

Our strategy for  
Libraries,  
Museums,  
Culture and  
Archives

2019 - 2024



# Our Vision

**Here at Lancashire County Council we are helping you to make Lancashire the best place to live, work, visit and prosper.**

- This is the vision of the council and forms part of the county council's planning and performance framework. Libraries, Museums, Culture and Archives will fully contribute to the vision through the goals and objectives defined in this strategy.
- Libraries, Museums, Culture and Archives will, through our collections, venues, services and events, provide connections to our communities which create a sense of place and celebrate Lancashire as a great county in which to work and live.
- Connecting to our communities has many forms. We want to engage by sharing **knowledge** with our users, supporting creativity to develop a Lancashire that is a vibrant place to live, economically strong and resilient. We are passionate about creating more **digitally** aware citizens. We are the hub in many of our towns and villages. We create strong ties that promote opportunities for **partners**, organisations and individuals to give their time, resources and creativity to support active citizenship. Having a **workforce** that has the right support and training is the keystone that holds all our connections together to achieve this vision.
- The goals and objectives in this strategy will help us to deliver the vision of the council. Increasing awareness of the resources within our services will allow more communities and individuals to access them and fully exploit what there is on offer.

# Our purpose

## Enriching lives in Lancashire

- Libraries, Museums, Culture and Archives enrich people's lives in Lancashire every single day.
- Lancashire is rich in its heritage and culture, and our collections and venues reflect that diversity and uniqueness. Every day we have a positive impact on people's lives through the information we provide and the experiences we offer, virtually or face-to-face.
- Our purpose is to offer information, inspiration and connectedness, and to strive continually to create opportunities for our visitors and users as well as increasing access for those who may not already be engaged in culture. We want to encourage more individuals and communities to find out more about themselves and to fulfil their aspirations and celebrate their achievements so that they can support other people to do the same.
- We enrich lives in Lancashire and worldwide!



# Our Values

## Supportive

We support our customers and colleagues, recognising their contributions and making the best of their strengths to enable our communities to flourish.

## Innovative

We deliver the best services we possibly can. We are always looking for creative ways to do things better, putting the customer at the heart of our thinking, and being ambitious and focused on how we can deliver the best services now and in the future.

## Respectful

We treat colleagues, customers and partners with respect, listening to their views, empathising with them, and valuing their diverse needs and perspectives. We aim to be fair, open and honest in all that we do.

## Collaborative

We listen to, engage with, learn from and work with colleagues, partners and customers to help achieve the best outcomes for everyone.

# At a glance

## The Libraries, Museums, Culture and Archives service:

- Libraries deliver statutory, frontline library, information and digital services to communities from 64 buildings, 6 mobile library vehicles and through a Home Library service. We offer an eBook lending service, and free public computers and Wi-Fi are available in all our buildings. A library service is delivered at 5 Lancashire prisons. The School Library service supplies subscription-based reading and library services to primary schools, special schools, nurseries and children's centres.
- Museums provide public access to, and engagement with 6 historic buildings, displaying collections and exhibitions illustrating Lancashire life; such as the Gillow furniture collection at Judges' Lodgings or the internationally recognised mills and working machinery at Queen Street and Helmshore.
- Heritage Learning team delivers award-winning curriculum-based Primary, Secondary, Further Education and Higher Education provision alongside wider heritage and cultural learning, both site-based and as outreach, as well as a range of creative partnership projects. The team also manages a wide-ranging loans scheme with a broad collection of original and replica artefacts for use in schools and other organisations.
- Conservation and Collections team comprising conservators, curators, technicians and designers provides specialist support to museums and heritage sites across Lancashire. It offers a paid service to organisations and individuals across the region.

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- Support and Development teams based at County Hall provide business support and service development for all teams in Libraries, Museums, Culture and Archives, helping to enable delivery of their strategic programmes and the library offers for culture and creativity, digital and information, health and wellbeing and reading.
- Archives collect and preserve the county's unique and irreplaceable archives, making them available for personal, family or community history and heritage. Our archive collection contains over 1.5 million documents dating from the 12th century to the present day and includes archives of local government and churches, family papers, school records, maps and plans, and the records of businesses and societies as well as being the corporate memory of Lancashire County Council. The service also offers a bespoke box-making facility designed to provide secure and space-saving packaging for archive and heritage material.

# Our goals

## Enriching lives in Lancashire by -

- offering community-focused services which are well-resourced, accountable and creative for everyone, now and in the future.
- creating quality digital opportunities for all.
- providing a confident, competent and resilient workforce.
- actively collaborating with a wide range of partners for mutual benefit.

# Our role

**There are 450 staff across Libraries, Museums, Culture and Archives working to build, curate, preserve and share Lancashire's library and heritage collections.**

- It is our role to be custodians of these diverse collections - millions of individual items - so that they are accessible to everyone now and in years to come.
- It is our role to be the corporate memory of the county council.
- It is our role to share the knowledge that can be found in these collections and to engage and excite our visitors about their richness and the potential opportunities they inspire.
- It is our role to support and increase access to our digital collections and to assist citizens to be more connected with the digital world.
- It is our role to promote creativity through imaginative and mutual partnerships to ensure our services are more sustainable, financially viable and delivered in a collaborative way for maximum benefit and skill-sharing.
- It is our role to promote both print and digital literacy.
- It is our role to provide virtual and physical spaces for our communities.







