from Arts Council England, Working Internationally Fund, Carnegie UK Trust, Wellcome Trust and Wolfson Foundation. Funding enabled us to develop one of the UK's first digital makerspace in

a library and helped create the UK's first Death Positive Library Service.

The library service works closely with internal partners across the Trust as well as partners in the council such as Children's Services, Adult Services, Public Health and Regeneration. The service works closely with a range of voluntary sector and commercial partners such as Citizen's Advice and Redbridge CVS, the local Business Improvement Districts and grass roots community groups to deliver activities and projects that respond to local needs and support the council in delivering on its corporate plan.

Redbridge is also a founder member of The Libraries Consortium which was established to share resources and contracts between library services in order to get the best value.



The service has been recognised for its approach to innovation and transformation with recent awards from Libraries Connected, Community Leisure UK and Edge Conference.



## Opportunities

Benefits of being a library service run by a charitable trust include the ability to access funding that local authority services can't; our agile working; and the increased level of autonomy for colleagues across the organisation.

Our efficient business model means that we operate with a low cost-base, assisted by charitable status and business rates relief that helps reduce our operating costs further.

Our diverse range of services and facilities enables us to generate income and provide further subsidies to the culture and libraries budget beyond the funding available through the local authority.

On sites where there are leisure and library services co-located, we have integrated the roles to provide a more joined

up service. There are opportunities to share expertise, ideas and resources with colleagues across the Trust's services to develop some really dynamic outreach projects to reach new audiences.

As a trust, we are not constrained by the same procurement and decision-making rules that colleagues in Local Authority Services are under, which has allowed us to be more agile and innovative.

## Challenges

- Post-pandemic recovery, such as getting library usage back to pre-pandemic levels
- Further reductions to library budgets, as well as rising costs
- Cost-of-living crisis
- Culture & leisure services contract with Redbridge ends in 2026
- Recruitment and retention of staff.

Photos (from page 34, left to right): Fulwell Cross Library, Barkingside; Lab Central Digital Makerspace; Coding workshop at Fabula Festival; Performance at Redbridge Central Library; Death Positive Library display





# Warwickshire

Warwickshire covers an area of roughly 760 square miles. It has no city but several large towns and many smaller villages. It is a relatively green county – 64% of the land area is classed as rural – with a strong agricultural heritage.

The population of around 571,000 is approximately 69 per cent urban and 31 per cent rural. Forecasts suggest significant population growth over the next 20 years, driven primarily by migration and an ageing population. At the last census non 'White British' groups made up around 12 per cent of the population. This figure is also forecast to grow.

The Victorian novelist George Eliot was born on a farm near Nuneaton, in the north of the county. Nuneaton Library holds Warwickshire's George Eliot collection – a major national and international resource.

It's a big county with services spread over a large area, often some distance apart. The characteristics of running a rural library service are very different to an urban setting, where services are confined to a smaller area.

## Economy

Recent decades have seen a shift in the county's economic profile. Whilst some traditional industries have disappeared, the motor industry is still a major employer.

Warwickshire today is playing a leading role in the research and development of future road transport – including zero carbon and autonomous vehicles.

New technology companies such as the cluster of computer gaming businesses based in Leamington Spa are driving forward digital innovation. Meanwhile tourism is worth just over £1.1bn to the county economy every year.

## Libraries and policy

Warwickshire County Council has a network of 19 public libraries and supports another 12 community-run social enterprise libraries by providing professional expertise and infrastructure. A decade ago, they were threatened with closure due to severe budget cuts. Local groups stepped forward to



Warwickshire is often referred to as 'Shakespeare's County'. The Bard was born in Stratford-upon-Avon and the town's public library is housed in a historic building next to the Shakespeare Birthplace Trust.







Libraries are  
the original  
levellers-up  
and recycle &  
reuse centres



Photos (from left): Library and Roman museum building (Alcester); Ayub Khan, Head of Libraries; Make Space (Rugby Library); Stratford-upon-Avon library; Nuneaton library (concept drawing)

save their local libraries. Other volunteers support staff in our county-run libraries.

Several Warwickshire libraries share premises with other services and we work with a wide range of internal and external partners to extend and enhance our library offer – from Police enquiries to Blue Badge applications.

