Glasgow Life
Libraries





VISION

FOR GLASGOW LIBRARIES

REFRESH: DRAFT

Glasgow's libraries belong to its citizens and communities. We believe that people who value them should have lots of opportunities to shape what they do. They are part of the public, community and voluntary services working across the city. We want to be great partners helping where we can to contribute positively to the lives of our citizens across Glasgow's neighbourhoods.



Almost ten years, ago we held a consultation and engagement exercise around Glasgow's libraries to find out how local people and communities felt about them and what they wanted from their local library. We also wanted to listen to other public services and voluntary organisations to better understand how they could support libraries and how libraries could support them.



Glasgow
CITY COUNCIL

We got a very clear message from everyone we spoke to:-

Libraries are vital to Glasgow



In 2015, we asked people and communities what they wanted from their local libraries. Our consultation also asked for the views of other public services and voluntary organisations. We built the 2015 *Vision for Glasgow Libraries* around this feedback.

Since then, we have worked with you to deliver the Vision for Glasgow Libraries in your communities.

Lots of things have changed since 2015. The future is being shaped in ways that can be difficult to understand, creating challenges for all. One thing remains the same, Glasgow's commitment to your public libraries.

Libraries are still vital!

We want to find out if Glasgow's library services are still doing what you need and want them to do. Tell us how you think you will use libraries over the next few years.

Please have your say

This document is a starting point to gain the views of local people, communities, partners, and stakeholders on the future of Glasgow's libraries. It will also support the debate about the role libraries can play in the city over the next five years.

We want to get this right

Our vision in 2015 was that **"Glasgow's Libraries are amazing places to read, learn and discover – the trusted guide at the heart of our communities."**

Reading is still one of our great pleasures. It's the most popular cultural activity in Scotland. Books, reading material and information will always be the focal points of Glasgow's libraries.

Good literacy helps everyone discover and achieve their potential, question and understand the world around them or just escape for a while.

Glasgow's libraries have a fundamental role to promote reading as well as support and enable everyone to have the skills to access the information they need.

Digital is often the way we want and expect to access the information and help we need as well as the entertainment we want. We have become used to the things we want being delivered quickly, easily and tailored to our personal preferences. We want to continue to ensure that every citizen has access to this, and libraries are the place where everyone can safely access the digital world.

Glasgow is Scotland's most diverse city. Public libraries are an expression of this and should reflect the different ways we all live and the different things that are important to us.

We'll never stop listening and working with and for you.

We think there are five themes that underpin these basic values and aspirations.

These are:

- Culture
- Health
- Social
- Economy
- Environment

Culture

Libraries help people and local communities to express and experience culture. Culture can mean many things, it could be spoken word, a performance, a celebration of our communities or a combination of all of these. It could be thought-provoking or entertaining.

We want to work with you to programme activities and events that you want in your local library.

Reading is the most popular cultural experience in Scotland and can open doors to other cultural experiences. That's why we will:

- continue to invest in our physical and digital books and reading material ensuring they are at the heart of all service delivery and programming
- develop the role of libraries as gateways to the widest possible range of inclusive cultural experiences and opportunities across the city
- encourage local cultural participation that is relevant, empowering and accessible in the heart of local communities
- ensure our online and digital content complements the content our local libraries offer and connects customers between the two
- continue to develop resources and programmes that support the delivery of local history and heritage activities within local libraries.

Health

We all want to feel more in control of our own health. Sometimes access to information is all we need. Sometimes we need more than information - someone to listen, signpost or help to find our way through complicated situations.

Reading is also great for relaxation and for helping make sense of things.

We want your libraries to be places where you can find this information and get access to help and support when you need it. Glasgow's libraries should be places that help improve your wellbeing.

That's why we will:

- be your trusted, quality-assured information provider with access to health and wellbeing information
- develop local health and wellbeing volunteer and befriending opportunities to give you additional support during tough times, but also enable you to support others
- continue to provide services for customers who for health or other reasons are unable to visit their local library enabling them to continue reading for pleasure or for self-management depending on their needs
- work with organisations and agencies to provide specialist information, advice and support services within our local branches.

Social

Libraries provide a safe space. Whether that means some quiet time or being around other people. Maybe taking part in programmed activities, maybe just to get out of the rain. Everyone is welcome.

Your libraries are places where you can find social connection and a friendly welcome in a warm, comfortable building.

That's why we will:

- continue to invest in libraries to make them accessible, warm and welcoming
- develop programmes and activities that connect across communities and reduce isolation and loneliness
- develop a wide range of volunteer programmes to support literacy, numeracy, life skills, learning and social connection
- create spaces enabling you to work, think and be on your own or with other people
- identify the ways we can involve the local community in developing and delivering local services in our community libraries
- continue to develop resources that support community empowerment and active citizenship.

Economy

We can help you develop business ideas, look for a job or just make sure you've claimed all the benefits you are entitled to. Some of this might be highly specialist or just involve access to the people and organisations that can help you to complete forms. Our libraries are also a place of learning, supporting literacy and numeracy and a wide range of other skills development such as digital learning.

We want to offer the tools and support anyone needs to learn and develop.

That's why we will:

- continually update our access to digital and online information to support job-seekers and people with business ideas that need technical or specialist support
- support learning and skills development to build the capacity of individuals and communities
- further develop digital and online learning resources, building them around what local people want and need including ESOL, literacy and numeracy, social history and opening up access to the City's Collections
- provide support and access to WiFi to access and manage welfare rights
- further develop partnerships and programmes to support Glasgow's businesses, social enterprises and entrepreneurs.

Environment

We are helping Glasgow achieve net zero by improving the energy efficiency of your public library buildings, but we also want them to be spaces where communities can organise and build resilience to adapt to the consequences of climate change.

Libraries are built on principles of access, sharing and lending for a common good. Information will always be at the heart of this but we want to apply these principles in ways that help us all live sustainably. We want to work with partners to help us realise the potential libraries can offer.

That's why we will:

- implement the *Green Libraries Manifesto*
- work with environmental and sustainability partners to help local people use energy more efficiently
- work with partners and local communities to develop services that support the circular economy, such as toy and tool libraries
- work with local people to connect libraries to community food growing programmes and other green initiatives
- continually work to reduce the energy consumption in our buildings and identify operating practices to support reduced carbon emissions
- support connection to climate conversations through events, collections and programmes.



Please have your say

This draft refresh of the *Vision for Glasgow Libraries* is a starting point to gain the views of citizens, communities, partners and stakeholders on the future of Glasgow's Libraries and to support debate about the contribution libraries can play in the city over the next five years.

In the introduction, we said we believe Glasgow Libraries are vital. Please have your say and contribute to the discussion. All contributions will be welcome as we develop this next Vision for Glasgow Libraries.

Visit glasgowlife.org.uk/libraries/online-library/vision-for-glasgow-libraries to complete the survey and leave your views.