

Rhondda Cynon Taf Library Service Strategy

2026 – 2030

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Introduction

Residents of Rhondda Cynon Taf value their local libraries and see them as safe and trusted spaces. They find our library staff friendly and knowledgeable and value the many services on offer. The (Adult) Customer Satisfaction Survey, carried out in March 2025, highlighted how libraries had met commitments in the previous Library Strategy and Action Plan 2022-2025, and informed and guided, along with other factors, this new Library Strategy 2026-2030.

Rhondda Cynon Taf County Borough Council's Library Service consists of 3 Area Libraries which house local history collections and 10 Branch Libraries. The libraries are vibrant community spaces, offering services that reach far beyond the provision of books. They offer community events and activities, banking hubs, public access PCs and free Wi-Fi, and information, advice and assistance, including support to apply for a disabled parking Blue Badge, Council Tax queries, Housing Benefits or a bus pass via the One4all service.

Local authorities have a statutory duty under the Public Libraries and Museums Act 1964 "to provide a comprehensive and efficient library service for all persons".

The Act does not specify how this provision should be delivered or how it should meet the needs of a community except that they should:

- Have regard to encouraging both adults and children to make full use of the library service
- Lend books and other printed material free of charge to those who live, work and study in the area

In Wales the Duty "to superintend and promote the improvement of the public library service provided through local authorities" has been devolved to the relevant Welsh Government Minister since 2002 and is fulfilled through the [Welsh Public Libraries Standards](#).

Our Library Service

Rhondda Cynon Taf County Borough Council (RCTCBC) has maintained a varied model of delivery despite the continued pressures on local authority finances across Wales, that includes:

- 3 Area Libraries (Aberdare, Pontypridd & Treorchy)
- 10 Branch Libraries (Abercynon, Church Village, Ferndale, Hirwaun, Llantrisant, Mountain Ash, Pontyclun, Porth, Rhydyfelin & Tonypany)
- Seven of our libraries serve as Community Resilience Hubs. These hubs support Neighbourhood Networks by coordinating help for residents and offering

information, advice and guidance. The Council also works with partners to provide direct support from these locations.

Community Resilience Hub libraries: Aberdare, Church Village (Y Olwg), Ferndale (Y Hwb), Llantrisant, Mountain Ash (Canolfan Pennar), Porth, and Pontypridd.

- At Home Service for residents unable to use static libraries
- Schools Library Service that offers loans and advisory service to primary schools
- A Children and Youth Librarian that develops programmes and activities that promotes reading and information literacy among young people
- eBooks, eAudio books, eMagazines and eNewspapers available online at all times to all residents
- Access to online resources such as Transparent Languages Online, Theory TestPro, Ancestry.com and FindMyPast.com
- Local studies collections at Aberdare, Pontypridd and Treorchy Libraries
- Online access to local studies materials, oral history recordings and historical photographic collection via the 'Our Heritage' website ([Rhondda Cynon Taf Our Heritage](#))
- Access to community meeting spaces
- Access to digital technology

The Well-being of Future Generations Act 2015

The long-term aim of the Welsh Government is to build a Wales that helps us all work together to improve our environment, our economy, our society and our culture. For people, for our planet, for now, and for our future via the Well-being of Future Generations Act.

The act consists of 7 connected well-being goals for Wales:

A prosperous Wales

Our libraries support a skilled and prosperous nation by:

- Providing free access to digital resources, Wi-Fi, and technology.
- Offering learning opportunities, literacy programmes, and employability support.
- Supporting entrepreneurs through information, workspace, and digital tools.
- Helping people gain essential skills that improve job prospects and lifelong learning.

A resilient Wales

Our libraries contribute to environmental and community resilience by:

- Promoting sustainability information, climate literacy, and green living resources.
- Hosting workshops and events on environmental awareness.
- Acting as trusted local hubs that remain open and supportive during emergencies or change.

A healthier Wales

Our libraries help improve physical and mental wellbeing by:

- Offering health information, self-help books, and wellbeing programmes.
- Hosting social groups that reduce loneliness and isolation.
- Providing safe, free, inclusive spaces that support positive mental health.
- Partnering with health agencies to deliver advice, signposting, and support.

