what is the stars?

A DEVELOPMENT PLAN FOR DUBLIN CITY PUBLIC LIBRARIES 2012–2016
“I ofen looked up at the sky an’ assed meself the question – what is the moon, what is the stars?”

— Sean O’Casey, Juno and the Paycock
(Captain Boyle, Act II)
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Images of ceramic portraits are courtesy of the artist Eleanor Swan.

“The haptic quality of the work invites the viewer, whether sighted or visually impaired, to explore their own perceptual awareness through their ‘tactual, visual and cognitive senses.’ Eleanor Swan

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Vision

There is not such a cradle of democracy upon the earth as the Free Public Library, this republic of letters, where neither rank, office, nor wealth receives the slightest consideration.

– Andrew Carnegie

Guiding Principles

The core principles which will guide the continued growth and development of Dublin City Public Libraries over the course of this plan emanate from an organisational culture with a strong social inclusion and customer service ethos.

Equity
We are committed to providing services for everyone, including people with disabilities. We respect and value individuals and communities and seek to promote equality and diversity in the services we offer.

Libraries are free
We believe that free access to ideas, knowledge and information is fundamental to building an informed society.

Inspiring the joy of reading and the life of the imagination
Libraries support and promote a reading culture for all ages and abilities. We recognise the inherent value of reading in expanding life chances.

Partnership and Collaboration
We work to build relationships and cultivate partnerships with the wider community, with civic, national and international stakeholders – looking up, looking out and looking in – to form a public value model of engagement.

The customer at the centre of what we do
People are central to all service outcomes and impacts. We strive for excellence and professionalism in our activities and will embrace benchmarking opportunities to continuously measure our performance and ensure we are delivering the best possible service for clients.

Innovation and Change
Recognising that a library is a growing organism, we anticipate and respond to the rapidly changing environment in which we serve. We are resilient and resourceful in the interests of our clients and the relevance and sustainability of the services we provide.
Foreword

This plan sets out a strong vision and clear strategic direction for the sustainable development of Dublin City Council’s public library and archive services over the five year period from 2012 to 2016. It has been prepared and adopted by City Council in accordance with the Local Government Act 2001 (Section 78) and is set within a strategic framework of seven high-level themes, objectives and priority actions. These will guide the implementation of the plan which, in turn, will be translated into targeted and measured annual business plans and will be subject to regular review and evaluation.

It builds on previous plans and programmes delivered by Dublin City Public Libraries, the city’s library and archive authority, and continues a proud record of substantial progress and achievement.

This plan has been shaped and informed by a thorough review and analysis of the existing service; consultation with key stakeholders and an in-depth environmental scan tracking key change drivers and shifting economic, demographic and lifestyle trends. It also takes into account current economic, social and cultural policy set at local, regional, national and EU levels, which reflect current national and global concerns.

While building on existing service strengths, it charts a targeted course, achievable within the context of reduced resources, for new, innovative and improved services that meet the community’s changing educational, informational, cultural and leisure needs and interests. In line with the solid philosophical basis on which the Library service was founded in 1884, it is permeated by a strong equality and social inclusion ethos.

Lord Mayor Andrew Montague
Introduction

Dublin City, with a population of 1,078,692, is the political, administrative, educational, commercial, retail and cultural capital of Ireland. It stands at the gateway to the Greater Dublin Area (GDA), an urban area with a population of 1,273,069 (Census 2011). Daily visitors to the city include residents, workers, shoppers, students and tourists. Dublin is the economic engine of the state and its public library service must have regard to the local, national and international context in which the city operates.

In the second decade of the 21st century, this plan forms part of a shared vision for Dublin, for the creation of an attractive, vibrant and inclusive city, with a renewed emphasis on creativity, sustainability and well-being. It seeks to position the city’s public library and archive services as resident to the delivery of a collaborative strategy for a better quality of economic, social and cultural life for the city’s residents, workers, students and visitors.

At the heart of this plan is a vision to make life better for Dublinites. The vision is of a 21st Century public library service fit for a capital city, a warm and inclusive knowledge network with a power house of ideas and information at its heart. It will be delivered by library staff who are competent, confident and friendly. Our ambition is that the public – readers, writers, independent traders and user – is in charge; able to enjoy and learn from quality collections, seamless services, and personalized help and information, whether in buildings or online.

Public libraries have a key role to play in the country’s recovery from the current recession. Helping individuals and communities to realise their potential and enhance their skills and capacities will create opportunities for innovative contributions to workable solutions to the problems of creativity, enterprise and employment.

To deliver this vision the following key service drivers present challenges and suggest opportunities:

Clients – The challenge is to know and understand our clients and to welcome and include them. There are opportunities to:

- make a real difference in the lives of readers and learners, individuals, families and communities, to be a friend and support throughout their lives. The key to success will be in qualitative community analysis and an innovative marketing strategy and plan.
- Children and young people will receive specific attention as clients of the present and the future.

Competence – The challenge is to develop and inoculate a learning and service culture within our organisation, in order to achieve efficient and effective services with flexible, adaptable and organic teams. There are opportunities to develop staff skills to deliver quality services and programmes, maximising their professional and personal growth, while helping, guiding and mentoring clients.

Content – The challenge is to provide timely, focused, diverse collections – both print and digital while creating new products and services using new media. The range and quality of collections provided will still be core and central to library service delivery. There are opportunities to build libraries, learning, memory collections and to support clients from pre-school to PhD, whether in pursuit of accreditation, recreation or self-empowerment. A particular focus will be on the needs of a creative city and smart economy.

Connectivity – The challenge is to provide optimum ICT broadcast/wireless saturation with e-solutions and communication channels, creating an interactive, on-going conversation with clients and their needs. There are opportunities to support the knowledge economy and up-skilling agenda with information literacy programmes.

Culture – The challenge is to animate the library network as a community cultural spaces with resources, experiences, programmes and projects for all ages and communities of shared interest. Developing Dublin’s status as a UNESCO City of Literature will be a further focus of collaborative engagement within the city council and with stakeholders at civic, national and international levels.

Community – The challenge is to provide, maintain and refresh a built network of spaces and places which are well located, accessible, flexible and sustainable. There will be opportunities to provide quality library spaces and settings, viable community resources of aesthetic and functional excellence – a network with a new city library for Dublin at its heart.

I am confident that with the support of Dublin City Council, our shared government and partners, the library and archive service can deliver on this development plan achieving new standards of excellence in service provision, standards befitting a capital city, a city of libraries and learning.