Library & Information is managed in combination with other front-facing, universal services – including Museums, Archives and Registration. In local government generally, it is not unusual for libraries to be grouped with other services under one overall manager. Warwickshire County Council has an overarching ‘one organisation’ policy which encourages all departments to work together effectively – and think – as a cohesive whole,

with libraries acting as a ‘one front door’ for council and community services.

The Heritage and Culture team has produced two key five-year strategies for the county: the Warwickshire Heritage and Culture Strategy and Waterways Strategy. Both are shaped around three main priorities – health and wellbeing, sense of place and economic vibrancy – and libraries are key to delivering them.

## Ambition and innovation

Library authorities have a statutory duty to provide a ‘comprehensive and efficient’ service. We aim to provide high-quality mainstream library services that benefit as many local people as possible. We also allocate funding to support communities and individuals most in need.



### Some of our initiatives:

- Supporting digital literacy in all Warwickshire libraries
- Free use of public computers and free access to the internet, and a new device-lending scheme
- Let's Make Spaces with digital kit, including 3D printers, and exploration sessions in larger libraries
- Autism and dementia-friendly libraries
- Special collections and support to welcome newcomers
- Bereavement cafés; collections of self-help books on mental health
- Meeting places for social activities – from knit-and-natter groups to book clubs
- Events for all ages from 'bounce and rhyme' for toddlers to author visits
- Support sessions for job-seekers and start-up businesses

Despite its rather affluent image, Warwickshire contains pockets of real deprivation. These are not confined to the north of the county – but the north-south divide is measurable. Libraries are key community assets across the county but are especially important in less-advantaged areas. County councillors unanimously approved a £19m project to build a new library and business centre in Nuneaton, as part of a major redevelopment programme for the town, which is in the northern half of Warwickshire.

### Challenges and opportunities

People are going to need their free public libraries more than ever. It's an opportunity for libraries to demonstrate their social value and continued relevance in the digital age, welcoming people in to keep warm, borrow books or use the internet.

Libraries are the original levellers-up and recycling/reuse centres. They have always reinvented themselves and, despite predictions of their downfall, continue to have a bright future.



# Reaping the rewards

**Why it is never too early think about your development**



Working in public libraries is extraordinary. Every day brings a new learning experience. The variety of roles, and really understanding and meeting our communities' and partners' needs is hugely rewarding. There is enormous value in recognising and reflecting on that continuous professional development (CPD).

**Tapping into that can be the key to increased confidence, satisfaction and progression.**

When thinking about CPD there is a huge spectrum for you to draw from. From every day interactions through to formal qualifications. It is never too early in your library role to be thinking about how to engage.



When you think “CPD”, think in broad terms. Any activity you undertake, be it a formal learning activity or part of your work, can provide development opportunities. The skill is being reflective. The discipline is giving yourself the time, space and permission to do so. A simple reflective practice technique is the “So What?” approach. After any CPD activity, take a moment to go through the following reflection:

### → What?

What CPD activity did I undertake?

### → So what?

What did I learn? What difference will it make to my work? What would I do differently?

### → Now what?

What will the impact of this learning be? What am I going to do next? How do I apply this learning to my role/ workplace/career? Is there further learning to plan?

Documenting that reflection is also a great habit to have. It all provides useful evidence for appraisals and on-the-job qualifications.

Thinking in this way can be transformative. All CPD is an investment in yourself and in doing so, you can contribute more to your role and your service. Applying that CPD in your role gives huge satisfaction. Having it in your back pocket gives you the increased confidence and a back catalogue of skills to progress if you choose to. Keeping up to date with the latest thinking and services puts you in

a great position to deliver great services now and contribute to future development. These are all things that make the everyday so incredibly rewarding and get you noticed and prepared if you want to progress.

## Every day is a school day

CPD opportunities are all around us and all development is valid. Examples include helping to implement new policies, providing a new service, projects and events, a professional discussion with colleagues, a staff meeting, induction training. The list is endless. If you stop and reflect, you consolidate and grow.

