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Newport City Council

Library Strategy
2017-2020

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Introduction

This strategy sets out the vision and defines the priorities of the library service in Newport over the next three years.

Library services are valued community resources which enrich the lives of people by helping to improve literacy; to support skills and learning; promote digital inclusion and have a positive impact upon health and wellbeing.

However, libraries across the UK are facing changing demands from customers at a time of financial constraint. In order to meet this challenge Newport Library Service must be able to adapt to changing circumstances and identify potential opportunities, whilst maintaining and seeking to improve those services which are valued within our communities.

This strategy will set out the initial framework for how the service can respond to the on-going challenges we face and ensure that library services in Newport are sustainable and able to meet the needs of the residents of the city in to the future.

Library service vision

An inclusive, modern and high quality library service that inspires the people of Newport to realise their full potential.

Background and context

This strategy has been informed by the statutory framework in which public library services operate and a number of local and national strategies.

Statutory

The Public Libraries and Museums Act 1964

The Public Libraries and Museums Act 1964 places a statutory duty upon all local authorities in the UK to provide a 'comprehensive and efficient library service for all persons desiring to make use thereof'.

Well-being of Future Generations (Wales) Act 2015

The Well-being of Future Generations (Wales) Act 2015 ensures that public bodies across Wales, including local authorities, think about the long-term, work better with communities and each other, look to prevent problems and take a more joined-up approach.

To achieve this, the Act puts in place 7 well-being goals:

- A globally responsive Wales
- A prosperous Wales
- A resilient Wales
- A healthier Wales
- A more equal Wales
- A Wales of cohesive communities
- A Wales of vibrant culture and thriving Welsh language

Clearly, the library service contributes to a number of these goals by supporting education and lifelong learning; promoting health and wellbeing; improving digital literacy; and providing access to culture and the Welsh language within some of the most deprived communities in Newport and Wales.

Local strategies

'Standing up for Newport' The Newport City Council Corporate Plan 2012-17

The Corporate Plan 2012-17 provides the strategic framework under which all services are provided. The plan has 5 main themes and outcomes which are reflected within the priorities of the library service:

A caring city

- People live in sustainable communities
- People lead independent lives and are supported where appropriate

A fairer city

- Decisions are tested and monitored for fairness
- The council makes most of its resources

A learning and working city

- The life chances of children and young people are improved
- Adults in Newport are successful and realise their potential
- The local economy is strong and confident

A greener and healthier city

- The attractiveness of the city is improved
- Environmental sustainability is improved
- People lead healthier lives

A safer city

- People in Newport live in safe and inclusive communities
- Newport is a vibrant, welcoming place to visit and enjoy

National strategies

Welsh Public Library Standards

Since 2002 library services in Wales have submitted annual returns against the Welsh Public Library Standards. These returns are then used by the relevant Welsh Minister to superintend and assess each local authority's obligation to deliver a public library service under the 1964 act. To date there have been five frameworks, each evolving to reflect the changing needs and expectations of library users. The latest framework was introduced in 2014 and will run to 2017.

The fifth framework asks Welsh Library Services to report upon 18 core entitlements and 16 Quality indicators. Library services contribute to a range of Welsh Government outcomes including literacy, skills and learning, digital inclusion, tackling poverty and health and well-being. The new quality framework has therefore been themed around four core service aspects:

- Customers and communities
- Access for all
- Learning for life
- Leadership and development

In 2014/15 Newport Library Service met 16 of the 18 core entitlements in full, partially met one and failed to meet one. Of the 7 quality indicators which have targets Newport Library Service met 4 in full and 3 in part.

The latest annual report assessing the performance of Newport Library Service can be found on the Welsh Government website.

Society of Chief Librarians – the Universal Offers

The Universal Offers are a strategic framework developed by the Society of Chief Librarians to provide a cohesive and positive vision for the future of public libraries within the UK. The Universal Offers represent the core services which library users and stakeholders see as being integral to a 21st century library service. To ensure that library services remain relevant and are able to meet changing customer expectations.