Margaret Hayes
Dublin City Librarian
D
ublin City Public Libraries (DCPL) is Ireland’s largest library service, with responsibility for the delivery of high quality, effective public library, information and archive services to a resident population of over half a million people (2011 Census). It is a section of Dublin City Council’s Culture, Recreation and Amenity Department, which, for policy formulation purposes, is aligned with the Arts, Culture, Leisure and Youth Affairs Strategic Policy Committee.

Currently attracting over 3 million visitors a year, it represents one of the City Council’s key and most inclusive cultural services and institutions.

Through its collections, resources and cultural programmes, it provides free and equal access to information, ideas and a range of learning and self-development opportunities, targeted to meet the needs and interests of people at all ages, stages and levels of ability. These include: the reader, the learner, the jobseeker, the student, the researcher, the entrepreneur, the business community, the artist, the cultural tourist, the genealogist, the hobbyist and more.

The service also represents the city’s key community memory institution, preserving the record of Dublin’s past and making it publicly accessible for present and future generations. It is a powerful cultural and social inclusion agent, playing a pivotal role in strengthening community identity, promoting civic participation and assisting in the integration of new migrant communities. It actively combats educational disadvantage through the promotion of literacy and community lifelong learning, extending individual life chances while enriching and empowering local neighbourhoods and communities citywide.

Current Operational Structure

Services today are provided through a citywide network of 21 service points, made up of locally-based branch libraries and a city Central Library, as well as a mobile library service that provides a delivery service to homes, schools and institutions in the city. A prison library service is provided across the eight Dublin prisons, on an agency basis to the Irish Prison Service. Specialist services include Local Studies and Archives, a Business Library, a Learning Resource Centre, a Music Library, and a corporate Staff Library and Information Service. Increasingly, services and digital resources are also available online, by remote access 24/7, via the library and archive web presences.

The branch network is structured around a campus-style distributed model. History and heritage collections, exhibition and conference spaces, together with the HD functions and management services are located in the city at the Pearse Street Library and Archive facility. Bibliographic functions, fleet services and distribution processes are based at Cabra Library and Bibliographic Centre. Securing the establishment of the Dublin City Library will represent the third point in this triangular campus model, providing for the key elements of literature and learning, multi-media, music and information services.
IN FOCUS

Context for a Dublin city library

Discussion and consideration of a central library for Dublin has been on the municipal agenda for many years. As far back as 1863, the matter was examined, unfortunately at that time it was considered that the need was met by the National Library, the Library of Trinity College and other existing specialist libraries. This view failed to recognise that the ordinary citizen could not access these institutions and that their remit did not provide for the educational requirements of an expanding urban population. Although proposals for a central library were made in both the 19th and early 20th century, they were never progressed. Andrew Carnegie’s 1903 offer to fund the building of a Central Library came at a time when local funding was inadequate to maintain existing libraries and the architect’s plans developed at the time were never realised.

Dublin’s first central library was not established until 1956, in the IAC Centre, Harcourt Street. By 1956, it was evident that it was not ideally located and was inadequate for the demands being placed on it. Today the facility is in need of total refurbishment and upgrading. As a library of the 21st century, it is inadequate for reasons, which include, poor location, lack of public visibility and on-street presence, all of which are detrimental to maximising the potential for attracting public usage. Equally, there is insufficient space for study or programmed learning or for lecture, tutorial or seminar purposes, all of which are critical aspects of supporting life-long learning through the modern public library. In this context, the opportunity to take full advantage of new technologies is reduced in a space that lacks flexibility. There is no cafe, no public rest-room facilities and no dedicated exhibition space. Additionally, the facility does not reflect a destination of cultural excellence appropriate to its role and responsibilities. Neither does it project a civic presence consistent with the status of the capital city of Ireland renowned worldwide for both its literary heritage and the strength of its contemporary literature.

The failure in the early days to appreciate the need for a central library and in later years the missed opportunity to retain an appropriate and adequate city centre location, has left the city still grappling with the issue today. The establishment of a 21st century city library for Dublin is the key civic infrastructural objective for the capital city in the lifetime of this development plan. This objective was identified in the Programme for Library Development 1996 – 2001, in Dublin: A City of Possibilities 2000 – 2012 and also included in The Arts and Cultural Strategy 2004, adopted by Dublin City Council. It was likewise highlighted in the city’s successful bid for designation as an UNESCO City of Literature.

The establishment of the Dublin city library will represent the third point in DCPL’s triangular campus management model, providing for the key elements of literature and learning, music and information services.

The Vision

The vision for the Dublin city library is for it to be an icon of literature and learning for all.

The library will be a window on the world of knowledge and culture, a centre of learning and literature, a commune of research and reading and a hub of ideas and creativity.

It will inspire and excite, welcome and include with collections, connections, places, services and programmes for learners, readers, researchers, for children and families, for all citizens. It will be Dublin city’s central, open and inclusive venue nurturing the development of critical thinking and an informed citizenry.

It will be at the heart of the literary life of the capital. Developing a love of words and encouraging the life of this imagination will be prioritised through collections, cultural programming, events and activities. It will showcase Dublin’s unique literary heritage and promote to dynamic contemporary scene. It will celebrate writers and writing.

It will be a meeting place both for people and for ideas – a story house. It will encompass the key qualities of the ‘new library’, a place that is always ready to change, a dynamic and constantly evolving space, a library of temporary spaces, meeting spaces, different places. It will imbue its users a sense of ownership and a sense that they, the citizens, will develop the library through the events that happen there.
What has been done?
The realisation of a project such as this entails three distinct stages – site selection, design and procurement where the library should be, what it will look like and how to achieve it.

I am an avid reader and the Central Library really meets my needs but there is not much space to sit comfortably.

— Central Library user

A site selection process has been completed by Dublin City Council’s City Architect’s Department, assessing sites in the four quadrants of the city. A number of criteria were used to assess each area such as accessibility and transport links, complementary cultural and educational uses, footfall and permeability of area by the local and wider population, opportunities to create new civic presence and a destination building.

At the same time DCPL has undertaken detailed research to help to specify requirements in preparation for moving into the design phase of the project. We have looked at the best in international learning, analysed population and demographic trends and assessed and reviewed current services. We are planning continuously for services and programmes that reflect what a 21st century city library should be for the people of Dublin.

