

Interim Libraries Strategy 2025-26



Foreword

Cllr Philip Faircloth-Mutton

Cabinet Member for Environment, Communities and Equality



I'm delighted to introduce the first-year strategy for Suffolk Community Libraries, which truly marks a new chapter for the county's library service. This strategy sets out our ambition for Suffolk Community Libraries to thrive, innovate, and serve our communities. It highlights our commitment to safeguard this invaluable service, retain opening hours and ensure a solid foundation to grow and innovate in the years to come.

Suffolk's libraries have always played an important role at the heart of our communities, offering far more than just books. They are welcoming hubs of learning, connection and discovery, contributing to the social and economic wellbeing of Suffolk.

This interim strategy sets the groundwork for a more comprehensive long-term vision. It is a testament to our intention to evolve the service to meet the changing needs of our residents.

A key focus of this strategy is to foster greater links with other local services. We recognise the immense potential in our libraries, leveraging the unique reach and trust that libraries hold within communities to enhance the delivery of a wide range of services.

We want to empower libraries to become even more integrated points of support for health information, employment support, boosting digital inclusion, reducing loneliness and providing a lifeline for young people and families. By working more closely together with community and voluntary organisations, we can ensure that our residents receive seamless, joined-up support, making it easier for them to access the help and resources they need, right on their doorstep.

The world is constantly changing, and our library service must adapt and embrace new technologies and approaches to remain relevant and engaging. This strategy acknowledges this point, building on the strong foundations that the service has established over the years and exploring new opportunities. We want our libraries to be places where new ideas are nurtured, where digital skills are honed, and where creativity flourishes.

The strength of our libraries has always been rooted in their communities, and we believe that by fostering even deeper partnerships, we can unlock new possibilities and extend our reach further. This strategy represents an exciting step forward, setting out a clear direction for a vibrant and responsive library service.

Stuart Keeble

Director of Public Health and Communities



This interim strategy is an important step in the continuing development of the local library service in Suffolk. Not only does it mark the first part the transition of the service into the county council but everything this represents: a huge opportunity to build a library service fit for the future.

Our library service delivers a profound and often underestimated role in supporting what really contributes to good health and wellbeing. By this I mean social connectedness, opportunities to learn and develop and even improving access to the skills and technology to make the most of digital services and reducing social isolation.

Our libraries are far more than just repositories of books; they are essential community assets that quietly but powerfully contribute to a healthier Suffolk. They are hubs for free internet access; a warm, safe space; welcoming places for people of all ages to learn and meet others, access information and skills and, above all, available to people.

In an increasingly isolated world, libraries offer a sense of belonging and community.

This interim strategy rightly emphasises greater collaboration with other Suffolk County Council services, and other partners, from banks to community and voluntary groups. By strengthening these links, we can ensure that our libraries play an invaluable role, remaining relevant now and for the years to come.



1.Context

1.1 Where we are and moving forwards

The responsibility for running library services in Suffolk returned to Suffolk County Council from an independent provider in June 2025. The independent provider, Suffolk Libraries, built a trusted and valued library service and Suffolk County Council is committed to maintaining this for its communities and growing it further. This will also ensure that the county council continues to deliver its statutory duty to provide a comprehensive and efficient library service (Libraries Act 1964). This has been a smooth transition, which has resulted in communities continuing to enjoy every aspect of the library services.

This strategy has been designed to function as an interim approach to show communities, partners, funders and other stakeholders how the service will maintain stability in the short term. Crucially, it shows how the library service will integrate with wider Suffolk County Council services and amplify their work. In the longer term, a new strategy will be co-designed with staff, communities and other stakeholders which showcases the future ambitions for Suffolk's libraries.

Public libraries have evolved rapidly over the past 15 years and are now unrecognisable from what libraries once were. Libraries are still spaces to read, learn and come together, but now also provide a broad and exciting ecosystem of support, information and personal development offers. This commitment to library evolution will continue into the future. The strategy outlines how Suffolk County Council will develop and grow the library service over 2025-26.

1.2 About our libraries

Suffolk has 45 static libraries and three mobile libraries which provide a rich offer of books, information, IT, activities and events. The library estate is varied with major hubs found in our largest towns – Bury St. Edmunds, Ipswich and Lowestoft – and libraries of varied sizes spread across large market towns and other smaller communities. Our mobile services is designed to reach communities that do not have a static library nearby. Static and mobile libraries work together to ensure as many Suffolk communities as possible are within reach of the library offer. Almost half of Suffolk's population (46.3%) live within one mile of a static library, and over 18% live within half a mile of their nearest library building.



