

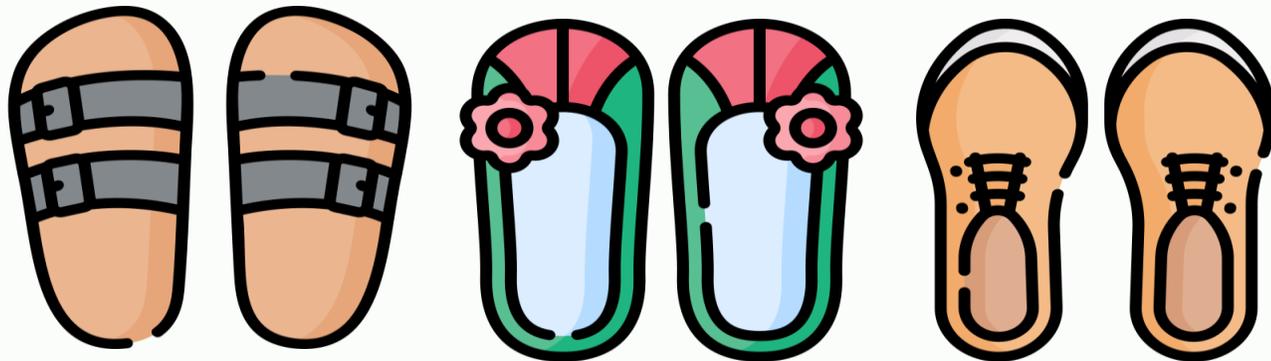
Transforming Customer Experiences With Open Data