The five elements of the Universal Offers are:
- Reading Offer
- Digital Offer
- Health and Wellbeing Offer
- Information Offer
- Learning Offer

Newport Library Service

Newport Library Service currently operates 9 service points across the city. Following a review in to the library service in 2015 these service points were designated in to 3 bands:

The Central Library

Based in a building shared with the Newport Museum and Art Gallery, the Central Library is open 41 hours per week. In addition to over 54,000 titles available for loan the Central Library holds our reserve of 24,000 items. The Central Library is home to the local studies collection which contains over 50,000 items including printed materials, archive records, maps, photographs and newspapers that relate to the history, geography and literature of Newport and the historical county of Monmouthshire.

Three library hubs: Bettws; Ringland; Rogerstone

The three hub libraries are open a minimum of 36 hours per week and operate as stand-alone libraries. In addition to lending stock each library has a minimum of four public access PCs and holds regular events and activities, including story clubs and digital Fridays and volunteer supported IT drop-in sessions.

Five co-located services: Caerleon; Malpas; Pillgwenlly; St Julian's; Tredegar House

Open for 20 hours per week these libraries are located in buildings which are shared with partner organisations. Pillgwenlly and St Julian's operate within Community Learning Centres; Tredegar House is based within the grounds of the National Trust property and Caerleon re-located in 2015 to the Caerleon Town Hall. All of these libraries provide access to core lending services and have a minimum of 3 PCs available for public use. Events and activities are held at these libraries throughout the year.
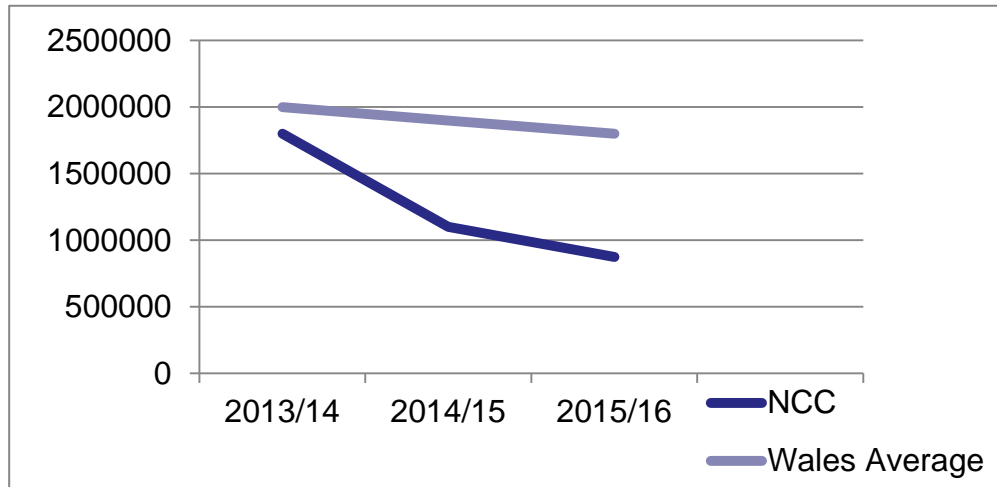
Wi-Fi is provided at all Newport libraries.

Newport Library Service also provides 3 complementary services to the static libraries:

1. The Housebound Service provides an alternative service to residents who are unable to visit a library. Managed from four of our libraries, volunteers provide monthly deliveries of books that have been selected by library staff;

2. Book Express is a unique postal service where residents of Newport are able to order up to 50 titles a year online that delivered to them by post;

3. A 24/7 library service is available through our designated web portal LION – Library Information Online in Newport. Through LION library members can manage their account, search our catalogue, renew and request titles and access a range of online information resources.

Facts and figures

Average Wales local authority library spend v NCC library spend

In 2016/17 the library service budget is £887,631.