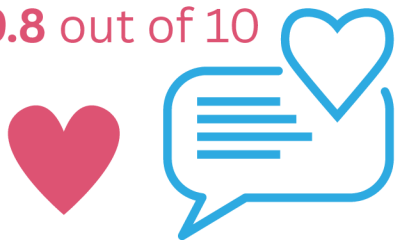


Our libraries are vibrant, busy and inspiring spaces where exciting things happen. They are also spaces for calm reflection and a safe place to be. The growing range of activities and the way in which people use libraries illustrates how well loved they are. Libraries also enjoy an important role in the heart of communities, supported and championed by friends groups and ensuring that people are involved in shaping the future direction of the service.

Key successes from 2024/25

Customer satisfaction

9.8 out of 10



from 1,610 satisfaction surveys



197,888

attendees at events
and activities.

1,448,384

Press reader issues read



7,491 users!

13,335

Overdrive users



144,251

Borrowboxes

issued
with 5,968
users!

37,755

hours of volunteering



4,145,703

Issues across all categories

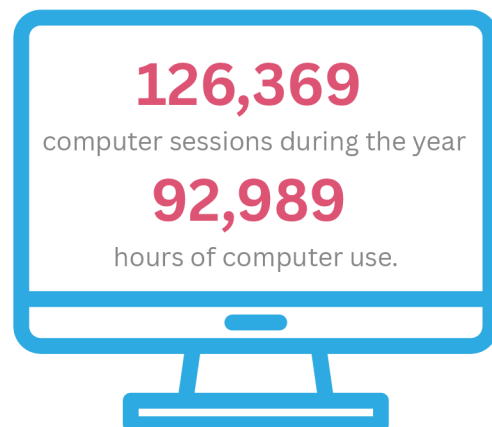
Highest in last six years

126,369

computer sessions during the year

92,989

hours of computer use.



1.3 Suffolk County Council objectives

Underpinning the library offer is Suffolk County Council's objectives for everyone in Suffolk, which are:

- Promoting and supporting the health and wellbeing of all people in Suffolk
- Strengthening Suffolk's economy
- Protecting and enhancing Suffolk's environment
- Providing value for money for the Suffolk taxpayer

Libraries play a vital role in supporting these objectives and these priorities weave through the library service's work as a golden thread.

1.4 Public Health aims and alignment

The Public Health and Communities directorate is the home of the library service. The wider public health offer is supported by four pillars and libraries sit within Pillar One – communities, place making and inclusion.

The Public Health and Communities directorate commissions key services which the library service further supports through information and guidance, events and resources. This includes the drug and alcohol support, sexual health service and other elements of the health improvement offer from Feel Good Suffolk and many others.

The five key ambitions of Public Health and Communities (shown in infographic below) frame this strategy. The vision, mission and values of the library service all work to achieve healthier futures, healthier people and healthier places in our communities



1.5 The local picture

Libraries are a community space which support the local population with a range of needs. Suffolk's Joint Strategic Needs Assessment (JSNA) describes the health and wellbeing needs of the population and supports the Health & Wellbeing Board with their strategic decision making. The library service is a key enabler for positive change and uses data and information from the JSNA, Libraries Needs Assessment and other linked reports to identify customer needs and shape service provision.

As an example, Suffolk has a rapidly ageing population and 1 in 3 adults will be over age 65 by 2043. Libraries shape and deliver services for this population to enable connections, reduce loneliness and promote healthy choices to create good life outcomes. Libraries will continue to create events and activities in partnership with expert partners to meet these objectives for older people. The library service will also continue to reflect the needs of many other groups in Suffolk, including military and armed forces, Gypsy Roma Traveller population, refugees, care leavers and many others.


2. Foundations of excellence

2.1 Our library mission and values

Our mission is to connect people with information, ideas and experiences to create stronger and more resilient communities in Suffolk. Libraries are well placed to achieve this ambition through its spaces and offers.

Libraries are a key enabling community service, and its values reflect this. The library values are fundamental and act as a service promise to everyone in Suffolk.