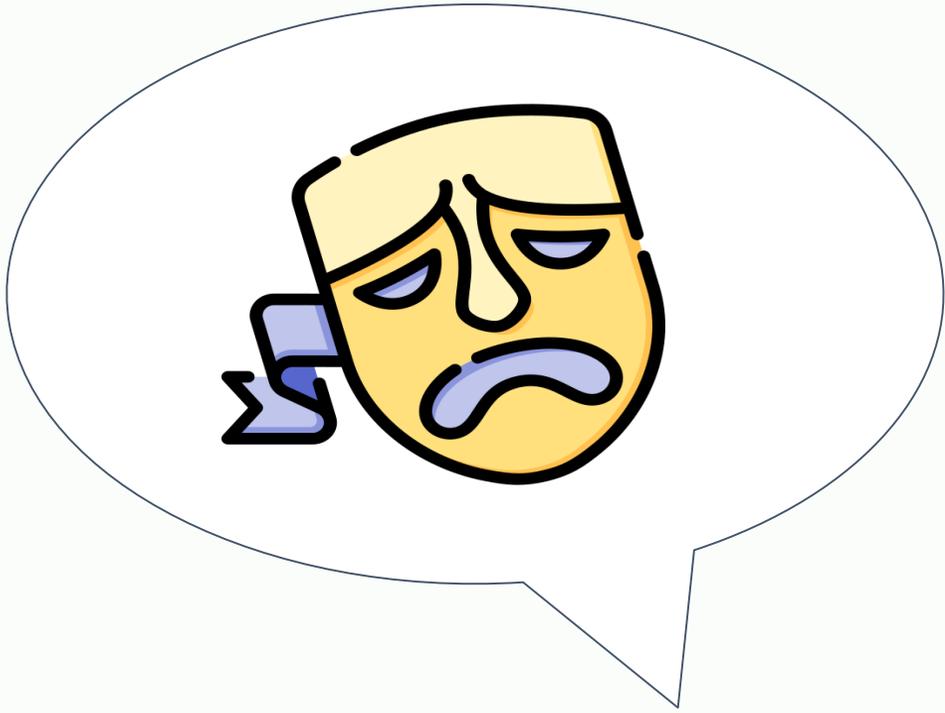
Georgina Carr
Marketing Programme Owner | Libraries

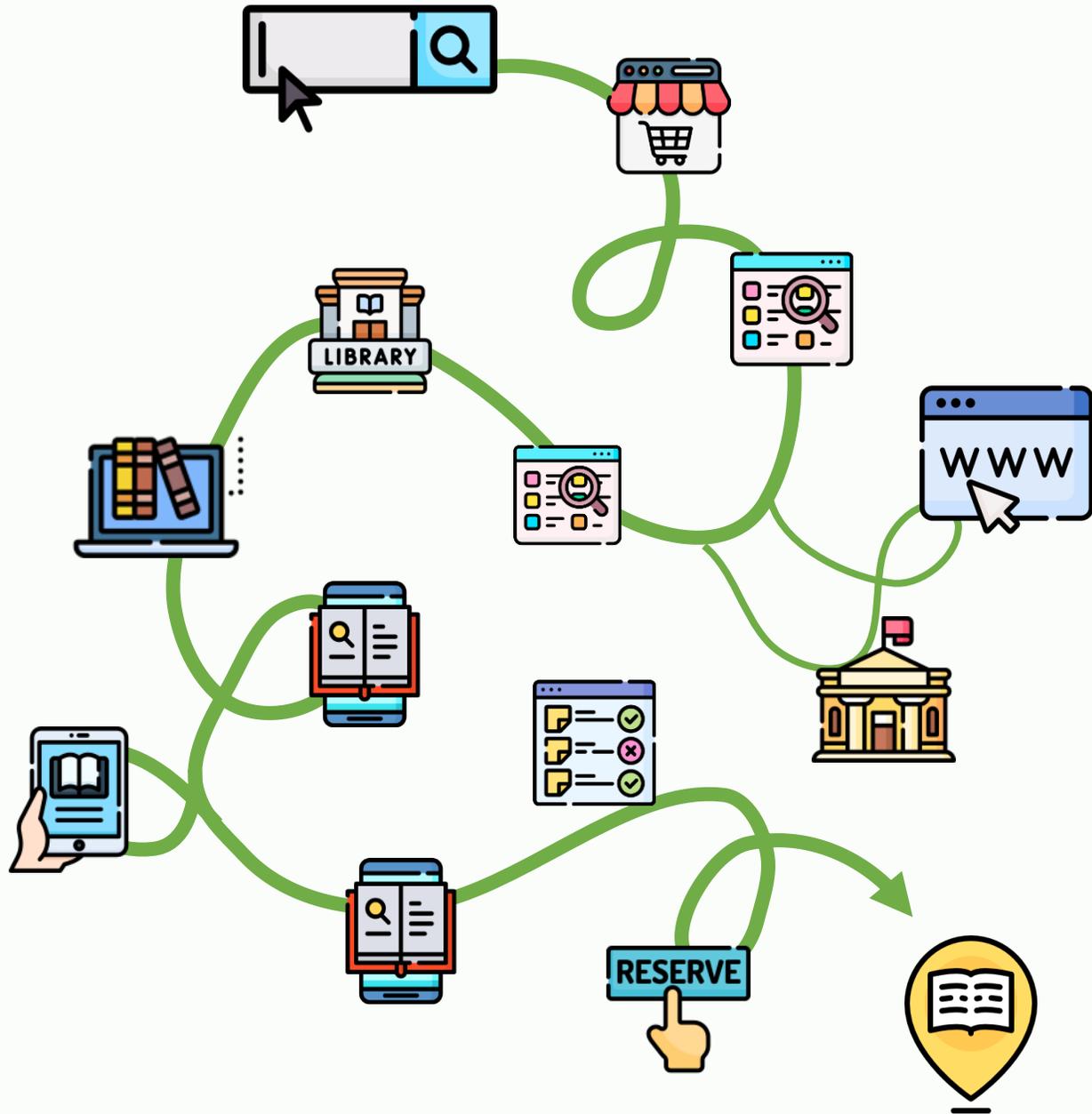