A more equal Wales

Our libraries advance equality and fairness by:

- Providing free access to knowledge, digital services, and spaces for all.
- Supporting groups most at risk of digital or social exclusion.
- Offering inclusive collections that reflect diverse communities.
- Ensuring everyone has equal opportunities to learn, connect, and participate.

A Wales of more cohesive communities

Our libraries strengthen community cohesion by:

- Acting as safe, welcoming, neutral public spaces.
- Bringing people together through activities, events, and shared experiences.
- Supporting community engagement, volunteering, and connection.
- Helping people build trust, develop relationships, and feel they belong.

A Wales of vibrant culture and thriving Welsh language

Our libraries promote culture and the Welsh language by:

- Offering Welsh-language books, e-books, e-audiobooks, e-magazines, learning resources, and activities.
- Supporting local heritage, storytelling, and cultural events.
- Showcasing local creativity and celebrating diverse cultures.
- Preserving and enabling access to local history collections.

A globally responsible Wales

Our libraries help Wales act responsibly in a global context by:

- Promoting global citizenship, awareness, and understanding.
- Supporting work on decolonisation, representation, and inclusive collections.
- Encouraging sustainable behaviours through information and community initiatives.
- Providing access to worldwide knowledge and perspectives.

These goals aim to ensure that future generations have at least the same quality of life as we do now. The act provides for better decision-making by ensuring that public bodies:

- take account of the long term
- help to prevent problems occurring or getting worse
- take an integrated approach
- take a collaborative approach, and
- consider and involve people of all ages and diversity

Rhondda Cynon Taf Council's Corporate Plan 2024 – 2030

RCTCBC's Corporate Plan 2024 -2030: 'Working with Our Communities' has identified four Wellbeing Objectives to which the library service contributes:

People & Communities – Supporting and empowering RCT residents and communities to live safe, healthy and fulfilling lives.

Our Libraries contribute to these goals through:

- **Access to Information & Advice:** Libraries provide free access to books, digital resources, and trusted information that helps residents make informed decisions about health, wellbeing, and safety.
- **Community Hubs:** They act as safe, welcoming spaces for social interaction, reducing isolation and fostering community cohesion.

- Skills Development: Through digital skills training, job clubs, and lifelong learning programs, libraries empower individuals to improve their prospects and confidence.

Work & Business – Helping to strengthen and grow RCT’s economy.

Our Libraries contribute to these goals through:

- Job-Seeking Resources: Free internet access, CV writing support, and access to third party help to residents looking to find employment.
- Upskilling Workforce: Libraries provide access to online resources and learning tools, supporting professional development.

Nature & the Environment – A green and clean RCT that improves and protects RCTs environment and nature.

Our Libraries contribute to these goals through:

- Sustainable Practices: Libraries promote recycling, energy efficiency, and eco-friendly operations.
- Environmental Education: Events and resources on climate change, biodiversity, and sustainability raise awareness.
- Community Initiatives: Our libraries host events and activities to promote environmental awareness, recycling etc. and are venues to pick up recycling bags for residents or for businesses

Culture, Heritage & Welsh Language – Recognising and celebrating RCTs past, present and future.

Our Libraries contribute to these goals through:

- Welsh Language Promotion: Libraries offer Welsh books, host language classes, and bilingual story sessions. Recognises people’s right to access services in the Welsh language.
- Cultural Events: Exhibitions, author talks, and local history projects preserve and share RCT’s heritage.
- Creative Spaces: Libraries support arts, crafts, and cultural expression through workshops and performances.

Libraries are a central delivery partner in achieving the Council’s Corporate Plan 2024–2030. Through accessible, people-centred services and community-led programmes, they contribute directly to all four Wellbeing Objectives and demonstrate strong alignment with the Well-being of Future Generations (Wales) Act 2015 as shown previously.