In 2015/16 the library service had:

- 446,929 visits
- 424,073 issues of books and other resources at our libraries
- 4,454 e-book issues
- 40,652 hours of public PC use
- 39,300 registered members
- 16,600 people borrowed at least one item from our libraries

In March 2016 a customer survey was held by Newport libraries during which we received this feedback:-

- The top 3 reasons given for visiting a library were:
  - To borrow or return a book – 88%
  - To ask a member of staff for help/information – 42%
  - To use a computer – 34%
- Percentage of respondents who thought that the books in the library were Very Good or Good was 89%
- Percentage of respondents who rated the overall service as Very Good or Good was 92%
- Percentage of respondents who rated the computers in the library as Very Good or Good was 76%

Future challenges

The library strategy must be a document that reflects the current circumstances in which the service operates and also tries to identify future challenges and how the service may need to respond. In order to achieve this, the following assumptions have been made on how the needs of our users will develop and what external factors will influence the service over the next two years.

- We anticipate that local government will continue to face challenging financial settlements until at least 2020. We will therefore continue to operate with constrained budgets over that time.

- Library services will need to continue to innovate and identify new ways of working to ensure they operate efficiently and represent good value for money. This will include the need to seek more opportunities to work collaboratively in initiatives such as the all-Wales book purchasing consortium and the all-Wales library management system.

- Library services will also have to work more collaboratively with the communities they serve to ensure that they are providing the services those communities require. By encouraging greater community involvement, libraries will also be well placed to identify opportunities for local communities to support service provision in the future.

- The role of volunteers in providing value-added services will increase.

- Customer expectations, particularly around provision of IT, will continue to change and challenge the traditional model of library delivery.

- Libraries will be expected to be able to offer a 24/7 online presence and be able to provide multiple access modes to services.

- It is anticipated that the demand for assisted digital services will continue to grow as government services move to being digital by default. Libraries provide a technology 'safety net' for a large part of the population and will continue to be called upon to support users to access life-essential services such as benefits; job-seeking; and health and wellbeing information.

- The library workforce will have to continue to develop their digital skills to be able to assist people to access online services. It will be a challenge for library services to keep pace with technological change.

- Changes to the publishing industry and continued development of e-books will impact upon library provision. Unless agreement can be reached with vendors, the public library e-book offer will continue to be viewed as poor.

- Libraries will increasingly have to work with partners to extend the library's reach and meet community needs.

Library service strategic aims

We have identified six strategic aims. Taken together these aims will ensure that our service is able to deliver a comprehensive and efficient library service that is able to adapt to changing customer need, whilst delivering local and national objectives.

Strategic aim one:
To encourage reading and support literacy

We will continue to place the support of reading and literacy at the core of our service offer. In our customer survey held in March 2016 76% of library users were visiting to either borrow or return a book. We will continue to provide of appropriate resources and expert staff to assist users over the period of this plan.

Support for children's literacy
- We will maintain a commitment to promoting reading for pleasure and supporting literacy amongst children in Newport.

Evidence from the Department of Education shows that reading for pleasure helps to grow self-confidence and that there is a positive relationship between reading for pleasure and attainment in schools.

- We will continue to promote reading amongst pre-school children by maintaining our story-club sessions, co-ordinating the national Bookstart scheme within Newport and engaging with the 'Read on - Get on' and other appropriate national campaigns.

- We will continue to maintain the Every Child a Library Member scheme in partnership with Newport schools to ensure that all schoolchildren in Newport are enrolled as library members.

- We aim to improve the take-up of the Summer Reading Challenge amongst children in Newport by making more use of 'Reading Hack' volunteers to promote the initiative and support delivery of events and activities.

Reading Ahead

Reading Ahead (formerly called the Six Book Challenge) is a national initiative that supports adults and young people to take up reading by encouraging them to pick six reads, rate and record them.

- We will work with partners, including Flying Start, to promote this scheme and encourage participation as 'everything changes when we read'.

Reader development events

- We will maintain a range of events and activities across all libraries for both children and adults to promote reading. These activities will include author visits, reading groups and maintaining shared reading groups at the Central Library.
- We will work with partners to maximise participation and impact.

Strategic aim two:
To provide digital services and support digital inclusion

Maximising the opportunities of digital technology

- We use the opportunities offered by the growth of digital technologies to improve service delivery wherever practicable.