A number of key issues have emerged in terms of the minimum requirements for the new city library:

Size:
Dublin requires a city library of a basic minimum of 5,000 sq. metres. The Dublin City Development Plan isolates four model cities as exemplars of good practice against which to benchmark the city. These are Lyon, Copenhagen, Helsinki and Oslo. These cities are comparable in terms of size and have similar populations of around 500,000. All have city libraries in excess of 8,000 sq. metres. If the new city library is to be comparable with the best international standards it should ideally be of 8,000 sq. metres or more.

Place
The most successful international libraries are beside dense residential zones, are located at urban hubs, close to public transport, and have adequate outdoor public space associated with them. They are transparent and open – not necessarily iconic buildings but capable of engaging their communities. Street level access to the library is key, helping to promote interaction between outside and inside.

What happens next?
A number of locations are currently under active consideration and a final site will be selected in due course. Following on from this, the detailed design process will commence.

How much will it cost?
The ultimate cost of a new city library will depend on the kind of project undertaken. A new-build project will entail a different set of costs and challenges to those presented by a conservation project.

It should be a cathedral for the city. A landmark, rising above it, visible to all around and allowing views over the city from within it. The building’s commanding presence marking its importance to the citizens and inviting people to ask the question “what is that place?”.

— Philip Maguire, Assistant City Manager

Grace Harper, Cabra library
Consultation Process

Wide ranging research and consultation was undertaken in the development of this plan. The extent of the engagement is summarised below.

The consultation process included:

- A presentation and an on line questionnaire for members of the Arts, Culture, Leisure and Youth Affairs Strategic Policy Committee in June 2011.
- One-to-one structured questionnaire with a number of key stakeholder organisations, including the National Disability Authority, NALA, Aontas and Comhaltas na nÓg.
- A number of analytical and observational studies of the usage of our Libraries, focused in particular on the Central Library, ILAC Centre. These studies looked at:
  - User Profiles
  - Patterns of Usage
  - Collection Usage
  - User Satisfaction
  - The Music Library
  - The Children’s Library
  - One-to-one questionnaires with users of the Central Library.
  - Online questionnaires regarding library services.
  - Focus groups with disability stakeholder groups and general library users.
  - Consultation with young people re their specific requirements for library services.
  - The findings of the 2007 Public Library User Survey (PLUS) survey were assessed and factored into the plan.

Library staff members have been involved in the process. Starting in 2010, the City Librarian consulted directly with branch staff and

sought their views on the future direction of the library service, how we could serve our users better. The consultation with staff also involved a SWOT analysis of the service. The City Librarian also engaged with the libraries partnership forum on the plan. Through this consultation process staff have provided valuable insight into how Dubliners use their library service and what the staff would like to see in terms of service developments in the future.

As required under the legislation, the plan was presented to Dublin City Council Arts and Cultural Strategic Policy Committee and to Dublin City Council.

Policy Context – Local and National

This plan has been developed in the context of the statutory requirements under section 79 of the Local Government Act 2001. It reflects phase two of the national development programmes for Irish public libraries as set out in Branching Out: Future Directions published in 2008, which has been driven by central government since 1999. The plan is also in line with library and archive best practice standards and guidelines, as set out by national level professional associations, and at international level by UNESCO, IFLA (The International Federation of Library Associations and Institutions), and The International Council on Archives.

It develops from corporate philosophies, policies and strategic priorities as set out by its parent local authority, Dublin City Council, chiefly in its Corporate Plan 2010-2014 and its Culture Strategy 2010-2014, the Dublin City Development Plan 2011-2017 and The Economic Development Action Plan for the Dublin City Region. It is underpinned by philosophies of sustainability, social inclusion, well-being and quality of life.
Recent estimates (CSD, December 2008) of projected population growth relate to the period from 2006 to 2026, and these suggest several population growth projections for Dublin city. They are based on a number of potential scenarios which would result in a projection of either a population decline (based on zero inward migration) or a low to average annual growth rate, ranging from 0.7% to 1.7%. The same source estimates a 37% increase for the Greater Dublin Area up to 2025, bringing it up to 2.3 million.

This is significant for Dublin city, given that DCCP’s services are not only used by people living within the city boundaries but by people living in the wider Dublin commuter belt, encompassing the greater Dublin region and the surrounding counties of Meath, Kildare and Wicklow. The challenge of continuing to meet the demands of this growing population will be a key focus of our plan.

Demographics
While the implications of recent population change cannot accurately be known until Census 2011 detailed results are analysed and released over the coming months, it is likely that figures for non-Irish nationals in Dublin city will decline as the recession impacts on employment opportunities and growth. However, the challenge of integrating new, culturally and linguistically diverse communities will continue as a priority focus in the current plan. Dublin city has the highest percentage nationality of non-Irish nationals, at 11.1%. Dublin is now a culturally diverse and cosmopolitan city with over 150 different nationalities now living here (CSD 2006). In 2011

And so the moment we persuade a child, any child, to cross that threshold into a library, we’ve changed their lives forever, and for the better. This is an enormous force for good.”

— Barack Obama

DUBLIN CITY COUNCIL, PUBLIC LIBRARIES — DEVELOPMENT PLAN 2012–2018

A profile of Dublin City – the demographic, social, cultural and economic context

Population
Dublin’s population has grown rapidly over the course of the 20th century. In the process it has transformed from a densely populated city to a sprawling city region, its influence spreading to the towns and countryside of County Dublin and the Mid-east region (comprising the surrounding counties of Meath, Kildare and Wicklow). Today the population of the Greater Dublin Area is twice the combined totals of the eight next largest cities and towns. A key feature of recent population change has been the remarkable growth of Dublin’s inner city. Having lost half of its population through the process of suburbanisation which occurred in the period between 1961 and 1991, the inner city’s fortunes reversed and grew by 49.4% in the period 1991 to 2006. The publication of census 2011 showed a continuing strong national population growth of 8.6% and an increase in the population of the Dublin region of 7%, bringing it to 1,273,803. In the same period the population of Dublin city grew by 3.8% to 527,812 (Census 2011).

DUBLIN CITY COUNCIL, PUBLIC LIBRARIES — DEVELOPMENT PLAN 2012–2018

A profile of Dublin City – the demographic, social, cultural and economic context

Dublin was awarded the title of International City, by the Council of Europe and the European Commission, for its role as a network of 25 European cities recognised for their efforts to promote interculturalism. We are committed to supporting the city’s integration agenda, developing programmes that celebrate cultural diversity and the ways in which it can contribute to innovation, creativity and entrepreneurship in the city.

