

Appendix 2 - Library Vision Action Log

People	
Think Communities	Libraries and Communities
Resilient communities across Cambridgeshire and Peterborough where people can feel safe, healthy, connected, and able to help themselves and each other.	<p>Libraries are for people. There is no stigma attached to visiting a library. They are one of the few places in our communities where face-to-face contact is still the norm.</p> <p>Libraries help people to unlock knowledge. They have always been places for self-improvement through access to information, advice, and knowledge.</p> <p>Libraries provide people with opportunities. Whether that be through volunteering, attending an activity or event, or mastering a new skill, libraries are places of inspiration for people.</p>
Outcomes - Date	Impact
Expansion of Digital Presence April 2020 - Ongoing	<p>Reducing isolation through provision of digital activities to mirror library physical offer.</p> <p>Rhyme times to support mums and early language development.</p> <p>Craft Activities to support home learning and primary aged children at home.</p> <p>Twitter Chats to support isolated engage on fixed topics and with authors.</p> <p>Digital Escape Rooms to provide adults with activities from home.</p> <p>Digital content advertised and promoted to inspire reading and encourage access.</p>
Engage Online Project September 2020 – Ongoing	<p>Moved our regular Engage talks aimed at providing a social space for over 60s to meet and engage with activities to digital space.</p> <p>Combat isolation in lockdown with events and activities available from home.</p> <p>Encourage use and support digitally excluded making first steps into Zoom.</p>
Business & IP Centre expansion Sept 2020- Ongoing for 3 years	Funding of £230k a year to support expansion of B&IP centre across 3 more library venues (Ely, Huntingdon and Wisbech) as well as staffing support to increase overall engagement and use of service.

	<p>Support for new and small business to help them thrive and survive.</p> <p>Increasing access to quality services across the County.</p>
<p>Home Library Service Plus Dec 2020 – ongoing</p>	<p>Process to contact regular users that have been absent since pandemic began. Phone calls to chat and explain library offer available</p> <p>Increased take up of library offer.</p> <p>Helping isolated and vulnerable and providing service to shielded.</p>
<p>Children’s Project Fenland and East Cambs – Dec 2020-Ongoing</p>	<p>Agreed funding with early years team for a project to target under 5 literacy and help with home schooling education.</p> <p>Improve life chances through access to reading material and wider library offer.</p>
<p>Expansion of Read a Little Aloud – Papworth Project, Reading Agency funds and possible Arts Council bid. Jan 2021-Ongoing</p>	<p>Looking to target the most isolated and vulnerable in society through a targeted offer for our Read a little aloud initiative. Secured funding to work with long term Covid patients in a pilot at Papworth hospital and a short-term expansion fund to offer telephone conferencing and engagement from libraries. Further Arts Council bid developed to expand offer and work with social prescribers across NHS and Council.</p> <p>Provide social interaction, confidence building and skills to isolated residents and help support their mental health.</p>
<p>Virtual one to one Business clinics November 2020 Ongoing</p>	<p>Virtual one-to-one business clinics are continuing to be offered to entrepreneurs and small business owners. The sessions are there to provide advice and support, including on protecting their intellectual property.</p> <p>Improved economic activity and support to allow business to survive</p>
<p>Reset. Restart launched Dec 2020</p>	<p>a programme to help businesses transform, future-proof or grow their business through the COVID-19 pandemic and beyond. Our first online webinar was launched in December 2020 with Anglia Ruskin University. The programme will run until March 2021 with the development of new corporate partnerships.</p> <p>Covid recovery for business and support for new start-ups.</p>

Places	
Think Communities	Libraries and Communities
New and established communities that are integrated, possess a sense of place, and which support the resilience of their residents.	<p>Libraries have always been places for connecting. We see libraries playing a key role in connecting people and communities whether that be through curating events, supporting activities, or just providing a space for people to get together.</p> <p>Libraries are flexible spaces. Our library buildings are adaptable and can be used for a wide range of different purposes. Our aim is for them to be used as much as possible.</p> <p>Libraries are anchor institutions in communities. They act as a key part of the civic infrastructure of places. We want to continue to develop a sense of civic pride in our libraries.</p>
Outcomes - Date	Impact
Mobile Library Homeless Support March-July 2020	<p>Using the vehicle to deliver support to the homeless population in partnership with City Council and Charity partners.</p> <p>https://www.youtube.com/watch?app=desktop&v= y61b-TfdAs</p> <p>Using vehicles and supporting vulnerable community through the lockdown</p>
Saws ton Hub Completed July 2020	<p>New venue for the community replacing library burned down in 2012</p> <p>New shared space with Children's centre to encourage users of both services.</p> <p>New community asset including rooms for hire to support other partners such as scout groups</p> <p>New flexible space targeted to be an Open Access pilot.</p>
2 New Mobile Libraries Aug 2020	<p>Two new vehicles delivered and made ready for resumption of mobile delivery in September 2020</p> <p>Ensures access to vulnerable and isolated communities.</p> <p>New opportunities to engage with community working at home.</p> <p>More flexible spaces to allow hire/use by partner organisations.</p>

