

LINCS INSPIRE LIBRARIES

BUSINESS PLAN

2026 - 2029



Lincs
Inspire

Vision

To be an inclusive, innovative, and sustainable library service at the heart of North East Lincolnshire's communities, supporting learning, wellbeing, digital inclusion, and economic growth.

What We Do

- Provide diverse reading resources for all ages
- Promote health and wellbeing through professionally selected reading collections
- Offer digital support, training and safe access to technology
- Support entrepreneurs with business and IP resources
- Deliver fun creative learning activities, for pre school children, sparking imagination and building a life-long love of libraries

What Matters To Us

- Having a positive community impact through a customer-first approach
- Developing services that respond to local need and the wellbeing of our users
- Collaborating with partners, being part of a solution and continuing to support our local area and environment



Our Strategic Priorities

Reading and Literacy for All

- Promoting reading for pleasure and learning across all ages.
- Expanding early years, SEN support and family literacy programmes
- Aligning to national campaigns for literacy and reader development.



Digital Inclusion and Innovation

- Ensuring everyone can access and benefit from digital technology.
- Providing digital skills training, device access and safe online learning spaces.
- Maintaining a fit for purpose library infrastructure and where possible accessing external funding to support this.

Business, Employment, and Economic Growth

- Continuing to grow our Business & IP Centre (BIPC) services for entrepreneurs and SMEs.
- Providing employability support, upskilling, and digital business resources.
- Hosting workshops, providing access to key business information, and attending networking events in partnership with local and regional partners.

Environmental Sustainability (Green Libraries)

- Embedding “Green Libraries” principles in all operations.
- Reducing carbon footprint, improving energy efficiency, and promoting environmental education.

Data, Evidence, and Continuous Improvement

- Using data and feedback to shape services and demonstrate social impact.
- Continuing to contribute to national library data initiatives, research and benchmarking.
- Setting clear KPIs aligned with national and local priorities.



Our Key Actions

- **Grow digital and physical access:** promote accessible library spaces and technology
- **Enhance outreach:** support community events that enable promotion of services in underserved areas.
- **Strengthen partnerships:** Continue to work closely with schools, health partners, local businesses, and community groups.
- **Support informal lifelong learning:** Offer activity clubs, study support, and adult learning opportunities.
- **Promote environmental responsibility:** Ensure staff are supported through training and awareness raising.
- **Measure and report impact:** Provide board members with regular performance reports and publish customer stories and case studies.

Monitor and Evaluate Performance

- Track progress using national and local KPIs (e.g., visits, loans, digital engagement, wellbeing outcomes).

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- Set targets to increase libraries engagement both in person and online.
 - Review and adapt services based on user feedback and emerging needs.
 - Provide impact data to stakeholders and the community.

Alignment with National Strategy

This plan supports the priorities of the Department for Culture, Media & Sport (DCMS), Libraries Connected and Arts Council England, ensuring Lincs Inspire Libraries remain at the forefront of national best practice.