Of great significance in the future planning of library and archive services is the projected 39% rise in those aged 5-14 years in the Dublin region, with a rise in the primary-school-going population (5-12 years old) at least 30%. The secondary-school-going population, set to decline up to 2011, will then recover by 2016. During the lifetime of this plan a Children’s Services Strategy will be developed. We will work to provide targeted collections and

DUBLIN CITY COUNCIL, PUBLIC LIBRARIES — DEVELOPMENT PLAN 2012–2018

A THIRTY-MINUTE PROJECT OF ESSENTIAL SERVICES FOR Migrant

A DCCLP and City Mapping Project of Essential Services for Migrants
programmes to meet the diverse needs of children and young people with a priority focus on literacy, numeracy and learning.

The trend towards an ageing population will also continue, with projected national figures for over 65s almost doubling and the over 80s more than doubling up to 2036. 2011 Census figures confirm that the number of persons aged over 65 nationally is now 188,518, an average of 14.4% on the 2006 census figures. Dublin City Council now has an age ratio of 17.4%, the second highest in the Greater Dublin Area, (Census 2011). Dublin City Council is committed to promoting an age-friendly city. Services and resources will continue to be honed and developed to meet the demands of this key client group, including the continuation and expansion of the Webstart digital literacy programme, availability of book clubs, informal courses, genealogical resources, assistive technologies and a variety of alternative formats such as audio books and large print materials. Older people will be included in all information and cultural programming activities.

Disadvantage in Dublin

Hasse and Pratchie (2005, 2008) have analysed the geographic disadvantage in Ireland and in Dublin, taking account of the multi-dimensional nature of deprivation. Using their measures the Dublin region is categorised as the second most affluent region of Ireland, however Dublin City is the second most disadvantaged local authority in the region and the tenth most disadvantaged in the country as a whole. There are considerable differences between the various areas of the city, with the most affluent areas towards the south and south-east of the city.

A PROFILE OF DUBLIN CITY – THE DEMOGRAPHIC, SOCIAL, CULTURAL AND ECONOMIC CONTEXT

Dublin City Council – Public Libraries – Development Plan 2012–2018

The City Council has approximately 27,000 social housing units. About 22 per cent of the total social housing stock in the state.

In Dublin City over one third (35.8%) of families with dependent children are headed by a lone parent. While the figures for people with primary education only fall from 39.7% in 1901 to 22% in 2006, the level in Dublin City remained 3 percentage points above the national level. Those (16.5%) of the population categorised as ‘extremely disadvantaged’ or ‘disadvantaged’. Dublin City also ranks high in terms of some other key indicators of disadvantage.

Strategies will aim to foster the growth of ‘social capital’ through educational support for second chance and adult education opportunities and will deliver up-skilling and re-training opportunities for the unemployed.

Cultural life in Dublin and the role of libraries in promoting cultural inclusion

Dublin is a city that boasts a rich and diverse cultural life. It offers a unique cultural experience with literature at its heart. It is a city of words, a city where writing is appreciated and nurtured and where the very stones have stories – it is truly a UNESCO City of Literature. It is not only literature but arts and culture in all of their formats that are integral to Dublin City’s identity. They underpin the quality of life for individuals and communities, and are important in how the city projects itself, develops its profile and competes internationally.

Many benefits can be derived by the individual from participation and access to the arts and culture in all of its formats. Access can create cognitive, attitudinal and behavioural benefits for children who are exposed to them and can provide opportunities for people to gather together through attendance at arts events. Access can create cognitive, attitudinal and behavioural benefits for children who are exposed to them and can provide opportunities for people to gather together through attendance at arts events. Access can create cognitive, attitudinal and behavioural benefits for children who are exposed to them and can provide opportunities for people to gather together through attendance at arts events.

Dublin City Council – Public Libraries – Development Plan 2012–2018

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Dublin City Council – Public Libraries – Development Plan 2012–2018

Dublin City Council – Public Libraries – Development Plan 2012–2018
I attended a free talk in the Central Library just before an interview. I found it very helpful and I’m happy to say that I got positive news today from the interviewers and start my new job soon.

– Feedback from Career Direction and Development Programme talk.

announcements and expansions. The city has high levels of employment in knowledge intensive industries particularly in software, IT, R&D, financial and business services. It has an internationally recognised financial services centre (IFSC) with over 32,700 employed by these companies of which over 22,000 are located in Dublin. The city is also emerging as a major destination for interned businesses, attracting the international and European headquarters of firms like Google, Zynga, Facebook, Microsoft, IBM, Amazon, LinkedIn, and PayPal, earning it the title as the up and coming ‘Internet capital of Europe’. The challenge of continuing to meet the demands of this vibrant and growing sector will be a priority focus of this plan.

A key success factor in the life of any city is its sustained attractiveness as a destination and as a place to live. Dublin continues to be recognised as one of the most livable cities in the world. In the Mercer 2010 ranking, Dublin was ranked in the top quartile (9th 26th position) and is placed ahead of cities such as San Francisco, Helsinki, Boston, Madrid and Seattle. More recently Dublin has been placed in the top 10 QS Best Student Cities. Based on a complex set of measures, the results provide a new way of comparing the best cities around the world in which to be a student. Attracting visitors, international students and conventions is critical to the economic success of the city and it is critical to continually improve the city’s facilities. DCPL is committed to supporting city council policies designed to ensure that the city nurtures its unique identity, heritage and character.

In view of Dublin City’s pivotal role as the economic driver of the Dublin City Region and of the Irish economy, DCPL strategies will reflect a renewed emphasis on collaboration at city region level. In the context of the environmental threat posed by global...
climate change, core library and archive strategies will also reflect and support the drive for economic competitiveness and environmental protection. They will also account of the growing potential of the cultural/creative and ‘green’ industries as key economic drivers of competitiveness. The Library and Archive HQ at Pearse Street has been designated a flagship building for the Sustainable Dublin Project. Strategies will reflect a renewed focus on improving employability and supporting enterprise, creativity and innovation and on stimulating cultural tourism.
Thematic Overview

Theme – Access to Ideas, Information and Imagination
Objective 1: Provide diverse resources for citizens to enable them to maximise their potential, to participate in decision-making, to access education and to contribute to the cultural life of the city.

Theme – Places for People
Objective 2: Provide quality civic spaces for a capital city.

Theme – The Library City
Objective 3: Lead, promote and develop Dublin as a City Of Literature.

