

Draft

2020-2025

Strategy



Contents

Who we are
and what we do

03

04

How to have your say
Handling your response

What will we
look like in 2025

05

06

Mission, Vision
and How we work

Our Strategic
Priorities

07

09

Respondent
Information Form

Consultation
Questions

10

A teal-tinted photograph of three people looking at a large open book in a library setting. The image is the background for the entire page. The text is overlaid on the image.

Who **we** are and what **we** do

The National Library of Scotland is the largest library in the country, with more than 31 million items held in trust for the Scottish people. We preserve the memory of the nation with collections that span the centuries, from earliest times to the digital age.

The Library is the successor to the historic Library of the Faculty of Advocates, founded in Edinburgh in the late 17th century. Since 1710 the Library has had the right, under successive Copyright Acts, to acquire a copy of all books published in the United Kingdom. As a result, we hold extensive and varied collections of printed material, including maps, music, newspapers and magazines as well as books.

We also have large manuscript and archive collections documenting the lives of Scots at home and abroad. Our digital content is growing every year, particularly through electronic legal deposit and our curation of the national moving image and sound collections.

Our role is to both safeguard and to share the knowledge held in our collections for current and future generations. We are committed to providing easy access to our physical and digital content, and to delivering services that are open and available to all. We support learning and research, and promote understanding and enjoyment of our collections through a rich programme of exhibitions, events, and outreach activities.

How to have **your say** on this draft strategy

The consultation runs from Monday 2 December 2019 until Monday 27 January 2020. You can have your say in the following ways:

- Our preference is for respondents to complete the form on Citizen Space which can be found at consult.gov.scot
- Complete the form at the end of this document and either email it to strategy@nls.uk or mail it to Strategy 2020–2025, National Library of Scotland, George IV Bridge, Edinburgh EH1 1EW
- You can also have your say in person at the following opportunities:
 - i. Any time between 3pm and 7pm on Wednesday 11 December at the National Library of Scotland, Kelvin Hall, 1445 Argyle Street, Glasgow G3 8AW
 - ii. Any time between 3pm and 7pm on Tuesday 14 January, National Library of Scotland, George IV Bridge, Edinburgh EH1 1EW

Handling your response

If you respond using Citizen Space, you will be directed to the Respondent Information Form at the start of the questionnaire. This will let us know how you wish your response to be handled and in particular, whether you are happy for your response to be made public.

If you are unable to respond using Citizen Space, please complete and return the Respondent Information Form as part of this document. This will ensure we treat your response appropriately. All respondents need to be aware that the National Library of Scotland is subject to the provisions of the Freedom of Information (Scotland) Act 2002 and would therefore have to consider any request made to it under the FOISA 2002 for information relating to responses made to this consultation.

If you ask for your response not to be published, we will regard it as confidential and we will treat it accordingly. If the response comes from an organisation, we will indicate that the organisation has responded to the consultation.

What happens next

Where respondents have given permission for their response to be made public, and after we have checked that they contain no potentially defamatory or offensive material, we will make responses available to the public at www.consult.gov.scot. If you use Citizen Space to respond, you will receive a copy of your response by email.

Following the closing date, we will analyse all responses and consider them along with any other available evidence to help us finalise our 2020–2025 Strategy.

Comments and complaints

If you have any comments about how this consultation has been conducted, please email strategy@nls.uk or by post to Strategy 2020–2025, National Library of Scotland, George IV Bridge, Edinburgh EH1 1EW.

What we will **look like** in 2025

In 2015 the National Library of Scotland launched The Way Forward: Library Strategy, 2015-20 as the first of two five-year strategies to take the Library to its centenary in 2025. This is the second strategy which concludes in the year the Library celebrates its hundredth anniversary.

The first five years focused on building infrastructure, capacity and resilience, while growing partnerships, reputation and income. The second period will concentrate on providing and broadcasting information, knowledge and offering experiences to a diverse audience in Scotland and across the globe.

Work has already begun on the potential redevelopment of the main Library building on George IV Bridge. A programme of preservation and digitisation of moving image and sound will save from disintegration the most fragile formats in the country. A project to preserve, digitise and make available to the nation Scotland's newspaper heritage will be progressed.