## Enriching lives in Lancashire by ensuring community-focused services which are well-resourced, accountable and creative for everyone now, and in the future

### Objective 1

**Providing welcoming and well-equipped spaces where people can feel a real sense of community and where ideas can flourish.**

We will ensure that all venues are accessible and available for communities to use for public benefit.

### Objective 2

**Offering inclusive experiences and resources that celebrate, respect and represent the individual nature of our diverse communities and venues.**

We will work closely with communities in order to provide a wide range of diverse materials and experiences.

### Objective 3

**Working with communities to better understand and meet their wants, needs and opinions.**

We will consult regularly with our communities to ensure that the resources available are deployed effectively.



## Enriching lives in Lancashire by creating quality digital opportunities for all

### Objective 4

**Providing access to digital technology to encourage active participation and create learning opportunities.**

We will work with learning partners to ensure high quality learning support is available. The county council's Digital First strategy will be integrated into all the learning opportunities we provide.

### Objective 5

**Delivering a focused and responsive social media presence.**

We will provide information through our social media platforms and actively engage with and respond to our communities.

### Objective 6

**Preserving a shared Lancashire memory and ensuring community access to Lancashire's heritage for future generations.**

We will employ the knowledge and skills of our expert staff to share the vast wealth of our cultural and heritage collections with as many people as possible as well as preserving them for the future.

### Objective 7

**Providing constant access to trusted information on health, government, educational and cultural activities.**

We will work collaboratively with partners and information sources to provide access to trusted and validated information 24 hours a day, seven days a week.

# Enriching lives in Lancashire by providing a competent, confident and resilient workforce

## Objective 8

**Offering purposeful, engaging and relevant training opportunities for individuals and teams.**

We will actively promote and support relevant training and development opportunities for all staff.

## Objective 9

**Encouraging continual professional development, providing information about career pathways and supporting staff membership of industrial and professional bodies.**

We will ensure that all staff are provided with up-to-date information about future career and continuing professional development opportunities.

## Objective 10

**Promoting and supporting staff wellbeing through information and development.**

We will use all the resources provided by the county council to provide support and promote wellbeing in our staff.

## Objective 11

**Recognising and developing the personal and professional skills of each member of staff.**

We will provide adequate time and opportunity for each staff member to have regular discussions about their own performance with their line manager.

## Enriching lives in Lancashire by actively collaborating with a wide range of partners for mutual benefit

### Objective 12

**Providing a wide range of volunteer opportunities and ensuring their contributions are recognised and celebrated.**

We will work to increase the number of high-quality volunteer opportunities available to individuals from 12 years old upwards.

### Objective 13

**Encouraging the growth of constituted Friends groups across Libraries, Museums and Archives.**

We will be proactive in engaging more individuals to establish and join Friends groups across the county.

### Objective 14

**Working collaboratively with cultural organisations to nurture productive and lasting partnerships.**

We will be proactive in seeking opportunities to develop collaborative partnerships with cultural organisations locally, regionally and nationally to support what we do in our local communities.





## Objective 15

**Developing a range of joint projects where Libraries, Archives and Museums work together to achieve a more sustainable future.**

We will be proactive in working together and sharing our skills and knowledge to create opportunities for funded projects – with both internal and external partners – to make our services more sustainable.

## Objective 16

**Being actively involved with national bodies to provide a wide range of joint projects.**

We will actively seek opportunities to pilot projects which will specifically benefit communities in Lancashire or which have the potential to develop cultural tourism.

## Objective 17

**Building connections with education providers to benefit local communities.**

We will develop our links with education providers to ensure that more people have an opportunity to access learning and cultural experiences.



# Looking ahead

- We will create and review annual plans within the framework of this strategy. This will ensure that we deliver a service which is relevant to the individuals and communities of Lancashire.
- We are investing in new technology and equipment which will allow more people to acquire digital skills and to use them confidently to enhance their lives and their employment prospects.



# How we will measure our performance

**We have established different ways of measuring our performance.**

- We will produce an operational plan each year which will ensure the strategy is delivered.
- We will produce an annual report.
- We will have Key Performance Indicators for all areas of our strategy which will be reviewed each year.
- We will benchmark all aspects of performance against other local authorities.
- We will monitor our services by using both data and the experiences of our communities.
- We will measure our performance against our financial budget each year.



## Here are just some of our key achievements.

- Obtained £1.8m capital funding to upgrade our public computers, printers and Wi-Fi.
- Reopened 17 libraries and supporting a further 5 community-based libraries.
- Developed successful partnerships with Spot On Libraries and Get it Loud in Libraries to provide over 30 events to extend our offers and reach out to new audiences.
- Received national re-accreditation for our Archives and Museums and awards for Ancestors at Sea, Archives Volunteering Award and the Adult Learning Partnership.
- Established 25 Friends groups in libraries and held two conferences; enjoying continuing support of established Friends groups in museums and Lancashire Archives.
- Delivered assisted digital services for UK Visas and Immigration in partnership with Libraries Connected.
- Created and supported 12 fixed-term apprentice opportunities in libraries.
- Reopening 3 Museums and the joint working team at the Harris. We have used our museum and archive collections to support community mental health projects: Doctor Doctor at Lostock Hall, Whittingham Lives, and Brockhall and Calderstones Remembered.
- Created a new children's summer reading offer and increased sign-up on previous years by over 10%.
- Engaged over 300 young people each year in Lancashire Book of the Year award.



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