Reflection on Our Strategy 2022 – 25

Our Standards

The [Welsh Government's 'Public Libraries Supporting Sustainable and Connected Communities: The seventh quality framework of Welsh Public Libraries Standards'](#) came into force on 1st April 2025; 2026 will be the first year a report based on this new framework will be produced. The new framework consists of 13 core entitlements and 11 quality indicators, this compares to 12 core entitlements, and 15 quality indicators present in the previous framework.

For the [2024/25](#) assessment the Council's Libraries met all 13 core entitlements in full and of the 5 quality indicators which have targets, achieved 3 in full and 1 in part.

Libraries Connected – Universal Library Offer

Universal Library Offers are the essential things that all libraries do.

Developed by [Libraries Connected](#), an independent charity that supports, promotes and represents public libraries, with the collaboration of library leaders, frontline workers and users, they provide a framework for a high-quality library service and demonstrate the power of libraries to enrich lives. The Universal Library Offers help to build a consistent library service across the whole of the UK but are flexible enough that local libraries can respond to the needs of their communities.

There are currently four Universal Library Offers:

- **Culture and Creativity** – Enabling local communities to enjoy high-quality arts and cultural experiences through libraries.
- **Health and Wellbeing** – Supporting the health and wellbeing of communities through services that inform, engage and connect.
- **Information and Digital** – Ensuring communities can access quality information and digital services, learn new digital skills and feel safe online.
- **Reading** – Building a literate and confident society by developing, delivering and promoting creative reading activities in libraries

RCT Libraries – Connected

RCTCBC's Libraries contribute to the goals set out in the Wellbeing of Future Generations Act, RCT Councils Corporate Plan and the Universal Library Offer through providing access to community-focused spaces that offer life-long learning through books and online information, being digitally inclusive by offering free access to the internet and, by working

with partners on the delivery and facilitation of learning opportunities and information, advice and assistance for people of all ages by combined aims of:

Culture and Creativity

Cultural Heritage (1)

- Libraries support the Council's Heritage Strategy by working with partners to promote cultural activities for all ages, protect local collections, and ensure residents can access materials that reflect local history.

Inclusivity (2)

- Libraries commit to decolonising collections by reviewing what they hold, diversifying whose voices are represented, and improving descriptions and classification to be accurate, inclusive, and culturally sensitive.

Health and Wellbeing

Community Connection (3)

- Libraries offer safe, welcoming places where people can meet, access local services, develop new skills, and take part in activities that build social and economic resilience.

Sustainability (4)

- Libraries aim to reduce environmental impact by using resources efficiently, recycling, co-locating services, and working with partners to embed sustainable practices.

Information and Digital

Information, Advice and Assistance (5)

- Libraries help reduce isolation by providing information, advice, and support. They empower individuals — including unpaid carers and community groups — to make informed decisions and find the help they need.

Digitisation (6)

- Modern IT facilities give everyone access to online information, even those without their own devices or digital skills. Trained staff can help people learn and use digital services in an increasingly online world.

Reading

Reading (7)

- Regular reading supports wellbeing by reducing stress, improving mental health, boosting knowledge, strengthening memory and brain function, and improving vocabulary, empathy, focus, and concentration.

We Said, We Did

Some of the commitments in our previous strategy included:

Strategy 2022–2025	What we did	Connection
Identify new technologies to meet new customer needs.	<p>Worked with Heritage services to provide user experience using VR headsets.</p> <p>As part of the Altered Images project, purchase of 4 oral history recorders and a digital camera to capture personal memories of library users for the local history archive.</p> <p>A new Library Management System (LMS) ‘Spydus’ was introduced in December 2025. The new LMS is an All Wales LMS with every authority in Wales operating the same system. Spydus provides increased functionality at a local level and increased opportunities for collaborative working between Authorities.</p>	<p>Culture & Creativity Health & Wellbeing Information & Digital</p> <p>1,2,3,5</p>
Optimise use of interactive screens	<p>Where available, digital promotion of library services via screens.</p> <p>Produced, short, bilingual historical ‘documentaries’ for the history of Aberdare library celebrations.</p> <p>Installation of three digital promotion screens at Aberdare, Pontypridd and Treorchy libraries.</p>	<p>Culture & Creativity Information & Digital</p> <p>1,2,5,6</p>
Identify and evaluate new online resources that reflect users’ current needs.	<p>Purchased subscription to Pressreader online newspaper and magazine service. This became an all-Wales service in 2024.</p>	<p>Culture & Creativity Health & Wellbeing Information & Digital Reading</p> <p>2,3,4,5,6,7</p>
Offer volunteering opportunities, providing each person with a meaningful volunteering	<p>Worked with Education, Employment and Training Officers to provide work experience, volunteer placements and longer-term placements to over 30 individuals. A two-year apprentice</p>	<p>Health & Wellbeing</p>

