

Key requirements for the library contract

The Vision

We seek to build on the success of York's libraries by continuing to place learning at the heart of everything we do, re-imagining our libraries as *Centres of Learning and Opportunity for All*. Our libraries should continue to be stocked with a broad range of books and materials that promote reading and literacy and to support people with the information they need in their everyday lives. Increasingly they will be:

- Fit-for-purpose, contemporary spaces meeting the needs of everyone
- Fully accessible, with information easy to obtain, reading encouraged, research easy and learning natural
- Outward looking, linking with the community and drawing people in to foster a sense of place
- Open at times that reflect the needs of the community including late night and weekend opening where required
- Shaped by local need, promoting community involvement and enabling local people to take action in their area
- Transparent and visible from the outside, clearly signed and encouraging people to come in
- Staffed by well trained staff with excellent customer focus

And they will:

- Maximise use of the building assets through partnership working and innovative programming
- Proactively promote their activities and services making sure that the whole community is aware of the offer

They will also provide state-of-the-art learning spaces that have:

- The latest digital technologies
- Flexible spaces for formal and informal learning
- Study space and creative spaces
- A range of learning programmes
- Digital inclusion programmes to get people online for free

The network of library buildings

There should be a range of libraries to meet the needs of different users. Some libraries will be larger, offering all services, and some smaller, designed to meet more local needs. Reading cafés should be incorporated into all libraries wherever possible and appropriate to local circumstances. There will be five broad types of library as set out below. It should be stressed that these types are a guide rather than a precise blueprint. It is critical individual libraries develop in a way that suits local needs:

York Explore: this should remain the flagship facility where all services are available including the Archive & Local History Centre.

Explore Library Learning Centres: Experience shows that the bigger libraries are popular (the biggest 4 currently account for 64% of library visits). People will travel further to use them because they have more stock, are open longer and offer more services. There is a case to build on this by creating three Explore Library Learning Centres across the city providing:

- A broad range of library and information facilities
- Space for Adult Learning courses
- Café
- Space for multiple community use / hires
- Access to archive and local history resources

The Explore Library Learning Centres would be located in the areas of greater need: at the Burnholme Centre (opening June 2018), Acomb Explore (which has been so successful that it would now benefit from enlargement) and in the Clifton area (potentially a replacement for / upgrade of the current Clifton library).

Explore Gateways: Offered in a variety of venues, preferably with café facilities, these libraries should be co-located with other community activities where possible, with local communities invited to be involved in their operation. They will remain a key part of the statutory service and the library provider will continue to ensure that they are staffed and stocked with books, materials and information.

Virtual Libraries: A 24/7 online service including e-books and e-magazines, other online resources and virtual spaces for people to share ideas e.g. online reading groups.

Reading Cafés: These are a different type of library service encouraging the joy of reading especially for those who may feel uncomfortable in a more traditional library.

General

The provider will work to and maintain values based on the Ethical principles of librarianship produced by the Chartered Institute of Library and Information Professionals (CILIP):

- Considering the public good, including respect for diversity, equal opportunities and human rights
- Equitable treatment of all information users
- Impartiality and avoidance of inappropriate bias in acquiring and evaluating information and in mediating it to other information users
- Promoting straightforward, impartial and objective access to information
- Providing the best possible customer service within available resources
- Respecting users' confidentiality and privacy
- Providing users with inclusive, safe and welcoming places, online and offline
- Working with other individuals, groups and organisations to achieve better outcomes for users
- Maintaining and improving personal professional knowledge, skills and competences
- Conserving, preserving and sharing information in all formats, respecting its integrity and the intellectual efforts of its creators

The Core Offers

Description of service	What the Provider must deliver
	<p>The service will comprise the following “offers”:</p> <ul style="list-style-type: none"> • Spaces and Places • Reading • Information • Digital • Health and social care • Learning and skills • Culture • Archives and local history • Promoting inclusion
<p>The Spaces & Places Offer</p>	<p>The Provider will provide the range of staffed libraries as set out in the vision. As a minimum this will comprise:</p> <ul style="list-style-type: none"> • York Explore • Acomb, Burnholme and Clifton Library Learning Centres • 11 Explore Gateways / Reading Cafés • A mobile service <p>These will be:</p> <ul style="list-style-type: none"> • Fit-for-purpose and fully accessible, meeting the needs of everyone • Outward looking, linking with the community and drawing people in to foster a sense of place • Open at times that reflect the needs of the community including late night and weekend opening where