Theme – Inclusion and Participation
Objective 4: Develop the role of the library as a Centre of Culture with programmes, projects and communications that animate the collections and meet individual and community need.

Theme – The City Past and Present
Objective 5: Preserve, share and promote the record of Dublin and Irish heritage and enable historical research. Build awareness of the Library and Archive as the memory of the city.

Theme – The Connected Space
Objective 6: Develop ICT infrastructure and services.

Theme – Building Capacity and Innovation
Objective 7: Develop the potential of staff.
Theme – Access to Ideas, Information and Imagination

Objective 1:
Provide diverse resources for citizens to enable them to maximise their potential, to participate in decision-making, to access education and to contribute to the cultural life of the city.

I would like to see a much larger range of non-fiction books, particularly on the arts and music.

– Library User

Library collections are at the heart of what we do. The currency, quality and extent of these collections remain the key determinant of service uptake and positive beneficial outcomes for clients.

We will ensure the management and development of relevant, timely, focussed and comprehensive collections in all subjects and formats. The diversity of the formats offered is increasingly important to clients. We will include traditional print and multi-media as well as ebooks and other downloadable formats. We will strive to balance expanding digital collections and building print collections in light of publishing activity, client demands, technological advances, copyright, capacity and affordability issues.

Our collections and programmes will be developed to facilitate both individual self-directed learning and formal education at all levels and abilities. Reading for pleasure and recreation will remain part of our service citywide. Collections will be accessible at branch libraries and online.

Priority Actions:
1.1 Review and update the formal written collections management and development policy in line with corporate policies and social inclusion principles. Specific collection strategies will be articulated for targeted client groups such as children and young people, immigrant communities, the unemployed and senior citizens.
1.2 Use new technologies and client feedback mechanisms to monitor stock usage and respond to demands ensuring that client needs and interests inform collection building. We will further develop our collection management system to advise acquisition and stock editing processes. The potential of RFID self service systems to deliver on these aims will be harnessed. Public consultation channels will be used to match reader interests and requirements to materials purchased.

1.3 Ensure public access to the widest possible range of digital library and archive services and resources, both locally and online via the library websites and other web presences. We will do this by increasing access to library collections through digitisation, interactive communication channels and e-mail. We will extend and build on the range of alternative formats offered and develop in-house digital production capacity, creating digital content for online delivery, based on library and archive collections including prints, photographic and artefacts.

1.4 Complete a public tender framework competition to provide for efficient, effective and economic purchase of library materials in line with available budgetary provision to achieve best value for per capita spend allocated annually.

1.5 Explore areas for resources sharing to achieve best value and ensure maximum public access to collections.

1.6 Support enterprise and employment within Dublin City by promoting awareness and use of business information resources through appropriate materials and programmes in diverse formats.

The capacity of the library service to engage individuals and communities is directly related to the quality of its infrastructure. Despite technological advances and the fact that many resources are available on line, the importance of library as a place is not waning. Dubliners are visiting libraries in greater numbers as individuals and communities of shared interest to read, relax, study, research and participate in cultural and learning programmes. Whereas the Internet may tend to isolate people, the library as a physical space has done just the opposite. It is a vital public space where new technologies can be combined with traditional information resources in a user friendly, supportive and non-judgemental environment. It is precisely because libraries are free, open to all, democratic and neutral spaces that the social role of libraries is growing.

Technology has enriched the public library space as the balance between electronic and physical resources shifts, reducing the requirement for some print resources which are now delivered digitally. This shift has opened up opportunities to use library spaces in new and innovative ways. It offers the potential to contribute to the city’s economic development by providing spaces that foster creativity and support innovation by offering a multitude of facilities, meeting rooms and venues that bring people together for purposes.

Not all Dublin City branch libraries currently have the capacity to accommodate new functional roles of the public library, including lecture and performance spaces, gallery, conference centre, courtyard, coffee shop, community information centre and

...
refurbishment. In this context, our challenge for the lifetime of this plan and beyond is to prepare a programme of renewal and upgrade. We will work to identify all available funding channels and will engage with any development opportunities that arise, while recognising current economic limitations.

In July 2010 an up-dated Capital Priority list was submitted to the Department of the Environment, Community and Local Government (DOECLG). The priority focus is the achievement of the Dublin City library. This project will advance along a progression from site selection, to design, to procurement, to assessing the most appropriate location for the Dublin City library it is essential that consideration of the optimum provision of library services is paramount. (See page 16)

The completion of the refurbishment of Ballyfermot Library and the re-imaging and refurbishment of Kevin Street Library are also prioritised (see pages 19-43). The submission also highlighted recognised area deficits in the branch network. In particular the requirement for a branch library in the Drumcondra/Drumaness area is noted. We will continue to explore options for delivery of library service in areas unserved at present.

Priority Actions

2.1 Advance the delivery of a Dublin City library. This is the key infrastructural objective over the next 5 years and is at the heart of this plan. To date, detailed preparatory work has been undertaken in association with corporate partners (see page 16 of this plan).

2.2 Monitor and update the Library Capital Development Programme as required by DOECLG in order to maintain, improve and develop existing buildings and vehicles to 21st century standards. During the lifetime of this plan we will complete the refurbishment of Rathmines, Ballyfermot and Kevin Street libraries.

2.3 Continue to implement the Disability Strategy through the Library Access Programme ensuring accessibility to library spaces, both physical and virtual. Access works have been completed for Rathmines, Pembroke, Ballyfermot and Drumcondra libraries. In addition access plans have been drawn up for Charlestown, Marino and Phibsboro branches. We will work to complete accessibility for a minimum of one more of these branches during the lifetime of this plan.

2.4 Continue to plan for the development of the branch library network in response to an increasing and changing city population. Consider development in areas of infrastructural deficit, including Drumcondra, and the North Fringe. Consider and engage with all opportunities for replacement or up-grade of branch libraries where appropriate, including Finglas, Inchicore, Coolock and Donaghmede.

2.5 Ensure that all new library developments include the following features at a minimum and work to upgrade existing branches to these standards where possible: visibility and transparency, well located, on-street presence, universal access including public restrooms, a space for

The physical infrastructure of branch buildings ranges from purpose built facilities dating from the late 19th and early 20th centuries, to rented spaces in shopping centres, to newly designed branch library facilities.

Aside from the central library, the largest branch library in our portfolio is Ballyfermot at just over 2,000 square metres, and the smallest is Marino at 105 sq. metres. The average size across the whole branch network is 801 sq. metres. Of our twenty nine buildings, only five measure above 1,300 sq. metres, our minimum size requirement for a new community library development.

