

Aims and Objectives

1. Our vision aims to describe our ambition and what it is we hope to achieve:
To enable people to live fuller, more connected and engaged lives.
2. Our mission sets out how we will achieve this vision:
Our welcoming, expert staff will promote the joy of reading and learning, and provide access to information and archives in spaces which are safe and open to all.
3. Explore will continue to provide the high quality service to its existing customers while reaching out to more people and searching for more efficient and effective solutions for all customers. Our strategic objectives look to benefit both the customer of the service and the wider community. We will work closely with partner organisations to fulfil these and they will challenge us to improve and be successful:
 - a) To work with our communities to promote active citizenship and enable people to participate in society:
 - Ensure all libraries are community hubs, offering a range of activities and services
 - Supporting the CYC neighbourhood working strategy
 - Building partnerships with the community
 - Creating flexible, safe, welcoming spaces that are open to all
 - Ensuring everything we do is customer focused
 - Develop and deliver activities to improve well-being that allows people to fulfil their potential
 - Volunteering and community engagement activities
 - b) To support and deliver lifelong learning:
 - Continued partnership with York Learning
 - Facilitate community learning in York, supporting self organised learning
 - Support skills development and employability and development of the workforce
 - Delivery of adult learning courses
 - Provide quiet study space

- Supporting the National Curriculum with books, online resources and homework clubs
 - Advancing knowledge through supporting study through our bookstock and access to the world's libraries
 - Learning spaces that are flexible and fit for purpose
- c) To promote the joy of reading:
- Free book lending in a variety of formats, ebooks, large print, audio, paperback, hardback
 - Supporting reading groups with sets of books and spaces to meet
 - Range of author events to
 - Support adult literacy with Quick Reads and
 - Promotion of new authors, encouraging people to experiment
- d) To be the key provider of impartial information in York:
- Supporting people accessing information and services online in life-critical areas such as careers and job seeking; health; personal financial information and benefits.
 - Helping people to use vital government online information and services and linking national information with local advice and services
 - Training in information literacy
 - Records management expertise
 - Financial inclusion information and workshops
- e) To promote and enhance the health and wellbeing of the people of York:
- A network of local hubs offering non-clinical community space
 - Community outreach supporting vulnerable people
 - Expert staff with local knowledge
 - Assisted on-line access
 - Self-help library resources
 - Health and care information services
 - Referral and signposting
 - Public health promotion activity
 - Social and recreational reading opportunities like reading groups

- f) To support and promote people's engagement with digital information and resources:
- E-lending of digital and audio books, with remote access
 - Social networking interaction/ engagement opportunities
 - A library APP to allow full access to all library digital services from mobile devices
 - Digital services that work with a range of assistive technology such as speech programmes or magnifiers.
 - Free internet access for all and free WiFi in all libraries
 - Training in digital information literacy
 - Time-relevant, quality checked digital content for communities and support for communities to create their own content
 - Loan of digital devices for those without other access
 - Access to digitised local archive and local history resources
 - Federated searching of locally held online resources
 - Access to online learning opportunities (citizenship & theory driving tests or language learning etc.)
- g) To be the trusted custodian of the City of York's archive and local history collections:
- Support local democracy and accountability by identifying and preserving the key original records of York's local government through best practice professional records management
 - Build 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 - past, present and future
 - Maintain free hands-on public access to the archive and local history collections both in York Explore and throughout our network of libraries
 - Protect the interests of future York citizens by employing professionally-qualified archive staff to protect the collections from loss and damage so that they survive forever
 - Maintain York as a National Archives Approved repository for legally-protected Public Records and Manorial Documents
 - Develop partnerships with local community groups to increase the use of the archive and local history collections, and volunteer opportunities to get involved in preserving the collections

- Increase the proportion of the archive and local history collections which are available online
- Work with local partners to increase educational use of the archive & Local history collections, and to develop the archives collections to support economic and tourism development
- Vigorously pursue external funding to support these objectives