GLL

“You never really understand a person until you consider things from his point of view...until you climb into his skin and walk around in it”

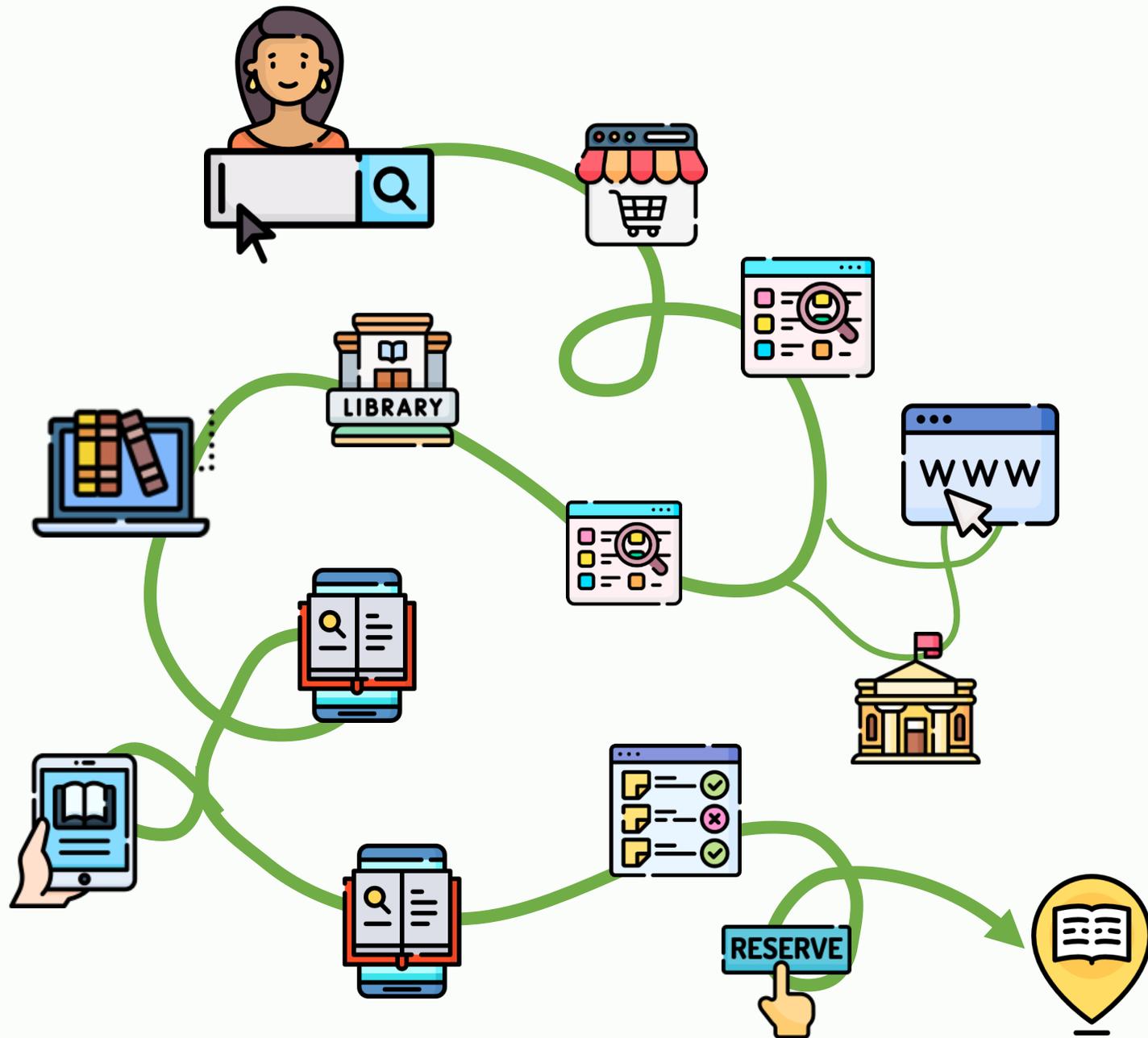