These are:

- Welcoming: we welcome everyone through our doors, providing a helping hand and a judgement free approach
 - Knowledgeable: we know our service deeply and can provide expert support and signpost where needed
 - Passionate: we are passionate and dedicated to providing the best possible service and community support to everyone
 - Empathetic: we are kind and will be there for our communities in good times and bad.
 - The library service will also mirror Suffolk County Council's WE ASPIRE behavioural framework, maintaining a high standard of performance at all times
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2.2 Our vision for libraries

Libraries are vibrant, valued spaces which make a difference to people's lives. They still offer the traditional service of books and reading but also provide so much more, making them a unique service loved by communities.

Our vision is for libraries to be the beating heart of Suffolk's communities and to achieve this we will work to the following purposes:

- Connect communities through our physical and digital spaces to reduce isolation and foster greater tolerance and understanding
- Inspire people to learn, develop and enjoy the world through reading materials and access to information resources
- Empower everyone to feel in control of their lives through excellent information, support and guidance
- Promote equitable access to creative and cultural opportunities to broaden horizons through a range of accessible experiences
- Grow readership and visitation, keeping our collections at the heart of what we do

2.3 Strategic themes

Suffolk Community Libraries improve the lives of people in the county through its vast network of buildings and services. In addition, the helpful and knowledgeable staff bring this to life and create environments where everyone can feel safe and included.


The library service will work to four strategic themes to achieve its vision and mission, and these will be reflected in every aspect of service delivery:

1. Libraries will create stronger, more resilient communities
2. Libraries will improve the health, wellbeing and life outcomes for everyone in the community through the range of resources and assets offered by the service, resulting in fuller, enriched lives
3. Libraries will help build a more equitable and fair society
4. Libraries will broaden the horizons and ambitions of everyone

These strategic themes complement and feed into Public Health and Communities ambitions for healthier futures, people and places.

2.4 Commitment to professionalism

Libraries make a commitment to professional excellence and acknowledge the significant role national development and sector support bodies play. Outlined here are these bodies and their role in shaping library delivery in Suffolk and how they have contributed to this strategy:



2.4.1 Department for Culture, Media and Sport (DCMS)

DCMS in England ensures the proper functioning and improvement of public libraries through its statutory duty of superintendence. DCMS will support the library service in Suffolk through:

- **Statutory superintendence:** providing guidance and professional support for local authorities through its expert team
- **Library byelaws:** working with other sector bodies to refresh library byelaws and ensure these are adopted by library services where needed
- **Expert frameworks and reviews:** commissioning independent reviews to develop national libraries strategies and cascade these to library authorities

2.4.2 Libraries Connected

Library leaders will continue to engage with Libraries Connected as the sector support and membership body for public libraries in England. Libraries Connected provide service frameworks and support models to promote excellence and innovation including:

- **The Universal Offers:** these provide a framework for a high quality library service and demonstrate the power of libraries to enrich lives. They help build a consistent library service across the country but are flexible enough to fit the needs of local communities. The library service of Suffolk will continue to use these to shape its offer to communities and will serve as a promise of quality.

The Universal Offers are:

- **Health and wellbeing:** supporting the health and wellbeing of communities through services that inform, engage and connect
- **Culture and creativity:** enabling local communities to enjoy high-quality arts and cultural experiences through libraries
- **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
- **Share the vision:** supporting the development and delivery of the Vision and Print Impaired People's Promise
- **Regional groups:** providing structure frameworks for regional heads of library services to collaborate and share best practice
- **Training and development:** supplying the library workforce with access to the national Learning Pool for training and development and providing other national training for library leaders
- **Commercial opportunities:** brokering commercial opportunities for libraries to help them secure unrestricted income to support the service

2.4.3 Arts Council England (ACE)

As the national development body for public libraries in England, ACE are there to stimulate national debate and offer support to the development of public libraries through funding, advocacy, and collaboration. Its libraries team are champions in the sector at all levels across all areas in England and provide additional funding to supercharge local library offers.

As a library service with National Portfolio Organisation status, ACE will continue to provide strategic funding to Suffolk County Council and work with the library team to promote cultural and creative excellence.

2.4.4 CILIP

CILIP is the professional body for the library sector, and they work to improve services, develop members' expertise and champion the sector. Library service leaders will continue to engage as members of CILIP to gain professional support and grow their skills to lead.