Following the implementation of RFID and self-service at Central and Caerleon libraries we will review the use of this technology at our other sites with the aim of introducing the technology at one site per annum.

- We will explore the opportunities that high-speed Wi-Fi at our sites offers, including the adoption of Wi-Fi printing facilities and the loan of tablets and e-readers.

The digital skills of library staff will need to keep pace with the changing demands of our users and the changing digital environment, so there will be a much stronger emphasis upon ensuring that all library staff are confident and able to work within this environment.

Assisted digital and digital inclusion

As more government services move to digital the library service will continue to have an important role to play in assisting people to get online and be confident in using digital resources.

- We will ensure that all staff are confident in providing an appropriate level of support to library users.

Even with improved staff training this will be a challenge for us to manage as it is likely to place a significant pressure on staffing resources as user expectations for one-to-one assistance may not be able to be met.

- We will continue to offer a staff led programmed of basic tuition, work with partner organisations and make use of volunteers to meet this challenge.

Online library services

Newport Libraries already provide a 24/7 online library service through the Libraries and Information Online (LION) website. This includes access to a range of online information resources and allows library members to manage their accounts, renew and request titles and to download e-books, e-audio titles and e-magazines.

- To meet an anticipated increase in the use of online services we will continue to develop LION as the main hub for our online services. We will increase the content of the site by instigating a programme of digitisation of items from our local studies collection.

As the use of technology continues to develop and offer opportunities for customers to engage with our libraries in a variety of ways, the service will need to adapt our traditional model of delivery and improve the synthesis of our physical and digital services.

- We will strive to promote our online services within our physical buildings and make our library membership aware of the full range of resources available online. Online services provide a potential access route to non-users of the service so we will improve our marketing of these services and target our use of social media more effectively to highlight our service offer.

The lending of e-books by UK public libraries is currently limited by publisher controls which have the effect of dampening demand. As this situation can be anticipated to ease over coming years, the library will need to ensure that it is in a position to allocate appropriate resources to e-content to ensure that we can meet increased demand. Currently, the spend on e-books and e-audio for loan is 2.65% of our total materials budget expenditure and the service anticipates that this will need to grow to a minimum of 5% and potentially as high as 10% by 2020 if we are to maintain a lending offer that meets changing customer need.

- We will collaborate with other authorities to ensure that resources are used efficiently.

Strategic aim three:
To support the health and well-being of our communities

Promoting health and wellbeing

Our libraries help Newport residents to take positive steps to manage their own health and wellbeing through the provision of information and advice services in partnership with other organisations.
The service operates the Welsh book prescription scheme and maintains specialist carers and parents collections.

- We will support the new Welsh books on prescription scheme for young people on launch and develop additional curated collections, beginning with a collection to support the dementia friendly initiative within Newport.

Libraries as community spaces

Libraries are welcoming and safe spaces at the heart of our communities which provide an environment where people can meet and socialise freely, whilst discovering and exploring the resources in our collections.

Libraries provide a friendly space for older people to socialise, combating the effects of loneliness and isolation. The service has is aware of the importance regular book transactions have for older people and the social interaction the service provides. The issue of loneliness will be a growing problem as the population ages over the next decade. Councils will need to develop strategies to manage the problem and libraries are uniquely placed to contribute to this challenge.

- We will develop our offer with older users in mind and pay particular attention to developing social interaction with this user group.

- We will work to encourage greater participation at a wider range of events and activities at all our libraries.

- We will work with our communities to run social activities such as 'knit and natter' groups and expand the number of 'shared reading' groups.

- We will continue to develop and offer new creative and learning opportunities through our story clubs, coding clubs, and continue to support writing squads and other similar activities.

Strategic aim four:
To provide access to information

Libraries as trusted information providers

Free and easily accessible on line information has, perhaps counter intuitively, made the role of libraries as trusted information providers more important than ever, rather than old fashioned out of date institutions.   Libraries also play an increasingly important role in widening access and supporting information literacy within our communities.

- We will continue to provide access to trusted sources of information by maintaining non- fiction collections at all our sites.