By 2025, the National Library will be a familiar and valued institution across Scotland, recognised for its outstanding collections and services. It will be known as a Library with responsive and relevant services, simple to find and easy to use at the click of a button, the tap of a screen, or by simply walking into one of our buildings. We will also continue to explore opportunities to have a permanent physical presence outside Scotland's central belt.

Many of our visitors will be regulars, taking the opportunity to enhance their knowledge of family, community, hobbies or current issues such as climate change. Those studying towards qualifications, pursuing professional development or researching a business idea, will find tailored resources to satisfy their needs. Young people and families will find the Library a welcoming place, with a growing programme of events designed for them.

The National Library's collections will be more comprehensive, and more representative of the whole nation. Our collecting will be guided by our role as the guardian of the published and recorded memory of Scotland. Our web archiving and electronic collecting activities across the nation will be deeper, wider and more fully representative. We will address the silences in our collections to ensure that a richer variety of voices, views and experiences are collected and curated.

The Library's digital scholarship services will be amongst the best in Europe, delivered through the Data Foundry – a dynamic destination where our data can be downloaded, reused, replayed and hosted.

By 2025, we will be a Library that will be able to offer a personalised experience to every citizen in Scotland.



Mission, Vision and **How we work**

Our **Mission**

To make a significant and lasting contribution to global knowledge and the memory of the world.

Our **Vision**

To be recognised as one of the leading national libraries in Europe by using our collections and spaces to generate opportunities for learning and research while improving understanding and participation in Scotland's rich cultural life.

How **we work**

The National Library of Scotland is a place for inspiration, exploration, and enjoyment for all. Our staff act with dignity and respect and feel proud to belong to the Library. These are our guiding principles:

Open

We commit to openness and transparency in all areas of business, working proactively to make assets (such as digital collections, metadata, source code, and datasets), free, open and reusable wherever possible.

Trusted

We offer accurate and reliable information to support debate and discussion.

Connected

We work collaboratively to improve our services and to extend the benefits we offer to all.

Inclusive

We are responsive as we build collections for current and future generations. We challenge ourselves, our assumptions and our policies in order to create a more inclusive collection and a more diverse audience.

Inspiring

We believe in the power of the collections to transform lives through learning, research, discovery and improved wellbeing. We actively support participation in culture and heritage for everyone.



Our Strategic **Priorities** 2020–2025

Safeguarding Collections

We are the guardian of the published and recorded memory of Scotland for current and future generations.

We will collect, preserve and make available diverse materials that represent the lives and memories of Scotland's people, and which contribute to world knowledge.

We will work with partners to take coordinated action to secure the nation's fragile moving image, sound and newspaper collections.

We will preserve and make available the online memory of Scotland through our web archiving activities, placing the nation at the forefront of open content archiving.

We will work to address the silences in the collections to ensure a richer variety of voices, views and experiences are collected and curated.

Improving Access

We make it easier for people to access the collections.

People will find it easier to discover the Library's special and hidden collections through our programme of online listing, cataloguing and discovery work.

People will have access to more than 10 million of the Library's items in digital format as we complete our 'One Third Digital' initiative.

People will find the process of registering for Library services to be simple and seamless, opening up a personalised world of knowledge, learning and entertainment.

We will work with community partners to better understand and address how we can best support people to access our collections and services.

Engaging Audiences

We put people at the heart of everything we do, offering a rich variety of ways for people to participate and engage with their heritage.

We will embed an audience-centred, user-led approach to the development and delivery of our information services and cultural experiences.

We will transform our public spaces into inspiring and welcoming destinations for entertainment, discovery, lifelong learning and research, employing the latest technologies and our world-class staff to support everyone's needs.

We will partner with communities throughout Scotland to co-produce interactions with our collections – through touring exhibitions, targeted learning and outreach programmes, and innovative online content.

Engaging Audiences cont.

We will create new programmes and services to reach wider and more diverse audiences and to help support communities around Scotland to thrive.

We will deliver world-class digital engagement, based on high quality underlying systems and principles such as the Digital First Service Standard, in order to deliver rich online and digital experiences, encouraging people to use the collections in the most creative ways possible.