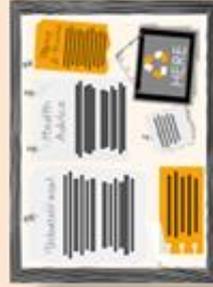
experience to make them more job ready.	placement has resulted in a permanent new member of staff.	3,4
Promote and Support Reading Well schemes	Promotion of Reading Well Teens and Reading Well for Dementia, several activities and Information days at Aberdare, Pontypridd and Treorchy libraries. Individual collection book display and promotion via leaflet, poster and social media at all other libraries.	Health & Wellbeing Information & Digital 3,5
Encourage staff to support more reading groups	As well as continuing to provide space for 8 existing reading groups, including an Alternative Group for the blind and partially sighted the service provides two external groups with reading materials. New reading groups have also commenced at a further 4 libraries.	Culture & Creativity Health & Wellbeing Information & Digital Reading 2,3,5,7
Identify and apply for relevant funding	Service has been successful in securing several funding bids including: <ul style="list-style-type: none"> • £5k Estyn Allan forms bid for digital equipment to engage audiences to read on digital platforms. • £94K+ for a co-laborative artist's space at Treorchy Cultural Hub. • £240K+ Enhanced Local Sector Support for Museums, Archives & Libraries joint bid with Heritage Service to engage local communities with heritage collections. 	Culture & Creativity Health & Wellbeing Information & Digital Reading 1,2,3,4,5,6,7
Continue to work with Culture, Heritage and Sport Division of Welsh Government (formerly MALD) to identify all-Wales resources	As members of the Society of Chief Librarians (SCL) we regularly meet with representatives of Welsh Government and the National Library of Wales to review the current all-Wales digital offer renewing or replacing resources as appropriate. For example, Pressreader in 2024.	Health & Wellbeing Information & Digital Reading 3,4,5,6,7
SCL, investigate introduction of all-Wales library card	The adoption of an all-Wales Library Management System (LMS) 'Spydus' by all 22 authorities in Wales is a major step towards the introduction of an All-Wales library card.	Health & Wellbeing Information & Digital Reading

		4,5,6,7
Embed One4all Advice Service into the library	The core services provided by the One4all have been integrated into the library service and greater collaboration between colleagues developed. This has led to a Graduated Response Model Pilot which has improved advice pathways for both services.	Health & Wellbeing Information & Digital 3,4,5
Promote Summer Reading Challenge to encourage increased participation	Staff were encouraged to contribute ideas to promote the SRC and to share successful initiatives with each other resulting in an increase in participation. During the period of the last strategy 3,338 children took part in the Summer Reading Challenge.	Health & Wellbeing Reading 3,7
Work with partners to provide space for exhibitions	Dedicated exhibition space was created at Treorchy library and an ongoing programme of exhibitions with local artists takes place, groups who regularly exhibit include the Ystradafodwg Arts Society and MudArtSoul Ceramics and Fine Art. Pontypridd library has worked with several artists and groups including the Gwyl Morfydd Owen Festival whilst Aberdare has held several exhibitions including one for the anniversary of the Aberdare Road Races and for the Cynon Valley Peace Festival. Smaller libraries also host exhibitions.	Culture & Creativity Health & Wellbeing Information & Digital 1,3,4,5,6
Creation of Heritage Website via Altered Images Project	New Our Heritage website created to replace two out of date older websites. Feedback from the public is encouraging with people finding the new website comprehensive interesting and easy to navigate. People appreciate the range of content including photographs and films, oral histories and written accounts. The website gives a platform for the online record of RCT memorials and statues.	Culture & Creativity Health & Wellbeing Information & Digital 1,2,3,4,5,6
Work with the Park & Dare theatre to develop	During the period of the strategy an excellent working relationship has	Culture & Creativity Health & Wellbeing