- We will review our stock holdings on an annual basis to ensure that the collections at individual branches meet the requirements of the community and make better use of curated collections to highlight areas of stock.

- We will ensure that we offer regular classes and activities on information literacy at all of our libraries to ensure that Newport residents are confident when accessing and assessing information, particularly via the internet.

Local studies collection

The local studies collection in the Central Library contains over 50,000 items of printed materials, archive records, maps, photographs and newspapers relating to the history, geography and literature of Newport and the historical county of Monmouthshire. Included within the collection are several items of national importance including the Chartist trial records and the Delaney Letters. Currently, only a very small percentage of the material within the collection has been digitised and made available online. Similarly, catalogue records for less than 30% of the collection are available on our online public access catalogue.

To address this we will:-

- use volunteers to support the work of library staff to increase the amount of digitised local studies material available to users;

- Identify priority items for digitisation, making this unique collection available more widely thereby improving Newport resident's access to these vital resources for understanding the city's heritage.

Strategic aim five:
To promote and facilitate learning and assist residents to achieve their potential

Staff and volunteer training and development

With an anticipated increased demand for digital support from our customers it will be essential that the library service supports the work of our staff by implementing a programme of appropriate training based upon changing customer need. Where possible the service will seek to work collaboratively with other library services and the Welsh Government to deliver training as efficiently as possible.

- We will ensure that all volunteers are adequately trained and supported to fulfil their role as we develop the use of volunteers.

- We will work with partners, including Communities First, to offer appropriate work placements and volunteering opportunities within our libraries and help young people achieve their potential.

Learning opportunities in our libraries

- We currently offer a programme of events and activities across our sites that support learning opportunities for the residents of Newport.

- We offer fun and easily accessible events for school-age children with a focus upon the annual Summer Reading Challenge during the summer holidays

- During term times Story-clubs run at 6 of our libraries which offer an informal and fun environment to introduce pre-school children to the joy of reading.

- We will continue to support these initiatives with a particular emphasis upon how we can support parents to encourage their children to read. We will develop Code Clubs at the Central Library and the three hub libraries.

Promotion of the Welsh language and culture

The Library service is committed to promoting the Welsh Language and culture. We will ensure that we maintain an appropriate level of Welsh Language materials at all our libraries as defined within the Welsh Public Library Standards. By working in partnership with other organisations we will deliver a programme of activities within our libraries to help the residents of Newport take their first steps on learning Welsh in an informal atmosphere.

Strategic aim six:
Service Improvement and Efficiency

We will continue to challenge ourselves to operate as efficiently as possible whilst maintaining the highest levels of customer service. The library service has a strong track-record of delivering an efficient service with a budget that is below the UK average for per-capita spend.

We will use technology to improve service efficiency, particularly in relation to increased use of RFID to support self-service for customers and streamline our book acquisitions process.

Service points

Following the library service review of 2014/15 we currently operate 9 service points as stand-alone libraries or as part of a multi-use site. Over the last 10 years the service has sought to maximise opportunities to deliver from multi-use venues where possible, allowing us to ensure we operate as efficiently as possible but also giving us the opportunity to develop library services across the city.

This approach has resulted in the opening of St Julian's Community Learning Centre and Library in 2007; the re-location of Pillgwenlly library in 2008; the opening of a new library in Tredegar in 2010 and the re-location of the library to Caerleon Town Hall in 2015.

We will continue to explore possibilities for co-location of library services where available and where this can be shown to have a positive impact upon the delivery of services.

We will work with Community Regeneration to test the feasibility of creating co-located community service points at strategic locations.

Collaboration

We work collaboratively with other agencies, including Newport City Council departments, neighbouring library authorities and the Welsh Government to maximise opportunities for efficient delivery of services.

The All-Wales Book Purchasing consortium has delivered significant savings for all Welsh library authorities and our participation in e-lending schemes such as Zinio magazines and Borrowbox in partnership with other authorities has ensured that these materials are available to our residents. The Books4U inter-library loan scheme that operates across South Wales allows our library members to borrow titles from other authorities and universities free of charge.