## Get involved

There are a wealth of groups and committees you can get involved with. For example, CILIP has dozens of different groups, there will be a “CILIP near you” with our Regional Member Networks and “CILIP with you” through our skill and sector based Special Interest Groups. This includes our Public and Mobile Libraries special interest group. These groups provide incredible networks and content to learn from. They also create opportunities to develop skills that you might not get in your “day job” – for example committee roles and events delivery are great sources of CPD.

## Events and conferences

There is a huge variety of events and conferences available, both online and face to face. Webinars are a

great way to get started. CILIP and Libraries Connected are amongst those who provide excellent short webinars. Events can range from smaller networking meetings through to National conferences. They are great for building your network, inspiration and connecting with the latest thinking. If you get involved in presenting they are a rich source of skills development and opportunity.

## **Training courses**

These can range from short standalone sessions through to accredited short courses. There will be both online and face-to-face options. CILIP's Training and CPD page is packed with training options. Both Libraries Connected and CILIP offer free online learning courses for the public library workforce. This high quality CPD has structured content and clear learning objectives. It is a great way to develop your skills or knowledge on a particular subject.

## **Connecting to great ideas**

There is a wide choice of really high quality content to meet every need and interest. CILIP membership opens up access for online journals and the sector-leading *Information Professional* magazine. Publishers such as Facet gives us world renowned books on all aspects of library work. This content can help enrich our knowledge, allow us to make evidence-based decisions and is a great source of brilliant practical ideas to apply in your role.

## **A structured approach**

There are tools to help you plan your CPD journey. CILIP members have access to an online tool which allows personal analysis of your skills and knowledge. Helping highlight your strengths and heat mapping your development areas. It is the Professional Knowledge and Skills Base (PKSB) online tool. The PKSB is recognised as the comprehensive framework mapping all the skills and knowledge we need to be well developed library workers. It also underpins and aligns to all the formal accredited qualifications for the profession.

## **Getting the recognition you deserve**

We are lucky to have excellent formal qualifications available to us. There is a choice of in-person and remote accredited academic qualifications, typically at post-graduate level. These gold-standard providers have proven they provide excellent content and teaching and a positive student experience. Apprenticeships offer an excellent way to gain formal qualifications whilst learning on-the-job. It provides an excellent blend of robust learning and real-world practical application.

## **Professional Registration**

Professional Registration is an opportunity open to all working in libraries. It is a way to formally gain recognition for your CPD, skills and knowledge.

There are three levels to suit every career stage:

→ **Certification**

→ **Chartership**

→ **Fellowship**

Designed to be accessible, with support from a mentor and the wider network, the portfolio-based approach provides a flexible approach to suit your life.

People who achieve professional registration proudly display the letters ACLIP, MCLIP or FCLIP after their name, which are recognised by employers in all sectors and internationally. Professional

Registration unlocks confidence and opportunities for candidates. It embeds that mind-set of reflective practice and the value of CPD.

Engaging with CPD is key to a rewarding and successful career in library work. An investment in ourselves, our roles and workplaces that is accessible to us all.

**“It is never too soon to get involved. What are you waiting for?”**



# The Library is never finished...

By Nick Poole, Chief Executive of  
CILIP: the UK's library and information association



**Public libraries offer an incredible service to their communities and they are a varied and exciting place to work. Public libraries are always evolving to meet the needs of their communities. They provide space, inspiration, resources and connection. All of this is achieved because there is a committed workforce in which people place their trust.**

We have the great privilege of supporting our communities at every stage of their lives. From baby rhyme times, storytelling, and school outreach and study support. As a space to explore resources and be inspired. We provide opportunities to engage with content and create content. As a source of trusted

information for health, learning, enterprise and life's key milestones. As a space where everyone is welcome and connections can be made. We provide a sanctuary and trusted information to help people navigate their lives.

We understand the importance of providing traditional services and embrace the opportunity that new ways of working and technology can bring to forward thinking services. This is not a new mind-set, but how we have always been, a service delivered by people who understand the importance of our core provision but uniquely positioned to understand how to develop our services to meet the needs of our communities in the future. In all that we do, we empower the people who use our services and enrich their lives.







This and previous page:  
Library of Birmingham.