To realise their potential some branch libraries require extension and adaptation to provide flexible and multi-functional spaces. Recent library up-grades in Pembridge, Drumcondra and Rathmines libraries support international evidence showing a link between increased usage and programmes of investment and
the décor is exquisite and the facilities for the disabled are most welcomed. Thank you!
– Rathmines library user

2.6 Review all off-site storage provision consistent with retention policies; borrower request services and the potential for shared facilities.

2.7 Examine opportunities and contribute to discussions and conversations regarding the potential to establish a Dublin City Museum.

The project involves the refurbishment and up-grade of facilities at Ballyfermot Library. Opened in 1981, it is Dublin’s largest community library at just over 2,030 sq. metres. Ballyfermot has been a flagship library for delivery of innovative services to the community both in terms of physical access as well as making the latest technology freely available. Ballyfermot was the first library to provide free internet access in the early 1990s. In 2007 a Digital Learning Centre was established in the library to provide improved learning facilities to the local community with particular emphasis on older people and people with disabilities.

The library closed at the end of 2008 for extensive refurbishment, with services transferred to the Ballyfermot Civic Centre for the duration of works. The project has been undertaken on a phased basis.

→ Phase 1: Involved replacement of the roof and was completed in 2011.

I find the library internet space lovely and peaceful and ... can’t wait to be back in our refurbished Ballyfermot library.”
– Ballyfermot library user
Phase 2: Comprised structural improvements for disabled access and was completed by Autumn 2011.

Phase 3: Involves the electrical and mechanical upgrade of the building and some accompanying structural works. These works are ongoing and are due for completion in 2012.

Phase 4: Will involve filling out the library and will be scheduled to facilitate the library reopening as soon after the completion of the structural works as possible.

A re-imagned library for Ballyfermot

This investment in Ballyfermot library will ensure that the library remains a vital community resource. A wide-ranging consultation with library staff and users as well as the wider community of Ballyfermot has taken place to ensure that all important elements of the old service remain and new innovations are catered for.

The refurbished library will provide flexible community spaces; mediated access to learning through an improved digital learning centre; continued support to formal and informal education provision in the area, as well as service upgrades. These will include increased study spaces; designated collections for students; enhanced co-operation and collaboration with Ballyfermot College of Further Education; self-service facilities; spaces to facilitate art activities and more. Ballyfermot will also be home to the Se Garaghy Collection, an extensive multi-disciplinary collection focused on Dublin, donated to Dublin City Public Libraries in 2009.

Kevin Street Library Refurbishment and Conservation Project

Opened in 1904, Kevin Street is a community based branch library in Dublin 6. It is uniquely placed, near the retail heart of the city at Grafton Street while serving the traditional communities of the Liberties and the South Inner City. nearby Camden Street, Westford Street and Aungier Street are home to a vibrant small retail and business sector and a variety of private and public residential developments.

This project will re-imagine the library with the aim of delivering flexible spaces for an enhanced and extended 21st century branch library facility. Currently less than 50% of the building is publicly accessible and the building is in poor condition. The vision is to provide an inclusive cultural, educational and recreational service that is responsive to the needs of the community, providing real and virtual library spaces. The opportunity will be taken in developing services at Kevin Street branch to ‘root’ the development of new and innovative library services with potential for expansion in the planned Dublin city library or roll out throughout the branch network.

Services for children and young people will be a key focus of the library, using literature, technology, participative events and building relationships with schools, local childcare groups and community facilities to engage and excite them. Framework support and space for learning will also be actively facilitated and promoted.

The library will build upon current programmes for emerging ICT users, such as the WeB самом digital learning programme, as well as seeking new opportunities in this area. A multi-cultural resource room and a special collection space is proposed. The design will capitalise on some remarkable features of the original building to deliver a ‘living room area’, ensuring that the building’s most attractive spaces are freely accessible for all users. The internal design and layout of the library will ensure that space can be made available for talks, lectures, participative programmes for all ages with a dedicated exhibition and function space and a number of flexible spaces throughout the library for use by large and small groups.

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The possibility of providing earlier morning access to the main foyer and living room area of the library will be explored, in order to give library clients access to self-service issues and return, PCs, the library’s free Wi-Fi service and a range of quick pick materials in all formats.

The Project will cost an estimated £3.5 million. £2 million in funding has been secured from the Department of Environment, Community and Local Government.

Indicative time line for the project:

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<th>Process</th>
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<th>Completion</th>
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<td>Ongoing</td>
<td>Autumn 2012</td>
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<tr>
<td>Part B Planning Procedure</td>
<td>Submit late 2012</td>
<td>Obtain by end of 2012</td>
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<tr>
<td>Tender Process</td>
<td>Seek late 2012</td>
<td>Obtain early 2013</td>
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<tr>
<td>Construction Process</td>
<td>Commerce 1st quarter 2013</td>
<td>Completion Autumn 2014</td>
</tr>
<tr>
<td>Fit-Out and Commissioning</td>
<td>Commerce Autumn 2014</td>
<td>Completion December 2014</td>
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Dublin is a cultural city with a strong literary tradition and a dynamic contemporary literary scene, vibrant with talent and creative energy. Having led the application to achieve the designation of Dublin as a UNESCO City of Literature we will use the designation so that it becomes a significant driver of creative, social, and economic development for the capital city. Already a key strand of the branding of the city, it is an international accolade which recognises the special place literature and writers have in the city. A key challenge, however, is to create new audiences and bring writing and writers to new locations. Another challenge is to ensure that the environment in the city is conducive to nurturing emerging writers and that writers at all levels have opportunities.

Priority Actions:
3.1 Maximise the potential of the UNESCO City of Literature designation for the benefit of the city and the citizens of Dublin, working closely with the UNESCO Governing Board and through pro-active engagement with the city branding project. Promote and emphasise the importance of creativity as a stimulant to innovation and research.
3.2 Link with other members of the UNESCO Creative Cities Network especially with other cities of literature (see pages 45-48).
3.3 Promote and encourage both established and emerging Dublin writers through specific projects and by maximising...
opportunities such as those offered by formal city relationships including twinnings, partnerships and alliances.

3.4 Build on the success of existing projects designed to create and strengthen the reading habit in children, such as the Family Reading Initiative.