and embed Treorchy Cultural Hub	<p>developed between the two venues. Staff are encouraged to consider working collaboratively examples include:</p> <ul style="list-style-type: none"> • Our Music, Our Story event • Library Anthology Book Launch • Tax Event • Successful Co-lab artist's space • St Davids Day Market event • Summer Festival • Christmas Parade Festival 	<p>Information & Digital</p> <p>1,3,4,5</p>
Work with partners to support digital inclusion	<p>Collaboratively worked with Communities for Work Plus for re-launch of Digital Fridays as 'Let's Get Digital', continued to work with Adult Education to provide basic computer, numeracy and literacy support.</p> <p>Shared Prosperity Fund provision used to employ an ICT Development Officer within the Service who develops and delivers digital inclusion initiatives.</p>	<p>Health & Wellbeing Information & Digital Reading</p> <p>3,4,5,6,7</p>
Support Staff to obtain formal qualifications	<p>A staff member has recently completed the formal library qualification and has obtained a degree in Information and Library Management.</p>	<p>Health & Wellbeing Information & Digital</p> <p>4,6</p>
Develop and create our own digital content	<p>As part of the Altered Images project several audio and short video recording have been made and are available via the Our Heritage Website.</p> <p>Several individual projects such as the War Memorials Project and the Rhondda Heritage Project have been made available digitally.</p> <p>Library anthology is made available as an ebook via the Borrowbox platform.</p>	<p>Culture & Creativity Health & Wellbeing Information & Digital</p> <p>1,3,4,5,6</p>
Review Room Hire charges	<p>A review has taken place and a new schedule for charges introduced.</p>	<p>Health & Wellbeing</p> <p>4,6</p>

Community Connection & Sustainability

- ✓ Safe & trusted space
- ✓ Local services
- ✓ Economic resilience
- ✓ Inclusive space
- ✓ Social resilience



- ✓ Efficient use of resources
- ✓ Recycling
- ✓ Reduced impact on environment



- ✓ Service collaboration
- ✓ Co-location
- ✓ Reduce isolation



Cultural Heritage & Inclusivity

- ✓ Collaborative working
- ✓ Safeguard collections
- ✓ Welsh & World languages
- ✓ Heritage strategy



- ✓ Partnerships
- ✓ Safeguarding heritage
- ✓ Exhibitions

- ✓ Decolonisation of collections
- ✓ All voices heard
- ✓ Hard to reach communities



Health & Wellbeing

Culture & Creativity

RCT Libraries - Connected

Information & Digital

Reading



Reading

- ✓ Reduce stress
- ✓ Knowledge booster



- ✓ Improved mental health
- ✓ Increase in empathy



- ✓ Improved vocabulary
- ✓ Focus & concentration
- ✓ Improved memory



Information Advice, Assistance & Digitisation

- ✓ Accuracy
- ✓ Online access
- ✓ Partnerships



- ✓ Capable staff
- ✓ Help and support
- ✓ Digital inclusion



- ✓ Up-to-date ICT
- ✓ Knowledgeable staff



Our Libraries in Numbers

The Welsh Public Library Standards notes several ongoing trends in Welsh libraries including Rhondda Cynon Taf Libraries. Usage shows a recovery in physical visits and book borrowing since the Covid-19 pandemic, coupled with a lasting shift towards enhanced digital services and the transformation of libraries into multi-purpose community hubs.