<p>Histon library Rebuild project commenced May 2020 Ongoing</p>	<p>Renegotiated lease with landlord that will see a new building that is better suited for library purpose. During interim Mobile service established at Baptist Church</p> <p>New improve flexible community space that can be an early adopter of Open Access</p> <p>Community connection maintained with mobile allowing for new local community to be aware of service.</p>
<p>Venue agreement with Cambridgeshire Skills July 2020</p>	<p>Agreed process whereby library venues will be used to offer adult learning activities.</p> <p>Improve access to learning by providing services in the heart of the community.</p>
<p>Investment in Comberton library October 2020</p>	<p>Replaced shelving and flooring to update venue towards library standards.</p> <p>Greater flexibility to allow for community use, events, and activities in the venue.</p>
<p>Place Based Coordinations in Libraries December 2020</p>	<p>Agreed the contractual bases and working space for Place based working teams in libraries.</p> <p>Libraries as heart of community and used as venue for wider engagement and activity.</p>
<p>Libraries as collection points for Winter Hub hygiene packs Dec 2020-Ongoing</p>	<p>Selected libraries used as pick up points for emergency hygiene packs referred through by Winter Hub.</p> <p>Libraries as trusted venues located in communities of need and as delivery.</p>
<p>Census 2021 Ongoing</p>	<p>Joined preparation team for Census 2021 working to see how libraries can work with Cambridgeshire Skills, volunteers, and the wider County to be a point of contact for census support.</p>
<p>Open Access Pilots October 2020</p>	<p>5 pilot sites to be developed and tested to workout best model for delivery and hours to be offered. Pilots cover a range of sizes and locations in the County.</p> <p>Increased access to buildings</p> <p>Increased use of community asset</p> <p>Increased income generated through use.</p>

Systems	
Think Communities	Libraries and Communities
A system wide approach in which partners listen, engage, and align with communities and with each other, to deliver public service and support community-led activity	<p>Libraries are one of the few remaining trusted spaces where communities meet the public sector system.</p> <p>Our approach will see our libraries operate as the junction boxes of the system, bringing together different people in different contexts to develop common solutions.</p> <p>Libraries will be at the heart of Cambridgeshire's work on early intervention and prevention. By bringing together different organisations to work in the same space, libraries will help to develop a co-ordinated approach to ensuring the wellbeing of our citizens and communities.</p>
Outcomes - Date	Impact
Library. Live Website – Live July 2020 and Ongoing	<p>The development of a new library space online, making use of expertise to produce a more enticing environment to find and share information. Increased access to information and self-help for the public as a new digital touchpoint.</p> <p>Digital collections on wellbeing and health resources hosted on Library. Live.</p> <p>What's On program interfiling library and local events into a single offer.</p> <p>Platform to allow The Library Presents digital offer to remain within a library environment.</p> <p>Hosting digital book club in partnership with Bonnier books to link with authors and support.</p>
Tablets to Digitally excluded June-October 2020	<p>Worked with Good things foundation and Cambs Skills to deliver tablets to digitally excluded.</p> <p>Provided vulnerable and isolated residents a point to engage with digital services, the County, job seekers, learning etc.</p>
Upgrade of Peoples Network April-December 2020	Replaced over 400 PCs in libraries, upgraded libraries to super-fast broadband and replaced printers with MFDs

	<p>Improved digital access for residents through improved software and speeds available.</p> <p>Bring broadband to remote areas through EastNet project.</p> <p>Reduced service costs through improved contracts to allow resources to be focused elsewhere.</p>
<p>Extra resources for Digital content including Arts Council Funding March 2020 Ongoing</p>	<p>Redirected resource to support the library digital offer supported by two nationwide grants to public libraries from Arts Council.</p> <p>Service improvement to allow greater 24/7 access to resources and expand use of the library offer.</p>
<p>Partnership Radio Cambridgeshire</p>	<p>Monthly book club established allowing staff to engage with wider audience and raise awareness.</p> <p>Wider awareness and engagement with the library service.</p>
<p>Expansion of Reading Well to Digital platforms Feb 2021 – Ongoing</p>	<p>Funding secured to help purchase additional mental health support resources on digital platforms to engage with more residents.</p> <p>Increase access to self-help resources.</p> <p>Reduce pressure on other services.</p>