

The logo consists of a solid yellow circle on the left, and the words "Libraries Unlimited" in white, bold, sans-serif font to its right.

**Libraries
Unlimited**

A decorative pattern of white dots arranged in a grid, located on the left side of the header.

LIBRARIES UNLIMITED INFORMATION PACK

A decorative pattern of white dots arranged in a grid, located on the right side of the header.A series of overlapping colored shapes in the bottom right corner: a yellow semi-circle, a green circle, an orange semi-circle, and a grey semi-circle.

LIBRARIES UNLIMITED BELIEVES...

in the unlimited potential of library services to enrich lives and build communities through a shared love of reading and access to high quality information and facilities

DEAR APPLICANT

Thank you for your interest in working for Libraries Unlimited.

Libraries Unlimited is an independent staff and community owned charity, launched in April 2016. We run 54 libraries across Devon and Torbay, and a range of other services including 1 FabLab, and 3 Business and IP Centres. In addition, we are also an Arts Council England (ACE) National Portfolio Organisation (NPO), expanding our services to include high-quality arts and cultural events and activities for our users.

We have an ambitious vision to grow and develop our organisation, our people, and our services.

We firmly believe that great libraries have a huge, positive impact on the lives of individuals and communities, and we are committed to developing our new organisation to have an even bigger impact in local communities in the future. Our staff are critical to ensuring that our libraries continue to have maximum impact, and you could be part of this.

As an independent organisation we have the freedom and flexibility to design and deliver a wider range of services, greater opportunities to develop income generating initiatives and secure funding opportunities. We are a commercial organisation with a robust business plan that ensures that we can survive and thrive. Developing a culture of innovation and public service entrepreneurship is central to our business model, delivering libraries across Devon and beyond whilst also developing new services and income streams. We prioritise the positive social impact of our services and reinvest any surplus profit to support our mission and purposes.

Our Board of Trustees and Executive Team have a passion for the future of libraries, along with the vision, expertise and creativity to help us develop and grow sustainably. The Board of Trustees provide the organisation with effective challenge and scrutiny and are collectively responsible for setting and reviewing our strategic direction, in line with Libraries Unlimited's charitable objectives.

This information pack is designed to provide you with information about the organisation's mission, core purposes and future plans.

We look forward to hearing from you.



Alex Kittow
Chief Executive



Marie Chadwick
Chair of Board of Trustees

INTRODUCTION TO LIBRARIES UNLIMITED

MISSION

To bring ideas, imagination, creativity and knowledge to enrich people's lives and build thriving communities.

CORE PURPOSES

Promoting a love of reading

Providing free access to resources and information

Inspiring everyone to learn, create and realise their potential

Enabling everyone to explore and connect to the wider world

Offering welcoming spaces

Supporting the health and wellbeing of individuals and communities

STRATEGIC PILLARS

People

Service & operational excellence

Income Diversification

Environmental impact

Infrastructure

OUR VALUES

inclusive & inspiring

Our ambition is to be a progressive, inspiring and inclusive charity, focused on delivering our mission to enrich lives and build thriving communities, through ideas, imagination, creativity and knowledge. We want to raise the aspirations of communities, inspiring people and ensuring no one is left behind.

Our impact and commitment to contributing to positive outcomes for people and communities is central to our organisational culture.

Libraries Unlimited contributes to community issues ranging from economic prosperity to health and wellbeing, individual and community resilience and safety. We continue to participate in major initiatives like the [FabLab](#), based in Exeter Library, and the national [Living Knowledge Network](#). We believe that libraries must be at the forefront of digital technologies and in supporting economic growth.

Our partnerships are wide ranging. We have strong local and national links and partnerships with, for example, The British Library, Arts Council England and the University of Exeter. Our [Business and IP Centre](#) (BIPC) service provides support to business owners, entrepreneurs and inventors, in partnership with the British Library. We run a Bookstart Outreach programme working with a range of statutory and community-based organisations to gift free books to pre-school children.

We have an excellent track record of working collaboratively with local communities, our commissioners, our staff, and our network of over 40 Friends Groups. Our Friends Groups work closely with their local library staff to ensure that libraries are at the heart of the communities they are based in. These groups run a range of events which significantly contribute to the value of libraries as community resources, as well as fundraising and raising awareness of Libraries Unlimited and the work we do.