- We will continue to seek opportunities for collaboration, with an initial focus upon how we can work with partners to deliver training to staff and volunteers.

All-Wales Library Management System (LMS)

The Welsh Government supported All-Wales LMS will offer the opportunities for public libraries in Wales to work in a more integrated manner whilst delivering potential efficiency savings through shared procurement. The provisional date for adoption of the new system in Newport is 2018.

Technological opportunities

Increased use of existing technologies and the identification of appropriate new technologies offer library services the chance to deliver in new ways.

- We will continue to roll-out RFID technology and self-service to our libraries with the aim of establishing the technology at one site per year to 2020.

The development of 'open access' technologies by a number of companies, which allow library users to access premises outside of staffed hours, is one that promises a potentially exciting opportunity to make our service more accessible at limited cost.

- We will monitor the development of this technology with a view to piloting this at one of our sites before 2020.

What success will look like in 2020

- The service can clearly demonstrate that its activity is aligned to the Newport City Council priorities, the Welsh Public Library Standards and the Universal Offers.
- The library service meets all the core entitlements of the Welsh Public Library Standards.
- Is recognised as a service that operates efficiently and effectively, representing excellent value for money.

Libraries Strategy 2017 – 2020: Action Plan

Strategic aim 1: To encourage reading and promote literacy

Actions	Outcomes	How will success be measured	Timescale
To develop and implement a reading progression scheme for early years.	Improved access to appropriate and high quality reading materials for families with young children.	Number of families participating in the scheme Issue figures for stock Analysis of feedback from user surveys	2017 - 18
To work more closely with schools to promote the Summer Reading Challenge	Increase participation and number of children completing the challenge.	Exceed Welsh median for number of children joining and completing the challenge	2017 - 18
To continue to support the 'Read Ahead' programme at all our libraries and in partnership with other organisations	Improved literacy and awareness of the positive impact of reading on health and wellbeing	Number of people completing the Read Ahead scheme. To exceed 150 by 2018	Ongoing
To deliver reader development sessions for both adults and children at each of our sites.	Residents of Newport are given the opportunity to partake of social events within their community Service meets the requirements of the Welsh Public Library Standards	Attendance at events Analysis of feedback from user surveys	2017 onwards

Strategic aim 2: To provide digital services and support digital inclusion

Actions	Outcomes	How will success be measured	Timescale
To maximise the potential of Wi-Fi in our libraries • Investigate options for loan of tablets within the Central Library • Introduction of Wi-Fi printing in the Central Library	Improved access to digital technology for the residents of Newport	Increased use of Wi-Fi across our libraries	2017 - 18
Roll-out of RFID and self-service to all hub libraries by 2020	Improved customer experience by offering choice of self-service Opportunity to improve stock management through more effective use of RFID	Increased number of book issues at libraries	Bettws 2018 -19 Ringland 2019 - 20
Staff training to ensure we can meet the requirements of residents in a changing technological environment	All library staff have improved knowledge and skills and are more consistently able to provide support	All staff complete initial training and annual refresher training	2017 onwards

Actions	Outcomes	How will success be measured	Timescale
Maintain and develop partnerships with other agencies to support digital inclusion	Improved access to digital literacy support within our libraries Library service is able to meet anticipated demand for support That the residents of Newport are fully able to make use of digital services and the opportunities these offer.	Number of support sessions run in libraries and attendance at those sessions Number of individuals assisted on an informal basis	On-going
To review and re-design the Libraries and Information Online in Newport (LION) website	To ensure that the LION portal is reflective of service and user need To improve the usability and accessibility of the website	Increase in the number of visits to the website Increased percentage of library members who actively use LION	2017 - 18
To improve marketing of and increase awareness of our digital resources, particularly ebooks and emagazines.	That the residents of Newport are aware of and using all the digital resources available through the service.	Increased e-book loans Increased e-magazine access	2017 onwards