3.5 Contribute to the realisation of a new Dublin city library for the 21st century while exploring the potential for the creation of a Dublin Centre for Literature. Explore flexible models of delivery including co-location.

3.6 Provide innovative ways for people to join the conversation about books and literature, bringing people to books and books to people using all available communications media, especially social media, to engage existing and new audiences. Build on successful projects such as Great Writing Great Places and One City One Book.

3.7 Continue reader development initiatives through support and facilitation of reading groups and continued innovation in the library programme of cultural events.

3.8 Continue the international reach and influence of Dublin as a literary city through driving the International IMPAC Dublin Literary Award and projects such as Literature Night.

3.9 Maximize the tourism potential of Dublin’s literary reputation by engaging in activities aimed at the tourism market.

IN FOCUS

What is the Creative Cities Network?

A network of creative cities, working together towards a common mission for cultural diversity and sustainable urban development.

Member cities are recognised as:

- “Creative hubs” that promote socio-economic and cultural development in both the developed and developing world through creative industries.
- “Socio-cultural clusters” connecting socio-culturally diverse communities to create a healthy urban environment.
- The Network aims at developing international cooperation among cities and encouraging them to drive joint development partnerships in line with UNESCO’s global priorities of “culture and development” and “sustainable development”.

Once a city is appointed to the Network, it can share experiences and create new opportunities with other cities on a global platform, notably for activities based on the notions of creative economy and creative tourism.
IN FOCUS
UNESCO Cities Of Literature – Criteria and Characteristics

- Quality, quantity and diversity of editorial initiatives and publishing houses;
- Quality and quantity of educational programmes focusing on domestic or foreign literature in primary and secondary schools as well as universities;
- Urban environment in which literature, drama and/or poetry play an integral role;
- Experience in hosting literary events and festivals aiming at promoting domestic and foreign literature;
- Libraries, bookstores and public or private cultural centres dedicated to the preservation, promotion and dissemination of domestic and foreign literature;
- Active effort by the publishing sector to translate literary works from diverse national languages and foreign literature;
- Active involvement of media, including new media, in promoting literature and strengthening the market for literary products.

The lecture was very helpful. It helped me to understand more on how and where to start.

– Feedback from Start Your Own Business session

In line with corporate policies, priority will be given to programmes that contribute to the educational, economic, cultural and heritage life of the city. Special emphasis will be placed on advancing programmes that encourage local participation and stimulate cultural tourism in Dublin City.

By understanding what Dubliners want and expect, what encourages them to join and continue library membership and by focusing on attracting new users we will have a better understanding of the motivators of library use.

Priority Actions:

4.1. Contribute to the drafting and implementation of a Dublin City Council Arts Plan and Cultural Strategy and work with arts and culture service providers in Dublin City Council in the delivery of programmes of inclusion and cultural engagement.

4.2. We will focus on strategic relationship building at civic, national, European and international levels to deliver on complimentary agendas, maximise resources, ensure sustainability and add value to outcomes for clients. Engagements will include:

- Educational partnerships at all levels – primary, secondary and third level, together with Adult Education and other second chance providers.
- Inclusion and diversity partnerships at civic and national level such as the Citizens Information Network, NALA, NDA and Aontas.
EU thematic designations such as European Year of Volunteering 2011, European Year of Active Ageing and Intergenerational Solidarity 2012 and others as agreed.

Dublin City of Science 2012.

Opportunities for cooperation presented by Dublin’s special relationships with a number of Cities including Barcelona, San Jose, Liverpool and Beijing.

Deliver an annual calendar of collections-based programmes, projects and communications connected to key service themes and partners.

Devise a targeted marketing strategy. Building on consultation and research undertaken in relation to this plan, we will carry out further client research.

We will review opening hours citywide to maximise public hours consistent with available resources and local business preferences.

Research and adopt a new Web Strategy to encourage and sustain conversations with Dubliners. We will develop a Dublin City Public Libraries and Archive web specific “brand” common across all web presences.

Theme – The City Past and Present

Objective 5:
Preserve, share and promote the record of Dublin and Irish heritage and enable historical research.
Build awareness of the Library and Archive as the memory of the City.

you have inspired our students to see archives and libraries in a new light.
What really impressed us was the chance to hold in our own hands such ancient and priceless volumes.

– Teacher

The Dublin and Irish Special Collections, combined with the Dublin City Archives constitute a community memory storehouse of printed materials and original records relating to the people, history and culture of Dublin and Ireland. Safeguarding and preserving these rich holdings for future generations forms a key component of the local studies and archive service.

Maximising their profile and public accessibility, both locally and online is a key service objective.

Research at all levels is promoted, with a continued emphasis on genealogical research, reflecting the high public interest in family history, alongside initiatives in local history, digitisation and other areas of research and study.

By growing digital collections we are expanding these resources and bringing them to new clients at home and abroad.

Priority Actions:

5.1 Actively expand the local studies and archive holdings through purchase and donation and manage their future preservation protecting Dublin’s history and heritage collections.

5.2 Promote and assist research through cataloguing of collections and development of outreach programmes and by engagement with internships opportunities which add value to the understanding of historical resources.
5.3 Develop and implement a Community Memory Dublin Programme through oral history, photographic collections and genealogical databases engaging with the diverse cultural identities and experiences of the city. The theatre and sports archives will be expanded.

5.4 Develop digital content for online delivery based on diversity of holdings and formats including archives, prints, photographs and artefacts. Particular attention will be paid to Dublin City Council’s vast photographic collection of approximately 500,000 images, called the ‘Dublin City Council Photographic Collection’ (DCCPC).

5.5 Work will continue to focus on unique or rare holdings from all memory collections building on databases, publications, exhibitions and galleries delivered to date. This will be achieved through a combination of factors including the development of in-house digital production capacity, funding support and partner engagement.

5.6 Support Dublin City Council’s corporate memory and asset management policies and projects.

5.7 Contribute to the work of the Dublin City Council Commemorations Sub-committee in light of significant historical anniversaries in the coming years and drawing on primary and secondary sources of the civic collections to create new historical content.

A number of key issues will shape our ICT priorities over the lifetime of this plan. These include the growth in demand for e-books, the possibilities offered by social networking and Web 2.0, websites and applications, the proliferation of wireless handheld devices with a range of information capabilities, allowing almost unlimited ways to access, create, manipulate and store information for personal use.