The reason public libraries endure and are so well regarded is down to the talent, skill and dedication of the workforce. The contributors to this Welcome Pack have shown you the huge variety of tasks and roles in public libraries. Working in public libraries provides opportunities to develop and build a long and exciting career. It brings you into contact with a variety of partners and wide-ranging skills that can open doors into other parts of the wider profession. Embracing those opportunities can be the source of incredible job satisfaction and it can provide the building blocks for progression too.

The workforce you have joined is highly trusted and valued by the public and stakeholders alike and

for good reason. There is a strong delivery record, a commitment to find solutions even under challenging circumstances. We provide a service grounded in ethics in a highly skilled and empathetic way. There is a common commitment to ongoing learning to maintain and develop the skills we deploy in our work. Arts Council England, under the tenure of Sue Williamson, have shown foresight and passion in their investment in the support for public libraries and public library workers, including the funding of this Welcome Pack.

In this Welcome Pack you will have discovered there is a wealth of resources and recognition available to support and enrich your career in public libraries. From your employer and colleagues, through to the associations who drive training and advocacy.

**Be curious, explore what is available locally, nationally even internationally. Make connections to build your network. Continue to invest in yourself and seek out recognition of your skills.**

You have made a remarkable choice to join the world of libraries. This is a space where your work will make a difference to people's lives.

You are part of an incredible legacy and have the chance to help build the future. And you are welcome.

# Here to help



There is a huge variety of organisations working with and for public libraries in the UK, these include funding bodies, charities, government departments and professional support networks for individuals. Discover who they are and how they can help you and your organisation.

## **Arts Council England (ACE)**

The national development agency for creativity and culture. We have set out our strategic vision in *Let's Create* that by 2030 we want England to be a country in which the creativity of each of us is valued and given the chance to flourish and where everyone of us has access to a remarkable range of high-quality cultural experiences. We invest public money from the Government and The National Lottery to help support the sector and to deliver this vision.

[www.artscouncil.org.uk](http://www.artscouncil.org.uk)

## **Association of Senior Children's and Education Librarians (ASCEL)**

ASCEL aims to inspire children and young people to fulfil their potential by championing excellence, diversity and equality in libraries, where their voices are heard, valued and reflected.

[www.ascel.org.uk](http://www.ascel.org.uk)

## **Book Industry Communication (BIC)**

BIC is an independent organisation originally founded by the Publishers Association, Booksellers Association, the Chartered Institute of Library and Information Professionals (CILIP) and the British Library to promote supply chain efficiency in all sectors of the book world through e-commerce and the application of standard processes and procedures.

[www.bic.org.uk](http://www.bic.org.uk)

## **BookTrust**

BookTrust is the UK's largest children's reading charity. It is dedicated to getting children

reading, and each year it reaches millions of children across the UK with books, resources and support to help develop a love of reading.

[www.booktrust.org.uk](http://www.booktrust.org.uk)

### British Library (BL)

The national library of the United Kingdom, providing information services to people, libraries and communities of all kinds. We collect, preserve and provide access to the national collection of over 170 million items, ranging from books and journals to news, sound recordings and websites. The collection grows by several million new items each year and everyone can get a reader pass to use it.

[www.bl.org.uk](http://www.bl.org.uk)

### British Library (Living Knowledge Network)

The Living Knowledge Network is a UK-wide partnership of national and public libraries, which shares ideas and sparks connections between

libraries, their collections and their people. The partnership includes more than 20 public library services, The British Library, the National Library of Scotland and the National Library of Wales.

[www.bl.uk/living-knowledge-network](http://www.bl.uk/living-knowledge-network)

#### Webinars:

[www.bl.uk/living-knowledge-network/webinars](http://www.bl.uk/living-knowledge-network/webinars)

### Buyer's Guide

CILIP's annual guide to service providers and products for the library sector.

[www.cilip.org.uk/buyersguide](http://www.cilip.org.uk/buyersguide)

### CILIP

The Chartered Institute of Library and Information Professionals (CILIP) is the UK's library and information association. The only independent, cross-sector voice for the UK's information profession – working to improve services, develop members' expertise and champion the sector through Professional Registration, training and events. Stay up to date with all the latest developments with *Information Professional Magazine*. CILIP members can join a number of specialist groups, including the Public and Mobile Libraries Group, as well as regional groups and Devolved Nations.