Key Trends

- **Post-Pandemic Recovery:** Active borrower numbers, adult book issues, and children's book issues have all increased significantly since the peak of the COVID-19 pandemic, though have not yet returned to pre-pandemic levels.
- **Shift to Digital:** E-issues (e-books, e-audio, etc.) saw a sharp increase during lockdowns. This trend has largely continued with RCT Libraries seeing a year on year increase in its use of e-books and e-audio.
- **Importance of Physical Space:** Despite the digital shift, there is a strong and increasing demand for in-person services, physical browsing, and social interaction, with customers missing the library as a physical place for community groups and IT provision.
- **Community Hub Model:** There is an increasing trend of co-locating libraries with other local services to create community hubs, offering a wide range of support from Blue Badge applications to mental health resources and job clubs.
- **Health and Well-being:** Libraries are actively contributing to Welsh Government priorities on health and well-being, offering services like the all-Wales bibliotherapy scheme, reading well, and specific programs for dementia support.
- **Digital Inclusion:** Libraries provide crucial public IT access and support to address digital inequalities, assisting users with job searches, CV creation, and basic computer skills.

The following infographic provides user information across the time period of our previous strategy from April 2022 through to November 2025.

RCT Libraries 2022/2025



1,909,560

Visits across 13 libraries

3,338

Participants in the
Summer Reading
Challenge



236,099

Digital downloads
ebook etc



132,288

Attended an
event in the
library



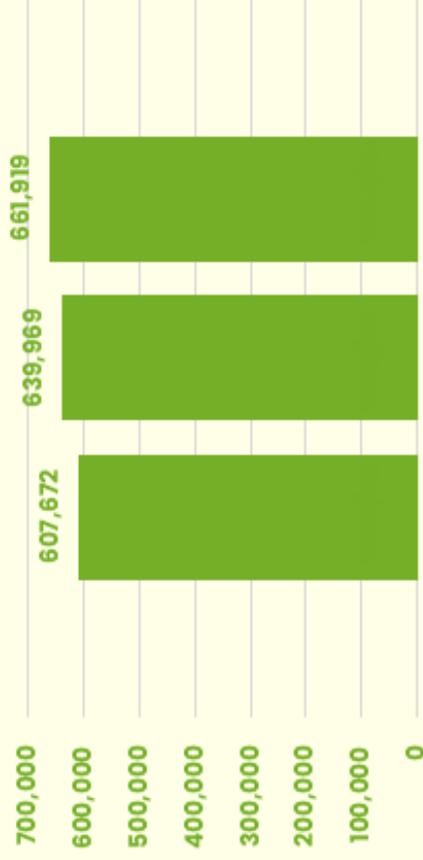
12,089

Events
held

60k

Average number
of library card
holders
(per year)

Visits



660,064



The average number of adult and
children's books borrowed per
year (2022/25)

Our Vision

To be a visible, accessible and inclusive library service at the heart of our communities, enhancing the cultural, educational, and emotional life and wellbeing of all our residents and by being a service that is valued by all.

At the core of our work is a commitment to:

- Provide bilingual services and resources in Welsh and English.
- Engage with communities to understand and respond to their needs.
- Amplify the voices of seldom heard community members.
- Collaborate with partners to ensure customers have access to the full range of provision they require.
- Keep libraries at the heart of their communities.
- Support and develop the All-Wales Library Management System with the goal of creating a National Digital Library Platform for Wales.

Our Key Strategic Priorities

We have identified three key strategic priorities that will support the achievement of our Libraries Strategy vision over the next 5 years:

Keep the Service Relevant

- Harness technology to meet evolving user needs.
- Meet evolving needs through seamlessly connected, timely services.
- Upskill staff to deliver responsive, future-ready support.

Improve the Library Experience

- Champion libraries as vibrant, welcoming centres at the very heart of community life in Rhondda Cynon Taf.
- Encourage wider participation in diverse services and resources.
- Fulfil individual and community potential by inspiring learning, creativity, and community engagement.

Develop Services Fit for the Future

- Support literacy and lifelong learning through events and opportunities for all ages.
- Provide safe, inclusive spaces both physical and digital.

- Putting the Welsh Language at the forefront of any service changes or policy decisions.
- Deliver health and wellbeing guidance as a central part of our library service.
- Celebrate culture and heritage by reflecting diverse communities and decolonising archives.
- Foster creativity and innovation to enrich local economies and employment.