Supporting Learning and Research

We encourage and support learning, research and discovery.

We will support the contribution of new knowledge to the world by developing research collaborations and research fellowships across the humanities, science and business.

We will encourage investigations of the collections from different angles and perspectives, uncovering untold stories and giving people fresh perspectives on society and culture.

We will develop our digital scholarship service and present the collections as data, opening up new possibilities for research, learning, viewing and entertainment.

We will provide people with supported pathways to learning through our collections in support of the Curriculum for Excellence, lifelong learning, creative practice and continuous professional development.

We will provide a safe and trusted environment for informal learning and activity that promotes wellbeing for all ages.

Developing the Organisation

We aim to be a great organisation to work for and with, developing new ways of working, delivering and partnering.

People – We will train and develop our staff and recruit new talent to enhance our existing skills and knowledge.

Sustainability – We will embed sustainability across all areas of our operations.

Estates – We will ensure our property assets are maintained and improved and collections are held securely in appropriate environments by implementing our Property Asset Management Plan.

Data – We will use data to help the Library optimise its business processes, better understand audiences and reach new audiences.

Finance – We will derive 'best value' from our current core income sources, develop diverse income streams and clearly communicate the value of the Library to external funders in order to attract additional resources.

Partnerships – We will grow our partnership activity both nationally and internationally with the aim of learning new ways of working, reaching new users and supporting Scotland's vibrant cultural sector, focusing on libraries and archives.

Respondent Information Form

This form must be completed and returned with your response. For full details of how the National Library of Scotland will hold and use your information, please see our *privacy page*, in particular our 'feedback and complaints' privacy notice. www.nls.uk/privacy

Are you responding as a individual or an organisation?

Individual Organisation

Full name or organisation's name

Phone number

Address

Postcode

Email

The National Library of Scotland would like your permission to publish your consultation response. Please indicate your publishing preference:

Publish response with name

Publish response only (without name)

Do not publish response

Information for organisations: The option '*Publish response only (without name)*' is available for individual respondents only. If this option is selected, the organisation name will still be published. If you choose the option '*Do not publish response*', your organisation name may still be listed as having responded to the consultation in, for example, the analysis report.

We will share your response internally with those involved in finalising the strategy. They may wish to contact you again in the future, but we require your permission to do so. Are you content for the National Library of Scotland to contact you again in relation to this consultation exercise?

Yes No

Consultation Questions

1. We are the guardian of the published and recorded memory of Scotland for current and future generations. Do you believe the objectives outlined within this strategic priority will ensure the safeguarding of collections?

Yes

No

Please provide a reason (or reasons) for your answer.

2. We make it easier for people to access the collections. In your opinion, will our plans within this strategic priority help us to improve access for all?

Yes

No

Please provide a reason (or reasons) for your answer.

3. We put people at the heart of everything we do, offering a rich variety of ways for people to participate and engage with their heritage. In your opinion, will our plans within this strategic priority help us to retain existing audiences and engage new ones?

Yes

No

Please provide a reason (or reasons) for your answer.

4. We encourage and support learning, research and discovery. In your opinion, will our plans within this strategic priority meet our goals to support learning and research?

Yes

No

Please provide a reason (or reasons) for your answer.

Consultation Questions

5. We aim to be a great organisation to work for and with, developing new ways of working, delivering and partnering. In your opinion, are we taking the organisation in the right direction?

Yes

No

Please provide a reason (or reasons) for your answer.

6. Mission, vision and how we work. Do you agree with our approach to work?

Yes

No

Please provide a reason (or reasons) for your answer.

7. Prioritisation. Which strategic priorities are most important to you? Please number accordingly, with 1 being the most important, and 5 being the least important.

Safeguarding collections

Supporting learning and research

Improving access

Developing the organisation

Engaging audiences

Please provide a reason (or reasons) for your answer.

8. General comments. Please use this space for anything else you wish to contribute.

To find out more about supporting the National Library of Scotland visit www.nls.uk.support-nls or email development@nls.uk

George IV Bridge, Edinburgh EH1 1EW
0131 623 3700 www.nls.uk

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