	<p>required</p> <ul style="list-style-type: none"> • Transparent and visible from the outside, clearly signed and encouraging people to come in • Staffed by well trained staff with excellent customer focus • Maximise use through partnership working, innovative programming and community involvement
<p>The Reading Offer:</p>	<p>The Provider will:</p> <ul style="list-style-type: none"> • Provide free access to book stock to browse and borrow in a variety of formats for all ages and to meet the expressed needs and interests of users • Operate a stock policy that reflects the community's requirements, promotes the stock, and provides the widest range of material within the resources available • Make available an interactive catalogue • Provide access to the national book collection through inter library loan • Promote the joy of reading through a range of lively activities, shared reading programmes, promotions and events • Provide events that support and develop a community of readers and connect readers to other readers • Promote reading for children and young people, working with schools and early years settings • Support literacy development at all ages • Operate a home library service to bring materials to individuals unable to access the library buildings
<p>The Information Offer:</p>	<p>The Provider will:</p> <ul style="list-style-type: none"> • Make available information from all sources, which has been researched by information professionals, giving a high level of quality assurance to the user • Provide expert staff, trained in reference work • Provide impartial reference and information allowing people to make informed decisions • Ensure that staff and volunteers continually develop their skills to provide the help people need to access information and services online • Support access to national resource platforms e.g. Information4living.

	<ul style="list-style-type: none"> • Provide community information at each library site • Provide access to local and family history resources • Information on jobs and careers as well as job search workshops in partnership with York Learning Services • Work with the Council's benefits team to deliver information on the range of and changes to benefits • Provide expert help accessing rights, democracy and citizenship information • Provide expert help accessing Gov.uk, york.gov.uk and other national and local government websites • Promote 'Live Well York' as the 'go to' website for the city for building health and wellbeing contributing to the comprehensive on-line community directory
The Digital Offer:	<p>The Provider will provide:</p> <ul style="list-style-type: none"> • Free access to the Internet for every resident • Free WiFi in every library • Clear and accessible online information about library services • A range of online reference sources • A good range of e-books • Free help to get online and support once you are online • Targeted work to identify users' digital skills and provide practical assistance to raise skill levels and to access particular digital systems and applications from which they might otherwise be excluded • Surgeries to try out new technology such as tablets, e-readers etc. • Mediated help online • Staff trained to help customers access digital information • Ability for customers to join online • Ability to be contacted online/via email for answers to customer enquiries • 24/7 access to services through a virtual library presence • Ability to reserve & renew items remotely via an online catalogue

<p>The Learning and Skills Offer:</p>	<p>The Provider will provide:</p> <ul style="list-style-type: none"> • Free resources for study and learning, including online resources and courses, text books and reference books • Study/learning spaces for children, young people and adults within the library service • Information about a range of free and low cost learning opportunities local to you, such as courses and study groups • Opportunities for people to explore and be creative, including workshops, regular groups and/or special events for children, young people and families • Places where communities and individuals can develop and share ideas and learn together • Support the defined offer from York Learning <p>Libraries are particularly important in supporting the learning needs of children and young people as well as supporting schools and the curriculum. Key areas are:</p> <ul style="list-style-type: none"> • Encouraging and supporting school visits • Supporting children’s homework through providing internet access, information and printing • Following the demise of school library services, providing a service to schools in bulk purchasing of guided reading books • Bookstart schemes delivering free books to babies and toddlers • Activities for children and families including story times and children’s reading clubs
<p>The Culture Offer:</p>	<p>The Provider will:</p> <ul style="list-style-type: none"> • Offer a high quality and diverse cultural experience across libraries through an accessible programme of cultural activities and events based on a wider range of cultural experiences • Collaborate with arts and culture organisations to reach local communities and groups of people who do not usually participate in the arts. • Ensure that children, young people and their families are able to take part in a wide range of cultural experiences • Partner with the professional and emerging arts sector to co-create cultural programmes and projects and empower artists, friends’ groups and other organisations to lead on cultural events and activities

	<ul style="list-style-type: none"> • Create cultural volunteering opportunities • Commission experimenting, proto-typing, piloting and ‘trying things out’
<p>The Health and Social Care Offer:</p>	<p>The Provider will deliver:</p> <ul style="list-style-type: none"> • A network of local hubs offering non-clinical community space where people can access free, impartial information and advice • Community outreach supporting vulnerable people such as a home library service, and books on prescription • Assisted on-line access to a range of websites by staff who are expert in mediated searches and able to locate information and online resources appropriate for the customer need and to facilitate and enable digital literacy • Self-help, independent library resources including impartial health information to support people in making independent life decisions • Health and care information services through partnership with agencies such as Age UK, Macmillan to signpost customers • Help to ensure that York has a mental health friendly environment as well as a dementia-friendly environment • Help to reduce inequalities in outcomes for particular groups, including those living in the poorer wards and vulnerable groups, offering a range of support to help residents make good choices about their own health and wellbeing, promoting the benefits of healthy lifestyles, helping people to access the services to help them to help themselves • Help to celebrate the role that older people play in making York a special place, helping people to remain independent for longer, supporting the vital contribution of York’s carers, and getting involved in social prescribing • Public health promotion activity working with the public health team • Social and recreational reading opportunities like reading groups • Volunteering and community engagement activities
<p>The Archives and Local History Offer:</p>	<p>The Provider will:</p> <ul style="list-style-type: none"> • Manage the collections to best practice standards for storage and care of Archives as per British Standard PD5454:2012, the standard for Archives Accreditation Operate and The National Archives’ standard for record repositories and in accordance with the terms of the Archives and Local History Collections Policy