2.4.5 ASCEL


The library service development teams will continue to engage with ASCEL as the sector support body focused on children, young people and families. Through membership of this body, ASCEL will provide:

- The Children's Promise: this provides a delivery framework so children and young people visiting our libraries are inspired by a welcoming, inclusive, exciting and accessible library, with a range of fiction and non-fiction books that mirrors the diversity of our world and make reading irresistible
- Regional support: enables regional peer support structure for learning and sharing for children's libraries workforce leaders
- Training: providing supplementary training for the library workforce focused on children and families

3. Delivering the library offer

3.1 Our delivery model and core offer

The library model in Suffolk is one of equitable access across all static and mobile libraries. As a universal service, everyone can come through any library door and expect the same level of service no matter where they are.



Libraries across Suffolk will continue to provide a core offer to all citizens through its network of static libraries, mobile libraries and its website. While the static library core offer will vary in scale and frequency depending on the library, it is a promise that everyone visiting a library will have access to the same quality resources, events and activities no matter the location. This is complemented by the mobile library offer.

Libraries also play an important part in helping people navigate to and access information, guidance and support in various essential life areas. This includes health, wellbeing, legal, education, parenting, financial guidance and benefits.

To achieve the service's strategic aims, libraries will deliver a broad range of resources, services and activities to all. The overview below explains how the library offer will support each strategic theme:

Strategic aim 1: Stronger, more resilient communities

Through books, events, activities and information, our libraries will create environments where people can come together for peer support and take part in opportunities such as volunteering to promote social connection.

Strategic aim 2: Improving health, wellbeing and life outcomes


The library service will pursue additional funding and partnerships to promote activities, resources and support to assist everyone with their health and wellbeing needs. This offer includes mental health support groups, reading lists for conditions and more specialist offers such as menopause support.

Strategic aim 3: Creating a more equitable and fair society

Libraries are an excellent space to learn about the world and improve life skills. This ranges from ensuring everyone is digitally included to enabling people to take part in environmental action. This theme also showcases the quality books and IT offer which democratise access to information and the wider world.

Strategic aim 4: Broadening the horizons and ambitions of everyone

This is where the library service stretches its own ambitions and has created a suite of offers which exemplify a modern service supporting 21st century needs. This includes business support offers, creative and cultural opportunities, specialist research resources and much more. The aim is to create and support ambition so everyone can reach their potential and find fulfilment.



3.2 Stock and content


The stock and content of the service sits at the heart of the library offer and Suffolk provides broad, inclusive and top quality books and resources for all to use. Our aim is to offer as wide a range of materials as possible to support the work, learning and leisure interests and needs of individuals and communities across the county. The stock, content and resources found across the library estate will include:

- Extensive physical fiction, non-fiction and reference materials including a stock of physical audio books
- eBooks and eAudio through Libby and Borrowbox
- eNewspapers and eMagazines
- Online access to reference materials such as Ancestry, Find My Past and Access to Research
- Learning materials such as Britannica, LinkedIn Learning and The Great Courses
- Indie films, documentaries and courses through Kanopy
- Free music streaming via Freegal
- A music and drama loaning service
- Procurement processes and consortia approaches to ensure best fit and best value in services, stock and content, and the infrastructure required to enable its ongoing provision, development and management - including the library management system

Library customers will continue to have access to the catalogues of Peterborough and Cambridgeshire libraries through our SPINE partnership for a small fee. Inter-library loans will provide access to specialist materials from other library services including the British Library, with these fees clearly published on our website. Our specialist reserve collections hold rare and out-of-print treasures for scholars and the general public.

A team of expert stock librarians will continue to select, curate and manage the countywide collection of stock and resources held across the network, working with customers and library staff to shape collections to reflect need and demand within communities. Support and direction is also provided to ensure stock is managed, maintained and presented in libraries to an appropriate standard.

The stock and content team will continue with its strategic role of horizon scanning, keeping up with/ahead of trends and changes in demand. They will ensure library resource provision reflects current consumer behaviours and preferences, both within and beyond the library sector and marketplace. Using an evidence-based approach, they will continue to seek, identify and act upon opportunities for improvement and innovation.



3.3 Arts and Culture

Libraries are crucial to the arts and cultural landscape of Suffolk, both through the Arts Council England National Portfolio Organisation (NPO) funded programming and in general library provision.