[www.cilip.org.uk](http://www.cilip.org.uk)

### CILIP Diversity Networks

The CILIP Diversity Networks are free to join for anyone working in libraries and information and knowledge services. CILIP organises





three networks, The BAME Network, The Disability Network and the LGBTQ+ Network – including opportunities for people to join as allies.

[www.cilip.org.uk/diversitynetworks](http://www.cilip.org.uk/diversitynetworks)

### **CILIP Digital Leadership**

Digital Leadership for Libraries is a free, online learning course comprised of five open-access, modules created for public library workers, volunteers and apprentices. The modules are intended to create engagement with the principles and values of being a digital leader in public libraries, unlocking the potential for all public library workers, and their services, to be confident digital leaders. It is funded by Arts Council England and has been designed in partnership with digital agency Artefacto.

[www.cilip.org.uk/digital-leadership-course](http://www.cilip.org.uk/digital-leadership-course)

### **Department of Culture, Media and Sports (DCMS)**

The DCMS Libraries Team supports ministers, as they oversee and promote the improvement of local government's provision of public library services in England, for example handling superintendence complaints and advocating for public libraries widely across government. It is also responsible for other library policies such as the Public Lending Right Scheme and the DCMS sponsorship of the British Library.

[dcmslibraries.blog.gov.uk/2020/03/13/introducing-the-dcms-libraries-team](https://dcmslibraries.blog.gov.uk/2020/03/13/introducing-the-dcms-libraries-team)

### **Designing Libraries**

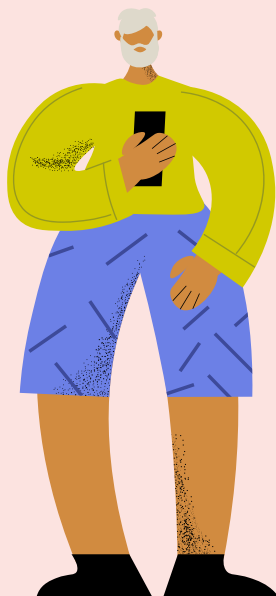
This is a resource for planning and design, a database of library building projects and a marketplace for services.

[www.designinglibraries.org.uk](http://www.designinglibraries.org.uk)

### **Fun Palaces**

Fun Palaces work with public venues to give local communities an active role in culture, where everyone's brilliance is recognised and valued, where people create, connect, learn and have fun, where communities have what they need to be active and equal leaders and collaborators. Fun Palaces can help you hand over leadership to communities and find people to share their skills with you.

[funpalaces.co.uk/makers-toolkit/resources/libraries](http://funpalaces.co.uk/makers-toolkit/resources/libraries)



### **Good Things Foundation**

The Good Things Foundation works with thousands of community partners in the UK, to help people gain the support and digital skills they need to change their lives and overcome social challenges.

[www.goodthingsfoundation.org](http://www.goodthingsfoundation.org)

### **International Federation of Library Associations and Institutions (IFLA)**

IFLA is the global network of library associations and institutions, with members coming from more than 150 countries. IFLA's mission is to "inspire, engage, enable and connect the global library field" through "a strong and united global library field powering literate, informed and participatory societies". IFLA provides free access to hundreds of resources and guidelines to assist in all areas of librarianship.

[www.ifla.org](http://www.ifla.org)

### **Libraries Connected**

Working to deliver an inclusive, modern, sustainable and high-quality public library service at the heart of every community in the UK. Libraries Connected developed the Universal Library Offers to showcase and grow the work of public libraries, helping them connect communities, improve wellbeing and promote equality through learning, literacy, and cultural activity (see page 10). Libraries Connected also facilitate engagement between public libraries via online networks, driving innovation by connecting library staff, as well as providing training

and development opportunities via online learning courses, events, webinars, and national projects. They also celebrate the achievements of people working in libraries with the Libraries Connected Awards.

[www.librariesconnected.org.uk](http://www.librariesconnected.org.uk)

### **National Acquisitions Group (NAG)**

NAG is a professional organisation for people responsible for or interested in the acquisition, management and development of library resources in libraries of all types. It is run by its members, for its members and offers opportunities for education and training, knowledge sharing and networking.