Strategic aim 3: To support the health and well-being of our communities

Actions	Outcomes	How will success be measured	Timescale
To maintain support for the Welsh Books Prescription Scheme	Residents of Newport have access to relevant information to support their health and wellbeing	Issues of the titles on the scheme Number of health practitioners supporting the scheme	Ongoing
To promote and support the Better with Books prescription scheme	That young people and their families in Newport have access to relevant information to support their health and wellbeing	Issues of the titles on the scheme Number of health practitioners supporting the scheme	2017 onwards
Development of Health and Wellbeing collections at all libraries	That residents of Newport can confidently access information to support their health and wellbeing	Issues of titles within the collections	2017 -18
Development of a programme of events and activities within all libraries to combat social exclusion	Those at risk of social exclusion have access to a range of appropriate social opportunities within their community	A minimum of one event per month is held at all sites Number of attendees at the events and activities Analysis of feedback from user surveys	2017 onwards

Strategic Aim 4: To provide access to information

Actions	Outcomes	How will success be measured	Timescale
To maintain a programme of Information Literacy support classes at each of our libraries	That the residents of Newport are supported to make informed choices when accessing information.	A minimum of 40 classes are run annually across our libraries Number of attendances at the classes Analysis of feedback from user surveys	Ongoing
To implement a volunteer supported initiative to digitise items from the Local Studies collection and make them available online.	To make the unique heritage resources within the collection more accessible Opportunities for volunteers to access training on digital technology and learn new skills	Number of visits to the digitised resources Number of items digitised Number of volunteers working on the project	2017 - 18

Strategic aim 5: To promote and facilitate learning and assist residents to achieve their potential

Actions	Outcomes	How will success be measured	Timescale
To introduce coding clubs at our libraries	That young people in Newport are given the opportunity to learn coding skills within their community.	4 clubs established in 2016-17 2 further clubs established in 2017 – 18 Established clubs continue to run until 2020	2016 onwards
To maintain the digital literacy support programmes run by the library service and partner organisations • Taster Sessions • Digital Fridays • Job Seekers	That the residents of Newport are fully able to make use of digital services and the opportunities these offer.	Attendance at sessions Analysis of feedback from user surveys	Ongoing
Work with partners to provide learning opportunities at our libraries: • Adult Community Learning • Communities First • Job Centre Plus	That residents of Newport are able to access learning opportunities within their local community	Number of classes held within libraries Attendance at the classes Analysis of feedback from user surveys	Ongoing
To maintain the current programme of Welsh Language Rhyme-Times run in partnership with Mudiad Meithrin	To offer families access to activities and events through the medium of Welsh.	Number of sessions held Attendance at the sessions	Ongoing

Actions	Outcomes	How will success be measured	Timescale
To work with partners to develop a programme of Welsh Language tasters at our sites	That residents of Newport are able to access learning opportunities within their local community	Number of classes held within libraries Attendance at the classes Analysis of feedback from user surveys	
To introduce a framework to support for volunteer and work experience placements	That residents of Newport are able to use a voluntary placement to learn new skills and as a springboard in to employment	Number of individuals supported through work placements Number of work experience placements	2017 - 18

Strategic Aim 6: Service improvement and efficiency

Actions	Outcomes	How will success be measured	Timescale
To produce a new strategy on the use of volunteers within the library service.	That the residents of Newport are given the opportunity to engage in voluntary activities to support the library service. That residents of Newport are able to use a voluntary placement to learn new skills	Volunteer strategy completed	2017 - 18
To investigate how to improve active participation by local communities in supporting service delivery, e.g. 'Friends of the library' groups	To give residents of Newport the opportunity to play an active role in supporting and directing the library service within their community.	Review in to increased community participation completed Recommended actions of the review implemented	2018 - 19
To update the existing Community profiles that are used in service planning	Ensure that the service is responsive to the needs of the local communities in which we are based. More efficient and targeted allocation of resources	Community profiles updated bi-annually	2018
To adopt the All-Wales Library Management System (LMS)	Increased opportunities for collaborative working with library authorities across Wales Improved customer experience through All-Wales library catalogue Opportunity for financial savings linked to system maintenance and upgrade	LMS fully implemented	2018 - 20