3.3.1 Mobile libraries

Not everyone in Suffolk has the means or mobility to reach a static library which is why our mobile library service is still a vital part of the offer. The mobile library staff not only deliver books, they also bring much needed human connection to isolated people. For many individuals and families, mobile libraries provide a lifeline of support, and this will continue as a core objective of the library service.

Over the coming months, as our mobile library vehicles are coming to the end of their usable lives, the libraries team will scope and outline a programme of replacement. Alongside excellent value for money, an emphasis will be placed on seeking the most environmentally friendly vehicles to contribute to the wider council's priority to be Net Zero Carbon by 2030.

3.3.2 Home Library service

The Home Library service is a volunteer led offer to bring books and information to people who cannot access a static or mobile library. Local libraries will continue to 'matchmake' between volunteers and local people requesting the service, ensuring that wherever possible it reaches those who need it.

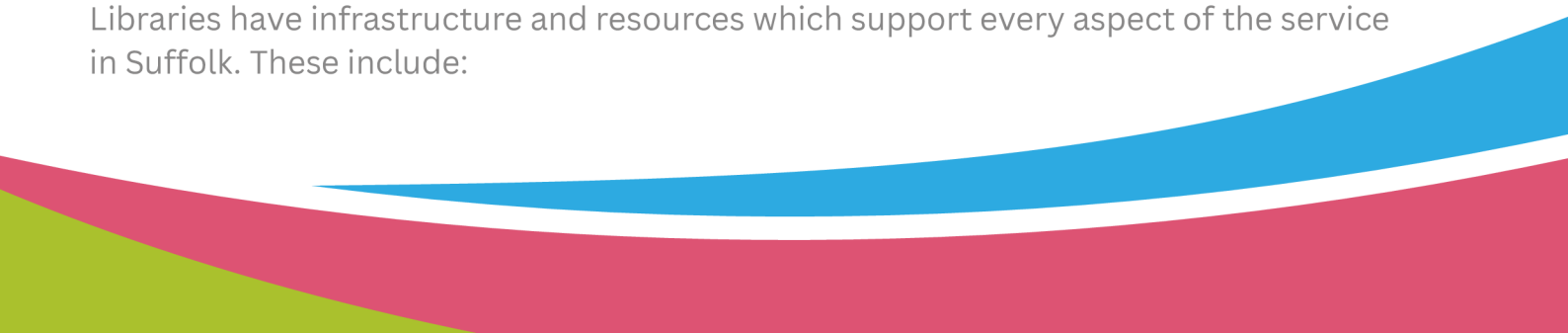
The libraries outreach team will continue to promote this offer through collaboration with key community partners who can help identify those who would benefit. Library teams will also continue to promote this service and recruit new volunteers.

3.3.3 Exploring other outreach opportunities.

Subject to funding availability, the outreach team will explore new ways in which the library service can reach isolated people within Suffolk. This could include, for example, community transport partnerships, volunteer run pop up libraries or outreach sessions delivered by static library staff in neighbouring communities.

3.4 Infrastructure and resources

Libraries have infrastructure and resources which support every aspect of the service in Suffolk. These include:



3.4.1 Community spaces

Libraries are well placed at the heart of communities, and offer rooms and spaces for hire. This offer will continue, with hire rates advertised clearly and the facility to book available on the website.

Libraries also generate income from room hire and printing charges, as well as link ups with mobile banks and post office services. This is part of the commercial aspect of the library service.

3.4.2 Computers and The People's Network

As a building block of equitable access, static libraries offer free computer use to everyone. Whether people need to fill out important online forms, connect with family across the world or finish school work, libraries are there to enable this. Almost 30 years ago, the libraries in Suffolk pioneered access to computers and the internet through The People's Network and is proud to still offer this through the 250 computers across our sites. Signing up for a library card will give people access to computers and the internet to undertake many of life's tasks.


Over the coming months, Suffolk County Council will commit to mapping the IT estate in libraries and creating a plan for refreshing the public computer network and the wider IT infrastructure, ensuring this offer is the best it can be.

3.4.3 Free Wi-Fi

In a world where the internet is viewed as a human right, libraries are proud to continue to offer free Wi-Fi for everyone. With wide and stable coverage, the free Wi-Fi in libraries enables people to undertake multiple tasks. Whether this is browsing social media, checking work emails or sitting in a comfortable chair to stream music into headphones, the library Wi-Fi will continue to benefit our many visitors.