In the next year, we aim to:

- We are continuing to implement our 5 year strategy which focuses on our new strapline of 'Enriching lives and building communities'.
- Continue to champion a love of reading and engage with communities across Devon and Torbay.
- Develop and grow our fundraising and income generation strategies.
- Develop our infrastructure to ensure our services thrive for generations to come.
- Consolidate our internal systems and processes, implementing the lessons we have learnt over the last few years as an independent charity.
- Continue our focus on operational and service excellence.
- Work with our members and wider stakeholders to increase awareness and engagement with those outside of libraries, along with public support for Libraries Unlimited.
- Invest in our people, both paid staff and volunteers.
- Grow our role as an environmental leader and champion in the community.

KEY FACTS ABOUT LIBRARIES UNLIMITED

- A charity established in 2016
- 54 libraries: 50 libraries across Devon, and 4 libraries in Torbay
- 5 Business & IP Centres supporting local businesses and entrepreneurs
- A FabLab providing forward-thinking digital technologies
- A Home Library Service, where a team of volunteers choose and deliver books to customer who are unable to get to our libraries
- 3 cafés

DURING 2022/3 THERE WERE:

- Over 2.2 million visits to our libraries
- Over 1.8 million items borrowed by 131,000 members
- Over 160,000 Wi-Fi hours logged across the county
- 380 staff (182 full-time equivalents)
- Over 11,000 events during the year
- 21,400 volunteer hours across the organisation
- Over 38,000 children and young people who were active users of Devon and Torbay Libraries
- 129,000 digital magazine downloads
- Over 500,000 eBook and eAudiobook downloads



BUSINESS DEVELOPMENT

Libraries Unlimited is a charity which delivers the library service across Devon and Torbay, in partnership with Devon County Council and Torbay Council.

The organisation has an annual turnover in the region of £8.5m.

We intend to increase the level of income generated by our current services by improving access and increasing activity, while also developing a range of new services that meet need, realise social value, and reduce the organisation's dependence upon local authority funding.

Read more about our current strategy and view our annual reports [on our website](#).

Our core service offer during includes the following services:



FURTHER INFORMATION

APPLICATION INFORMATION

Our vacancies can be found on the Jobs section of the Libraries Unlimited website.

To apply for a role, please follow the instructions in the relevant job advert and submit your application to jobs@librariesunlimited.org.uk by 9am on the closing date.

All applicants must have the right to work in the UK, and be able to demonstrate this. Libraries Unlimited is committed to diversity in the workplace, and we welcome applications from all sections of the community.

If you have any special arrangements or adaptations to be made for your interview on account of a disability, or you require support in completing your application, please contact our HR team by email via jobs@librariesunlimited.org.uk as early as possible for a confidential discussion about how we can best support you.

TERMS AND CONDITIONS

- As an employee, you will be able to become a member of the organisation, helping to shape the future of Libraries Unlimited
- 24 days holiday per year, plus Bank Holidays, rising to 26 days after 5 years' continuous service
- Pension – defined contribution pension scheme with matched employer contributions of up to 6%
- Enhanced maternity and shared parental pay
- Enhanced paternity pay
- 6 month probationary period
- Free, confidential Employee Assistance Programme offering practical and emotional support by phone and online
- Annual training and workforce development budget available to all staff
- Access to free and discounted tickets to live music, comedy, theatre and sports events in the UK via Tickets for Good
- Cycle to Work Scheme
- Employee Benefits Scheme with Extras Discounts





Libraries Unlimited



Business &
IP Centre
Devon

librariesunlimited.org.uk | info@librariesunlimited.org.uk



Libraries Unlimited
Exeter Library
Castle Street
Exeter
EX4 3PQ

Supported by



TORBAY COUNCIL



Supported using public funding by
**ARTS COUNCIL
ENGLAND**

**EXETER
LIVE BETTER**

Libraries Unlimited is a registered company (9822597) and charity (1170092) responsible for running libraries in Devon and Torbay. Registered address as above. You can support us to continue delivering life-changing library services. Find out more here: librariesunlimited.org.uk/support-us