To Kill A Mockingbird
- Harper Lee



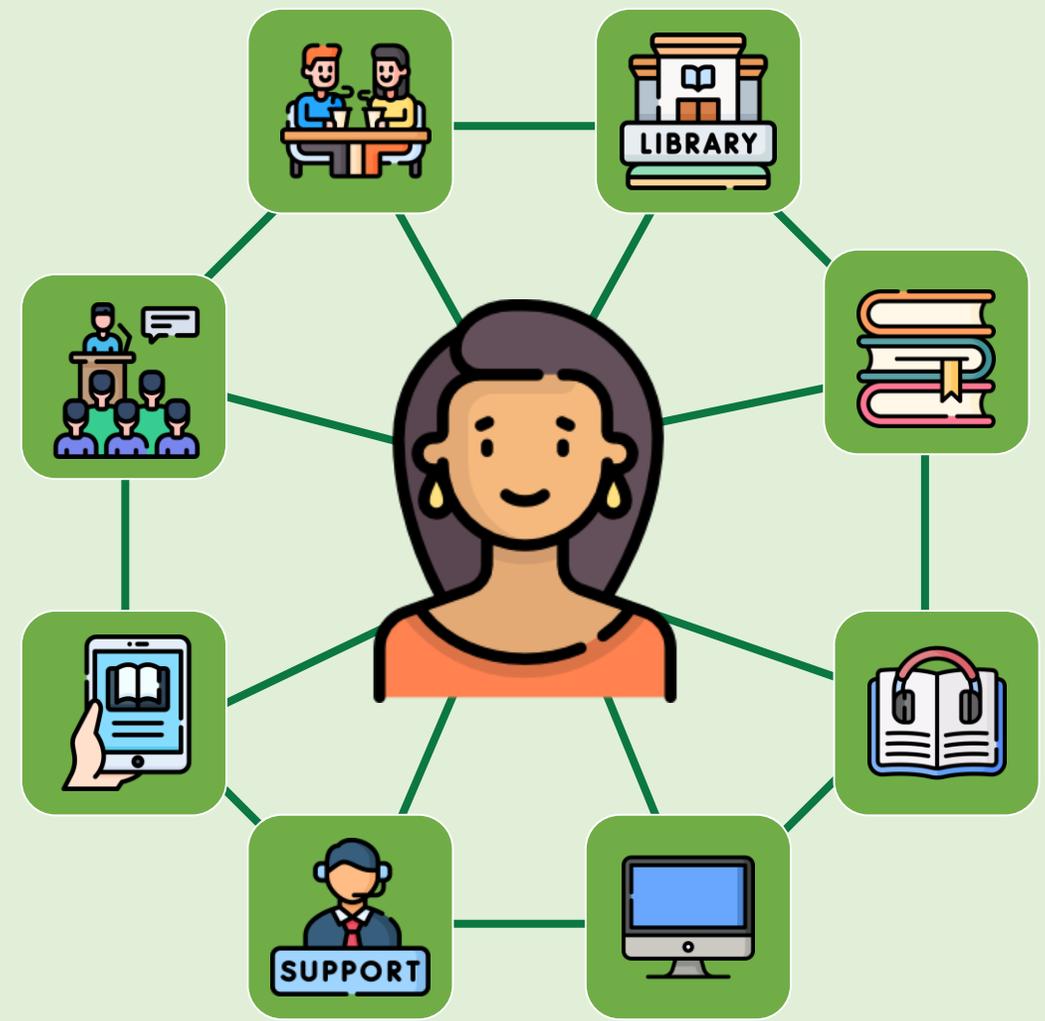
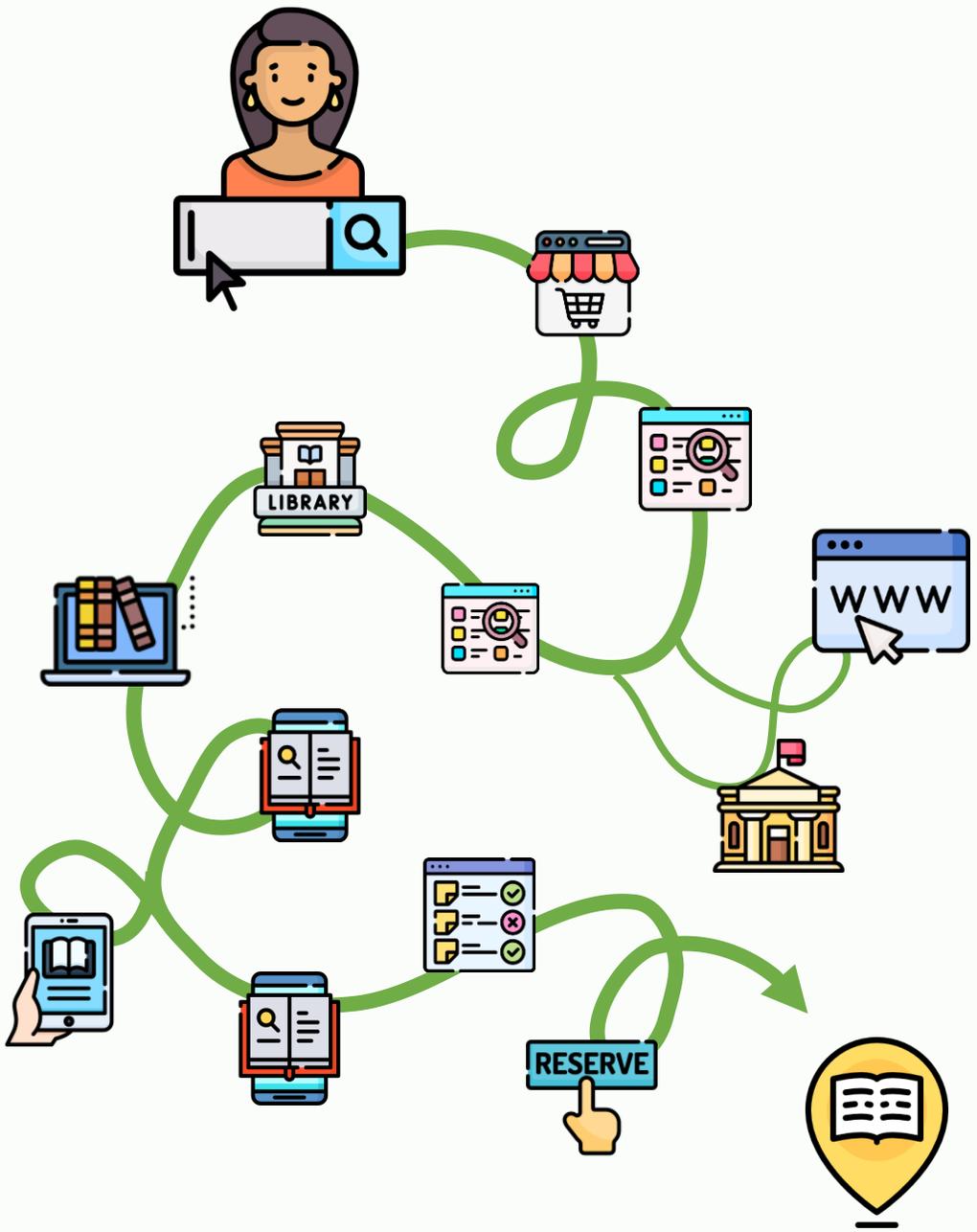




