

Definition of a Library Service

A modern library service challenges peoples thinking that services can only be delivered from within the 4 walls of a traditional library building. Learning from other areas has been looked at and the learning from delivering services during Covid has shaped thinking.

A library service would still have strong roots in the community and deep roots in encouraging reading, nurturing the love of books, improving literacy, delivering events and promoting opportunities to be involved in local and national activities.

In addition, a library service would still work with partners to ensure that local communities have a strong digital offer with access to wifi as well as devices as and when needed.

All of this may happen in something resembling a modern library building and some may be delivered in a space that is shared with other community services such as in a community centre or a voluntary group's own premises. For example, where a library service is co located in a community centre and has a smaller space, Bookbug could still happen on a regular basis - just in another room in the centre. There can still be digital offer if there isn't a traditional IT suite - we can offer public wifi and space for folk to bring in their own devices and work away or loan out a laptop for use while with us.

Events and activities could be targeted to groups with library staff visiting established groups as such as family support services or health and well-being groups - taking the service to where people are. In doing so, we could reach those who would not traditionally visit a library but who would benefit greatly from being included.

Alongside these could be an enhanced digital offer with members accessing resources online. These have grown immensely during lockdown.

Book deliveries and call, click and collect have been a lifeline to many in 2020 and could be developed as part of a library service in key areas to meet local needs.

Where appropriate, the mobile library can also support the delivery of services as we use a range of options to deliver a library service.

In summary – a **library service** is a modern way of delivering a high-quality library service in partnership with local communities, staff from across other teams, digitally and when appropriate, in a targeted way to maximise impact. It's all about the services and the impact of involvement - not the name above a building.

Definition of a “Community Hub” and “Locality Hub”?

Community hubs most commonly operate out of buildings from which multi-purpose, community-led services are delivered. Community hubs often host other partners and access to many different public services. These co-location approaches are an efficient and effective use of resources - lots of things in the one place. Community hubs are in themselves a good use of local assets and the model can help to underpin an enterprising and resilient community resource. The design and programming can be created in a co-production model, working closely with Community Associations, library users and management groups to ensure that the needs of the community are at the heart of the

design process. A library may be included in some community hubs with library services adding to the offer in others.

A locality hub is where there is a full-time North Ayrshire Council staff presence. The Council's proposal for locality hubs will be in premises that are accessible, high quality, flexible and versatile. There will still be spaces in some hubs to enable activities and programmes to be delivered as well as letting spaces. A library will be included in some locality hubs with library services adding to the offer in others. Additional, available office space will be maximised by Council staff, local voluntary and community sector organisations in a flexible and agile way as staff work in different locations. Also, in some hubs, this will include HSCP colleagues. The locality hubs will be equipped with public Wi-Fi access.

Each community and locality hub will be different and will vary in response to local requirements and needs. Larger hubs could accommodate several different activities at the same time, allowing for the possibility of different organisations delivering activities at the same time.