3.4.4 Printing, scanning and photocopying

Printing, scanning and photocopying services are well used services and important for many people. Libraries will continue to offer these services with the option to print from our public PCs or direct from personal devices. Prices will also be clearly advertised in libraries and on our website and will offer some of the most competitive prices to customers.



3.4.5 Equipment loaning

Libraries are great at loaning and this extends to equipment. We are proud to offer items for health improvement including exercise equipment such as dumbbells and skipping ropes, and tools for health interventions such as blood pressure monitors. Loaning equipment is free and gives people the opportunity to take control of their health and make healthy choices. The library service also lends devices, such as tablets and laptops, as a key part of the offer to improve digital inclusion.

Moving forwards, the libraries team will continue to explore opportunities to grow this offer for communities with the intention to offer more and varied equipment for loaning.

3.5 Our people

Libraries are people powered, and our highly skilled colleagues are the heart of everything we do. Library managers and their teams, including our mobile library teams, are embedded in communities and create important connections with people to build trust. This creates stigma-free spaces where people can connect for support, information, learning and enjoyment. Our central support team will continue to develop the service and ensure customer facing teams have everything they need, whilst also meeting the needs of the customers, both physically (events and services) and digitally.

Our staff are there to provide general help, support and signposting but can also offer more specialist assistance. This includes help navigating government portals such as Universal Credit and Find a Job and supporting access to other vital digital services. Library staff can walk people through setting up an email address, or how to use a smart phone or tablet, and signpost to other support services using the Warm Handover Referral Scheme. This is one aspect of a commitment to increasing digital inclusion by upskilling people, helping them to get online and providing any other support that is needed.

Local library staff are empowered to build partnerships, further develop the core service and respond to hyper-local need. To achieve this, Suffolk County Council will continue to invest in its people and ensure they have the skills and tools to do their jobs well.

3.5.1 Workforce development

Developing our people is a core commitment and we will continue to sustain a high quality, skilled workforce through:

- **Performance management:** ensuring every member of the libraries team will have a line manager who will check in with them regularly, provide feedback and offer areas for development

- **Training and development:** offering opportunities for learning and skill enhancement through various methods including via expert national partners and other local training

Library leaders will continue to make use of sector guidance to develop its workforce including CILIP's Public Library Skills Strategy and guidance from Libraries Connected.

While the term covered by this interim strategy covers 2025-26, much of the approach outlined above will be a firm foundation of a longer-term strategy.

3.5.2 Talent pathways

Talent development is key to a quality service where people have space to learn and grow in their roles and beyond. Investing in the libraries team creates a committed workforce and libraries will continue to offer talent pathways for those wishing to develop. Key activity will include:


- **Succession planning:** library leaders will identify talented and ambitious colleagues and work with them to develop and grow for future leadership roles
- **Internal mobility:** we will support employees' movement within the service to take on new challenges and develop new skills through internal job opportunities, shadowing experiences and internal traineeships
- **Professional qualifications:** the library service will continue to explore professionalisation tools, such as the CILIP chart chartership pathway, for ambitious staff members

3.5.3 Quality recruitment

Underpinning everything is quality recruitment. As a key community-facing service, libraries require the right people in the right roles to bring the service to life. Quality recruitment will include:

1. Taking active steps to diversify recruitment to attract people from a range of backgrounds and life experiences
2. Creating compelling role profiles and adverts to draw people to a library career
3. Promoting values-based recruitment to bring on board people who can actively live the library service values
4. Recruiting people with excellent fundamental skills which can be grown and developed

The library service will also ensure it follows safer recruitment practices to safeguard everyone using the service. This includes reference checks and Disclosure and Barring Service checks where necessary. Complementing this are thorough application and interview stages.



3.6 Friends groups and volunteering

Libraries provide a way for people to give back to communities and make a difference. It is also a place for people to build their skills and confidence. Volunteering opportunities, including supporting library friends' group events and activities and becoming a friends' group trustee, enables this.

3.6.1 Friends groups

Library friends' groups remain a vital part of the library offer and provide a source of local support. Every library in Suffolk has a friends' group, made up of a group of volunteer trustees who are passionate about supporting their local library, supplemented by a wider group of volunteers. Friends' groups work with their library manager – who is an ex-officio trustee of the group – to identify aspects of the library to enhance or improve. Often, these will be physical improvements such as the purchase of new items of furniture or refurbishing an area of the library, but they may also commit funds to providing an additional service such as funding the cost of staff outreach to a local school.