How we will achieve this

Strategic Priority: 'Keep the Service RELEVANT'

In an era of rapid technological change and shifting community expectations, it is essential that the Council's Libraries Service remains responsive, connected, and future focused. By harnessing the latest digital tools and platforms, we can ensure that users have access to services that meet their evolving needs in both physical and online spaces. At the same time, our ability to adapt quickly to new challenges and opportunities will allow us to deliver timely, relevant support that reflects the realities of a changing world. Central to this ambition is a commitment to upskilling our staff, equipping them with the knowledge and confidence to provide innovative, high-quality services that keep the library at the heart of community life.

Action
Enhance the digitisation programme and make resources available through the updated ' Our Heritage ' website, ensuring collections are accessible anytime and maintaining a strong online presence.
Adopt new IT developments and explore innovative digital services to improve the library user experience.
Upskill library staff so they can deliver services that remain relevant and responsive to changing user needs.
Support the Welsh Language by embedding bilingualism at the heart of library service delivery.
Upgrade equipment across libraries and integrate emerging technologies such as Virtual Reality and Artificial Intelligence.
Expand access to diverse online resources , maintaining the wide offer of eBooks, eAudio, digital magazines, newspapers, and databases; and continue working with the Welsh Government's Culture Division and the Society of Chief Librarians (SCL) to identify potential All-Wales resources.

Strategic Priority: 'Improve the Library EXPERIENCE'

RCTCBC's libraries are more than buildings; they are vibrant community spaces where culture, learning, and opportunity come together. By placing libraries at the heart of Rhondda Cynon Taf's cultural life, we can inspire creativity, support personal growth, and encourage participation across all ages and backgrounds. Expanding access to our diverse range of services ensures that every resident has the chance to fulfil their potential, while strengthening the role of libraries as welcoming, inclusive hubs that enrich daily life.

Action
Place the Welsh Language at the forefront of service delivery and promotion
Deliver a focused programme of educational and entertaining events for children of all ages.
Ensure residents have access to a broad range of diverse leisure and learning opportunities through libraries and partners.
Collaborate with partners, colleagues, and Council Services to provide comprehensive information, advice, and support on wellbeing and health.
Work with heritage, arts, and cultural partners and volunteers to develop a varied programme of cultural activities.
Review library policies to ensure they are supportive and fair and focus on reducing barriers.
Invest in staff training to empower employees with knowledge and skills to deliver outstanding, user centred service.
Gather and act on user feedback through surveys, suggestion boxes, and focus groups, ensuring decisions are informed by community input.
Expand access to learning opportunities for all , continuing collaboration with colleagues and partners to build on current provision.

Strategic Priority: 'Develop Services FIT FOR THE FUTURE'

To remain vital in the years ahead, the Library Service must evolve to reflect the changing needs of our communities. This means supporting literacy and lifelong learning, offering safe and inclusive spaces both online and in person, and championing health and wellbeing initiatives. By celebrating culture and heritage, fostering creativity, and embracing innovation, we can ensure libraries continue to inspire, educate, and contribute to local economic growth. Our commitment to digitisation, new technologies, and diverse programming will keep the service dynamic, relevant, and future ready.

Action
Promote reading and library use as a vital part of residents' social and educational lives, highlighting its contribution to mental health and wellbeing.

Improve services by meeting people’s needs and trying new ways of delivering them, guided by feedback.

Recognise the right of residents to access services, resources, and cultural opportunities in Welsh, and actively promote the language through Welsh-medium collections, events, learning opportunities, and everyday interactions

Ensure inclusive representation so that everyone is represented in our culture and heritage work, address past marginalisation through decolonisation, and celebrate diverse communities through our collections, displays, and events.

Facilitate collaboration & Position libraries as central community hubs by supporting the growth of resilience initiatives and strengthening partnerships with our communities, the public, private and third sector.

Outcomes and Impacts:

What success will look like

Our library service measures success through a mix of quantitative data (visits to libraries, issues, events attendance) and qualitative user feedback (satisfaction surveys, impact assessments, feedback forms).