We will embrace innovation to exploit the ever increasing potential of ICT to enhance services for learning, information and recreation in ways that benefit our clients and meet their demands for new services. We will focus on enhanced access to ICT in the library as well as the provision of remote electronic access to the services and collections of Dublin City Public Libraries on a 24/7 basis. The provision of a robust information technology infrastructure is a key service objective. This on-going project to roll out self service to the branch network will continue on a phased basis. A downloadable e-books service will also be delivered in the lifetime of this plan.

Priority Actions:
6.1 Actively monitor the diverse directions of development and trends that emerge and innovate and tailor our offer to reflect demand. We will ensure that new developments in planning at the city library, Ballyfermot and Kevin Street achieve best practice in ICT. We will ensure that the choice of IT tools available for creativity is free, up to date and relevant.

E-learning: it is a myth that people who have literacy problems also have problems with technology. E-learning can be less expensive and provide spaces for people who can’t find time.

— Bernie Brady CEO, Aontas
We will exploit the flexibility offered by proprietary, free and open source software and online creative resources, complemented by a full range of library supplied software and applications.

6.2 Ensure the ICT Infrastructure is up to date, robust and fit for purpose. We will improve broadband connection speed in our libraries to provide safe and secure access for members using their own laptops and other personal devices as well as city-owned hardware. We will modify library spaces in line with changing needs as the balance between physical and electronic resources shifts and opportunities arise to change the way we use library space. We will continue the roll out of IFPD self service in the Central Library, Balymoment and Kevin Street libraries.

6.3 Develop and refine the online services accessible by library members from their own homes, including the delivery of online booking, downloadable e-books and remote access to a wide range of databases. We will support the e-government agenda through the provision of free public access to IC promotion of awareness in all users of the availability of e-government sites, the services of Dublin City Council and the contents of our digitalised resources. We will signpost other online sites and resources having good provenance to enable staff to assist library members to access the quality information they need.

6.4 Seek out strategic partnerships with key organisations and libraries with other local authorities to benefit our membership, sharing ideas and successes, and seeking opportunities for improvements to services at lower cost.

6.5 The Library Management System (LMS) underpins the book lending services of DCLP and is a key service dependency. We will undertake an upgrade of the library catalogue in the lifetime of this plan. We will work in partnership with the City Council’s IS department and with Dublin region local authority counterparts to develop and effective LMS future strategy. We will examine the potential for migration to a next generation LMS in order to enable resilient direct interfaces to provide self service capability and access to subscription based information repositories which have library membership logon requirements.

6.6 Ensure that library staff ICT skills remain current, working to ensure that all staff have the excellent web search skills required to assist library clients as well as familiarity with the range of devices capable of accessing information on the web.

6.7 Continue to support client’s requirements for basic information literacy and technical up-skilling as appropriate through a variety of initiatives including FAS e-learning, and Websmart training, developing new programmes in response to demand. We will participate in the citywide digital literacy initiative – the Road Map for a Digital Dublin project.

Theme – Building Capacity and Innovation

Objective 7

Develop the Potential of Staff.

when I told the librarian I was computer illiterate she informed me that it was not a problem – that comment made my day.

– Library user

Library staff meet clients everyday. They stand in that space between potentially overwhelming information resources and the right book or the right answer. They are critical frontline service mediators, facilitators, advisors and interpreters.

We will ensure that our libraries are staffed with welcoming, well trained, reliable, flexible staff, capable of responding to the changing needs of citizens.

We will work to enable staff to acquire the competencies to achieve this goal. In the current changing environment we will build and sustain a learning organisation with a culture that values research and encourages innovation. Recognising that innovation and ideas can come from all levels of our organisation, we will work to promote excellent team communication. The Staff Training and Development Programme underpins the professional development of staff.
knowledge base of the organisation and will play a pivotal role in building staff capacity to deliver quality services and in meeting career and professional development needs.

**Priority Actions:**

7.1 Invest in training and developing staff of all grades by researching, drafting and implementing a business driven Training and Development Programme. The research phase will identify skills and competency matrices for current and future service delivery. A skills audit will follow to identify and prioritise training requirements.

7.2 Using best practice management and governance standards, library managers at all levels of the organisation will lead and motivate teams to excel in service delivery and performance.

7.3 Staff up-skilling in virtual and online service environments has already been identified as a priority focus. A dedicated annual programme will give staff opportunities to develop online searching, web, social media and other interactive skills through relevant practical modules and courses.

7.4 Reader Development programmes such as Frontline training will continue recognising that understanding books and providing for readers is core to library service delivery.

7.5 Librarians are professionals requiring continuing professional development to ensure that services are at the cutting edge of international trends and best practice. A CPD programme will sustain professional research and maintain optimum skills levels.

7.6 We will advance flexible working arrangements engaging with available mechanisms such as the Partnership model and Public Service Agreements.

7.7 Encourage, facilitate and direct team working at local, thematic and organisational levels to increase service effectiveness while building staff collaborative skills and experience.

7.8 Use diversity and frequency of consultation and communication channels to include staff at all levels and service points.

7.9 Engage with corporate and professional performance development and management systems.
Research and Service Review undertaken in preparation of this plan

A comprehensive service review for the period 2002 to 2010 was carried out as part of this planning process with the intention of recording key achievements and to set a new strategic policy framework focused on key themes and objectives for the following years.

A detailed analysis of the branch library network, including a statistical and KPIs review for the period and an update of community profiles and catchment area populations and demographics.

A library buildings Asset Management Plan was prepared to inform our infrastructural priorities.

Bibliography


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<tr>
<td>Tel: 497 3539</td>
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<td>Tel: 493 7035</td>
<td>Tel: 455 8199</td>
<td>Tel: 674 4999 Fax: 674 4881</td>
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<tr>
<td>Email: <a href="mailto:rathmineslibrary@dcu.ie">rathmineslibrary@dcu.ie</a></td>
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<th>Mobile Services</th>
<th>Children’s Section</th>
<th>All Branches now offer</th>
<th>Find us on the web</th>
<th>Visit the Library Blog</th>
<th>View Dublin City Public Libraries on Flickr</th>
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<td>Cabra CivicCentre, Naxen Road, Dublin 7 Tel: 869 1145</td>
<td>Cabra CivicCentre, Naxen Road, Dublin 7 Tel: 674 4843</td>
<td>D4 Free WiFi / Broadband access</td>
<td><a href="http://www.dublincitypubliclibraries.com">www.dublincitypubliclibraries.com</a></td>
<td><a href="http://www.dublincitypubliclibraries.com">www.dublincitypubliclibraries.com</a></td>
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