Each friends' group is an independent charity. Most are unincorporated charitable associations, which is the most basic form of charity structure, whilst some have adopted the more formal structure of a Charitable Incorporated Organisation (CIO).

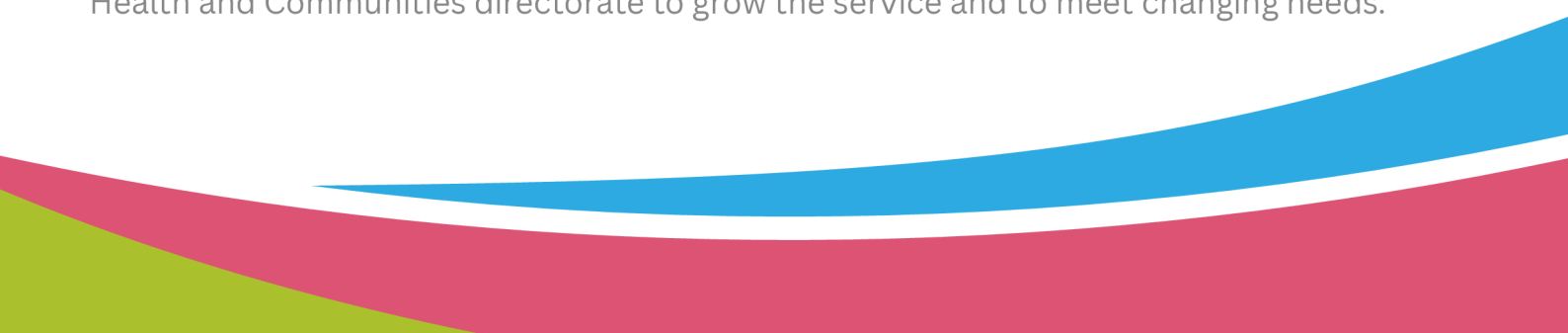
The volunteer management team will continue to support friends' groups by communicating with them on matters relevant to them, and by holding regular meetings with friends' group trustees. They will help groups to recruit new trustees where needed and support them in navigating issues and challenges they may encounter. They will foster a culture of working together, where friends' groups share successes and challenges and learn from each other's experiences. The meetings with friends' groups will also provide an opportunity for them to have a consultative role in aspects of the library service where appropriate.

3.6.2 Volunteering

Volunteering provides social connection and boosts skills. It can deliver a sense of purpose and provide a pathway towards employment. The library service will continue to offer a range of volunteering opportunities through library activities, the Home Library Service, and opportunities to help with library tasks.

3.7 Supporting data and information

The library service requires expert support and data from other teams within the Public Health and Communities directorate to grow the service and to meet changing needs.



This collaborative approach will enhance the service through the expert analysis of data and important contextual information.

In collaboration with the data and performance function of the library service, the Knowledge and Intelligence team in Public Health and Communities will offer their skills and data sets to bring the library story to life and to stimulate ideas for further development.

The data sets used over the coming months will include, but are not limited to:


- The Library Needs Assessment
- Population Health Management data
- LIFT data analysis
- Suffolk's Joint Strategic Needs Assessment
- Spydus - customer usage data, library events / activity data

The library team will continue to gather and analyse service-specific data and metrics through its customer satisfaction framework. This will include satisfaction surveys, the annual customer survey, feedback forms and mystery shopping.

3.8 Key partnerships

Libraries are well integrated with partners across the county and nationally and this will continue and grow over the coming months. As an integral part of the wider health, wellbeing and good outcomes ecosystem, libraries are delivering many initiatives with expert partners to support Suffolk's aims and ambitions for its communities. Good partnerships enable this, and this will remain a key imperative of the service.

While the library service has established partnerships with hundreds of local and national partners, it will continue to actively nurture strategic relationships with the following bodies to support the growth of the offer over the coming months:

- Suffolk and North East Essex Integrated Care Board
 - Norfolk and Waveney Integrated Care Board
 - Arts Council England
 - The British Library
 - Suffolk Mind
 - Suffolk Family Carers
 - Healthwatch Suffolk
 - Community Action Suffolk
 - BookTrust
 - The Reading Agency
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- National Literacy Trust
- Department for Work and Pensions
- District and Borough Councils
- Town and Parish Councils
- Living Knowledge Network