- Ensure that the collections are catalogued and documented to international standards, undertaking initiatives to address the backlog in items requiring cataloguing
- Select and acquire new collections and Archives material in line with the approved Archives and Local History Collections Policy and in accordance with best practice guidance on the management of Deposited Public Records as issued from time to time by the National Archives
- Maintain free hands-on public access to the Collections
- Support Council officers and Public Records creators to maximise the use of their records to support efficiency and workflows
- Promote the Collections in order to maximise public use
- Develop and maintain partnerships with local community groups to increase the use of the collections throughout the city
- Work with education providers to increase formal learning opportunities using the Collections
- Provide volunteer opportunities that preserve and share the Collections
- Create opportunities for diverse communities to engage informally with the Collections in ways that are meaningful to them, including online
- Raise funds through income generation and through pursuing external funding applications in order to support the conservation of the Collections, to promote access to, the use of, and active participation in the development of the Collections
- Fulfil any commitment or conditions made to an external funding body or project partner contracted by the previous provider or their predecessors
- Maintain the Archives as a National Archives Approved repository for legally-protected Public Records and Manorial Documents
- Increase the proportion of the Collections which are available online
- Obtain Accredited Archives Service status within two years and maintain it
- Fulfil the Council's duties within the relevant legislative framework, including:
 - Law of Property Act, 1924
 - Tithe Act, 1936
 - Public Records Acts, 1958 and 1967
 - Local Government (Records) Act, 1962

	<p>Local Government Act, 1972 Local Government (Access to Information) Act, 1985 Data Protection Act, 1998 Freedom of Information Act, 2000 Re-use of Public Sector Information Regulations 2005 Any subsequent relevant legislation or regulations</p> <ul style="list-style-type: none"> • Ensure qualified specialist staff are employed at levels adequate to fulfil the requirements of this Agreement. • Provide free of charge professional advice to the Council on the most efficient and effective discharge of the Council's obligations towards its Collections under s224 of the Local Government Act 1972 • Conserve the Collections at its own expense and take such suitable advice and steps as seem fit and appropriate to protect and care for them in order to meet the requirements of the National Archives Accreditation Scheme (and if there is any dispute or disagreement between the parties about whether the requirements under the clause are met, the parties shall seek the opinion of an authorised representative of the National Archives Accreditation Scheme and follow the Dispute Resolution Procedure • Identify the Council as the owner or custodian of the Collections by labelling it in any collections management documentation relating to the Collections or by such other means (as far as it is possible to do so) • Support local democracy and accountability by identifying and preserving the key original and digital records of York's local government through best practice professional records management • Maintain an advisory group of representatives from the city's key stakeholder groups and the Council, with terms of reference to be agreed with the Council, and which will meet regularly to advise the service provider on the operation and future development of the Archives service • Administer the "Start-up" Fund in order to develop the income-generating potential of the archives
Promoting Inclusion	<p>The Provider will:</p> <ul style="list-style-type: none"> • Encourage networks and promote awareness of services and opportunities • Share practical examples of good practice and support within communities • Support and promote initiatives which encourage financial resilience through effective budgeting practices and income maximisation

	<ul style="list-style-type: none"> • Collate and promote the Jobs and Skills offer in each local community • Connect professionals to networks and resources • Support key individuals within the local community who can influence and support community development • Seek out volunteers to support particular projects and offer opportunities to gain valuable experience • Refer individuals to appropriate programmes to support their development • Support and promote local events such as jobs fairs • Offer information and signposting to those with aspirations around starting their own business • Support local volunteering, encouraging good practice in identifying roles, recruiting, developing and retaining volunteers
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Outcomes	
a.	<p>Stronger, more resilient communities, evidenced by:</p> <ul style="list-style-type: none"> • Libraries are acknowledged and celebrated as a vital part of community life, promoting independence and resilience • The profile of local library users reflects the makeup of their community • Libraries are recognised for leading and supporting activities that help to build understanding between different generations and cultures within the local community • Local people are aware of the information and services available via the library and are choosing to use them • Libraries provide a first choice channel for the Council to provide access to a range of public information and services • A widening range of volunteer roles within the service to support paid staff • Active participation of libraries in the city's <i>People Helping People</i> initiative or successor volunteering strategies increases volunteering across the city • Partnerships with organisations such as with the Royal Voluntary Service to deliver the Home Library Service increases the range of services • Residents increasingly supported to engage in planning, priority setting and problem solving generally in their communities

through partnership working with the Council's ward members and officer teams

- Residents developing skills that increase self-sufficiency, reducing demand on public services
- Partnerships developed with other local providers to identify local need and develop appropriate solutions
- Residents accessing life-critical information
- Spaces in libraries being used by the Council and other agencies to engage with and consult communities both online and face to face

b. Increased investment in and championing of innovation, evidenced by:

- Seeking out national and international models of excellence and innovation, promoting innovation through case studies, and implementing ideas in York where appropriate.
- Innovative approaches to the preservation of and public access to the archives and local history collections through the "Gateway to History" and the "City Making History" projects including
- Attracting external funding to invest in innovation
- Partnerships with the Council's ICT service to deliver innovative approaches to the use of new technology

c. "Co-production": the active involvement of residents in decisions and service redesign of Explore's services to meet local needs, evidenced by:

- Friends groups and advisory groups which will be open to everyone of all ages
- Workshops designed to include everyone and actively encouraging people from disadvantaged communities to take part which will build capacity through topics such as "how to be a board member"
- Development of an advisory group for younger age groups
- Regular consultation with children and young people undertaken across the City

d. Inspiring learning available for all, evidenced by:

- Partnership with York Learning to support their delivery of a range of programmes in skills development and to prepare people for work
- Explore's active membership of the York Community Learning Trust
- Management of the Learning Network, planning developments with York Learning
- Delivery of a range of learning programmes such as family and local history, reading, IT

- Delivery of a digital inclusion learning programme that will get people online for free. All of our sites are UK Online Centres
- Information literacy programmes delivered
- All libraries offering a range of reading/literacy programmes and activities with an increase in the number of children, young people, adults and families participating (both as readers and volunteers) and, as a result, increased reading for pleasure
- Stronger partnerships between public libraries and local schools

e. Good relations between different communities living in York, evidenced by:

- Opportunities and events to celebrate diversity, book displays and lectures
- The building of York's multiple collective identities and memories by working with local people to identify and preserve the key records of all cultures and communities in the city

f. Everyone is helped to achieve their full potential, evidenced by:

- People recognise the role libraries have played in helping them to achieve their goals
- People would recommend the library as a beneficial place to go to for lifelong learning support and access to resources and materials
- Education providers, such as schools and adult education organisations, want to partner with library services to provide extended support (such as homework clubs, ESOL support, class visits, and a range of opportunities for NEETs, adults with learning disabilities and people recovering from mental health)
- Through library support, people have more positive perceptions of their ability to participate in, engage with, and function in, today's information society
- New employment opportunities for residents including apprenticeships, employment support and employee assistance programmes

g. Greater prosperity, evidenced by:

- Support for the Council's financial inclusion strategy
- People recognise that libraries can provide high-quality advice to help them to start up a business
- Businesses recognise that libraries can provide high-quality advice to help them to grow
- People recognise libraries provide high-quality advice on access to employment, budgeting skills, and job seeking support
- People recognise the benefits of building skills through volunteering opportunities in the library

h. Healthier and happier lives, evidenced by:

- Libraries are perceived as important partners for achieving improved health outcomes in communities by Public Health England, NHS providers, local health bodies, clinical commissioning groups, Sustainability and Transformation Plan Committees, and other health and wellbeing commissioners and providers
- People perceive themselves to have improved wellbeing as a result of participating in library activities
- People who are housebound, or who have dementia or autism, and their carers feel more connected and supported to manage in the community, and maintain their independence and wellbeing as a result of their contact with libraries
- Library users are enabled to look after their health, participate in shared decision-making with healthcare professionals, and are more health literate

i. Increased customer satisfaction with the service, evidenced by:

- Explore's Customer First standard, an in house programme to ensure excellent customer care
- Achievement of the Customer Service Excellence award by year two of the contract

j. Cultural and creative enrichment, evidenced by:

- More people (children and adults) having access to cultural experiences and events through libraries (especially from disadvantaged backgrounds)
- People reporting that they see libraries as local creative hubs where exploration, experimentation, pursuing of cultural interests, and making are encouraged
- Libraries are seen as active partners with professional and amateur cultural and arts organisations to provide cultural experiences and activities within libraries

k. Improved levels of digital literacy, evidenced by:

- People being able to get online easily and are supported (where necessary) to complete online activities of their choice
- Users understand and make more informed decisions about their safety and security, and use of their personal data online as a result of library activities
- People perceive public libraries as being places they can go to co-create and share expertise using cutting edge technology, for example, through maker spaces
- High quality 24/7 online access, seamlessly integrated with physical aspects of public library services, available through a