People will:

Gain knowledge and skills through library use - Libraries provide free access to books, online resources, learning platforms, and skilled staff who offer guidance and support. Through formal and informal learning opportunities—such as workshops, study spaces, and digital training—people can expand their knowledge, develop new skills, and pursue lifelong learning.

Success looks like:

People reporting improved skills, increased engagement with learning resources, and evidence of personal or educational progression. WPLSQI BI – Making a difference (results of customer survey and impact statement).

- Evaluation of funded projects such as the ‘Altered Images’ project show that project targets are met.
- Feedback from people attending library activities/sessions shows that at least 90% of attendees state that attendance helped them to achieve their goals.

Join in reading and cultural events organised by the Libraries Service – Libraries host a rich programme of activities, including reading groups, author talks, storytelling sessions, exhibitions, and creative workshops. These events encourage participation in culture, foster a love of reading, and make arts and literature accessible to all.

Success looks like:

Strong levels of engagement, diverse participation, and positive feedback about cultural enrichment and enjoyment.

- WPLSQI B2 – Library Use. Number of book issues and electronic downloads.
- Number of children taking part in the Summer Reading Challenge
- Number of attendees at reading or cultural events.

Feel part of a stronger, more connected community – As safe, neutral, and welcoming spaces, libraries bring people together. Through community activities, social groups, volunteering opportunities, and everyday interactions, libraries help build social connections and strengthen community cohesion.

Success looks like:

Residents reporting that the library helps them feel connected, supported, and part of their local community.

- WPLSQI B2 – Library Use. Total number of visits to library premises.
- Number of attendees at library events.
- Evaluation of funded projects such as the ‘Altered Images’ project show that project targets are met.
- Customer satisfaction survey.

Be included in the digital world – Libraries provide free Wi-Fi, PCs, devices, and digital support from staff. They offer skills sessions, one-to-one help, and access to online services—ensuring that everyone, regardless of income or experience, can participate confidently in the digital world.

Success looks like:

More people confidently using digital tools, accessing online services, and overcoming digital exclusion..

- WPLSQI B2 – Library Use. Total number of customers helped by means of informal support during the year.
- Number of attendees at library events aimed at improving digital skills. e.g. computer classes, Let’s get digital sessions.

Rediscover reading as an enjoyable leisure activity (in library or by online) – Through attractive book displays, reader recommendations, e-books, audiobooks, and leisure

reading promotions, libraries make reading easy and enjoyable. The relaxing environment of the library—and the convenience of 24/7 digital access—encourages people to reconnect with reading for pleasure.

Success looks like:

Growing engagement with reading—both in-library and online—and positive feedback about reading for pleasure.

- WPLSQI B2 – Library Use. Number of book issues and electronic downloads.
- Number of children taking part in the Summer Reading Challenge.
- Number of reading groups held in libraries.
- Increased borrowing of Welsh Language items both physical and digital.

Improve their wellbeing and health by using library services - Libraries support wellbeing through reading for pleasure, social connection, safe spaces, health information, and programmes such as Books on Prescription. Activities that reduce isolation, promote relaxation, and encourage creativity also make a positive contribution to mental and physical health.

Success looks like:

Users reporting better wellbeing, reduced isolation, and improved emotional or mental health due to library services.

- WPLSQI B4 – Support for health and well-being. Description of types of services, resources and activities your library service provides to support individual and community health and well-being. Case study to illustrating the impact of one or more aspects of health and well-being provision on an individual or group. Number of loans of titles from the Reading Well in Wales series.
- Customer satisfaction survey, response to questions relating to wellbeing and health.

Take a more active role in community life through library facilities - Libraries empower people to participate by offering meeting spaces, volunteering roles, civic information points, and opportunities to engage in community projects. They act as accessible hubs where residents can get involved, share skills, and contribute to local life.

Success looks like:

Residents increasingly using library spaces for community activity and feeling empowered to contribute to local life.

- WPLSQI B5 – User attendance at library events.
- Number of activities held in libraries.
- Number of volunteers in libraries during the year.