[www.nag.org.uk](http://www.nag.org.uk)

### **The National Archives**

The National Archives is the official archive and publisher for the UK Government, and for England and Wales, holding more than 1,000 years of iconic national documents. It fulfils a leadership role for the archive sector and works to secure the future of physical and digital records. The Archive Sector Development team provides advice and guidance to archive and local study services: Get in touch:

[www.nationalarchives.gov.uk/archives-sector/our-archives-sector-role/contact-the-team](http://www.nationalarchives.gov.uk/archives-sector/our-archives-sector-role/contact-the-team)

The National Archives also works closely with Libraries Connected, ACE and CILIP on joint guidance and advocacy, which you can find here:

[www.nationalarchives.gov.uk/archives-sector](http://www.nationalarchives.gov.uk/archives-sector)

## National Conservation Service (NCS)

NCS specialises in providing advice, management, practice and training in the care and conservation of archive, library and museum collections. NCS is unique in providing these services through a not-for-profit Membership scheme for institutions.

[www.ncs.org.uk](http://www.ncs.org.uk)

## The National Rural Touring Forum (NRTF)

The NRTF recognises libraries as venues and cultural hubs, offering support to link up with its network of arts organisations and artists to programme touring work. Through the Touring Arts in Libraries Project (2020–2022) a set of resources and toolkits specifically for libraries are available. Opportunities for future grants and training will be announced through the website.

[www.ruraltouring.org/touring-arts-in-libraries-tail-project](http://www.ruraltouring.org/touring-arts-in-libraries-tail-project)

## Pen&inc.

CILIP's magazine promoting diversity, inclusion and representation in children's publishing. Includes interviews with authors and illustrators, features and hundreds of listings for diverse and representative books.

[www.cilip.org.uk/penandinc](http://www.cilip.org.uk/penandinc)

## Public Libraries News

Public librarian Ian Anstice blogs about the latest news and developments in the public

library sector, including guest posts and news reports from across local and national media.

[www.publiclibrariesnews.com](http://www.publiclibrariesnews.com)

## The Reading Agency

The Reading Agency is a national charity that tackles life's big challenges through the proven power of reading. We work closely with partners to develop and deliver programmes for people of all ages and backgrounds; our vision is for a world where everyone is reading their way to a better life. We help 1.9 million people benefit from reading every year, through our programmes, our tireless campaigning, our excellent networks, and our power to influence, challenge and make change happen.

[www.readingagency.org.uk](http://www.readingagency.org.uk)

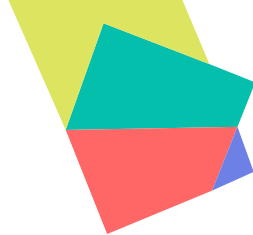


# Endnotes

- 1 [libraryon.org](http://libraryon.org)
- 2 [www.librariesconnected.org.uk/page/universal-library-offers](http://www.librariesconnected.org.uk/page/universal-library-offers)
- 3 [readingagency.org.uk](http://readingagency.org.uk)
- 4 [ascel.org.uk/childrens-and-young-peoples-promise](http://ascel.org.uk/childrens-and-young-peoples-promise)
- 5 [www.ascel.org.uk](http://www.ascel.org.uk)
- 6 [www.librariesconnected.org.uk/universal-offers/vision-print-impaired-peoples-promise](http://www.librariesconnected.org.uk/universal-offers/vision-print-impaired-peoples-promise)
- 7 [reading-well.org.uk](http://reading-well.org.uk)
- 8 [inncrowd.org.uk](http://inncrowd.org.uk)
- 9 [www.librariesconnected.org.uk](http://www.librariesconnected.org.uk)
- 10 [www.librariesconnected.org.uk/page/universal-library-offers](http://www.librariesconnected.org.uk/page/universal-library-offers)
- 11 [www.cilip.org.uk/page/ethics](http://www.cilip.org.uk/page/ethics)



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The Pack was designed by Alex Valy.



**The library  
was never  
finished.**

**It was never  
meant to be  
finished.**



**ROLF HALPEL, DIRECTOR OF CITIZENS SERVICES  
AND LIBRARIES IN AARHUS**

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