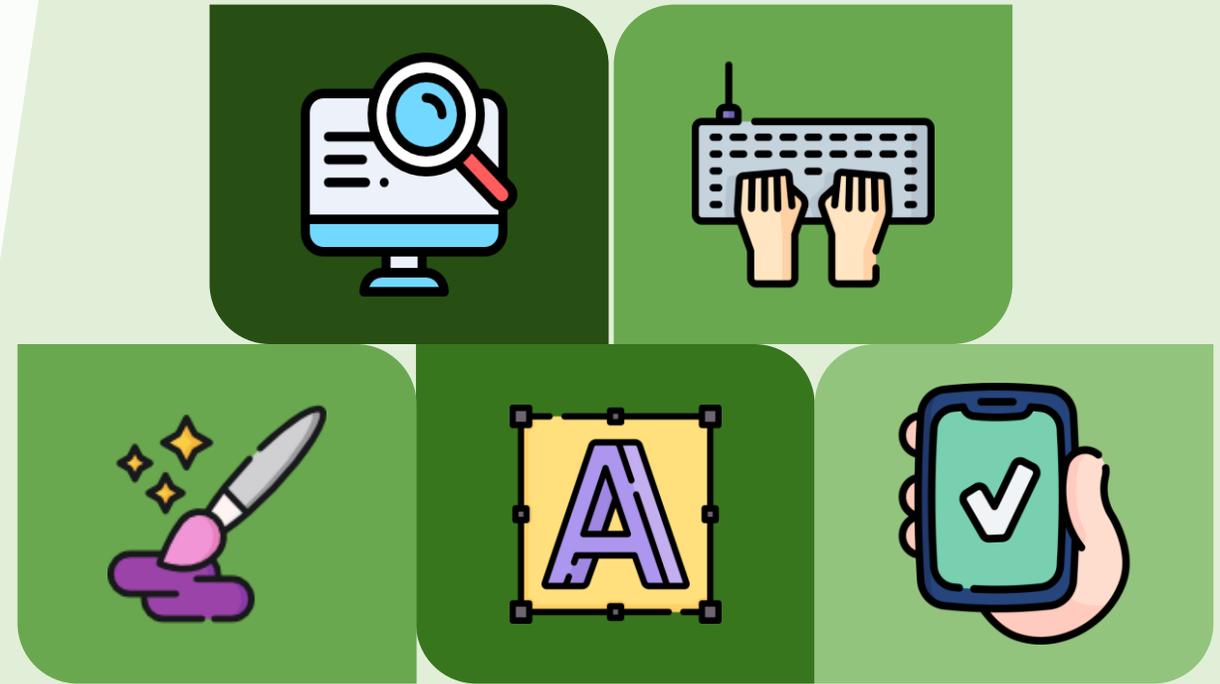
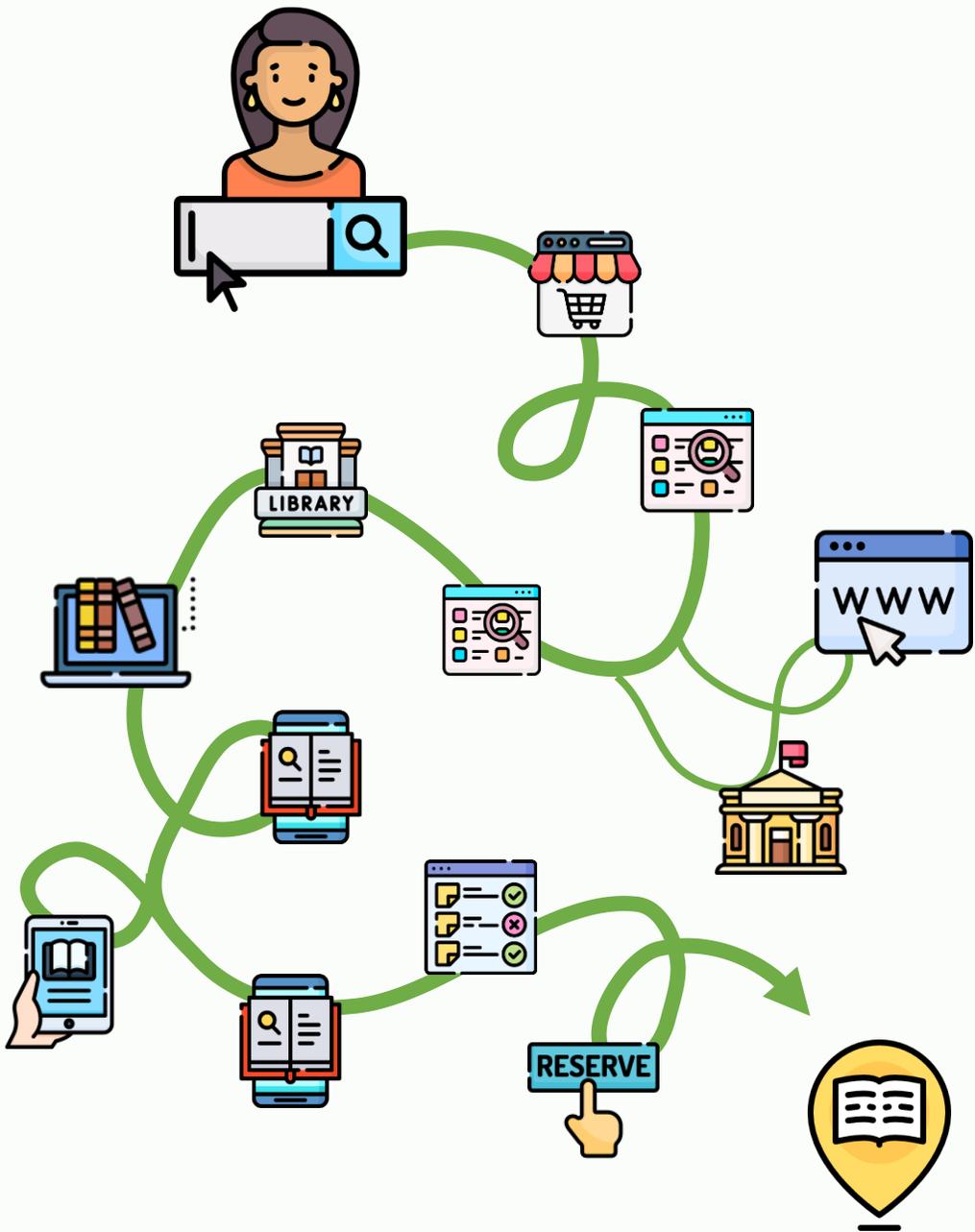


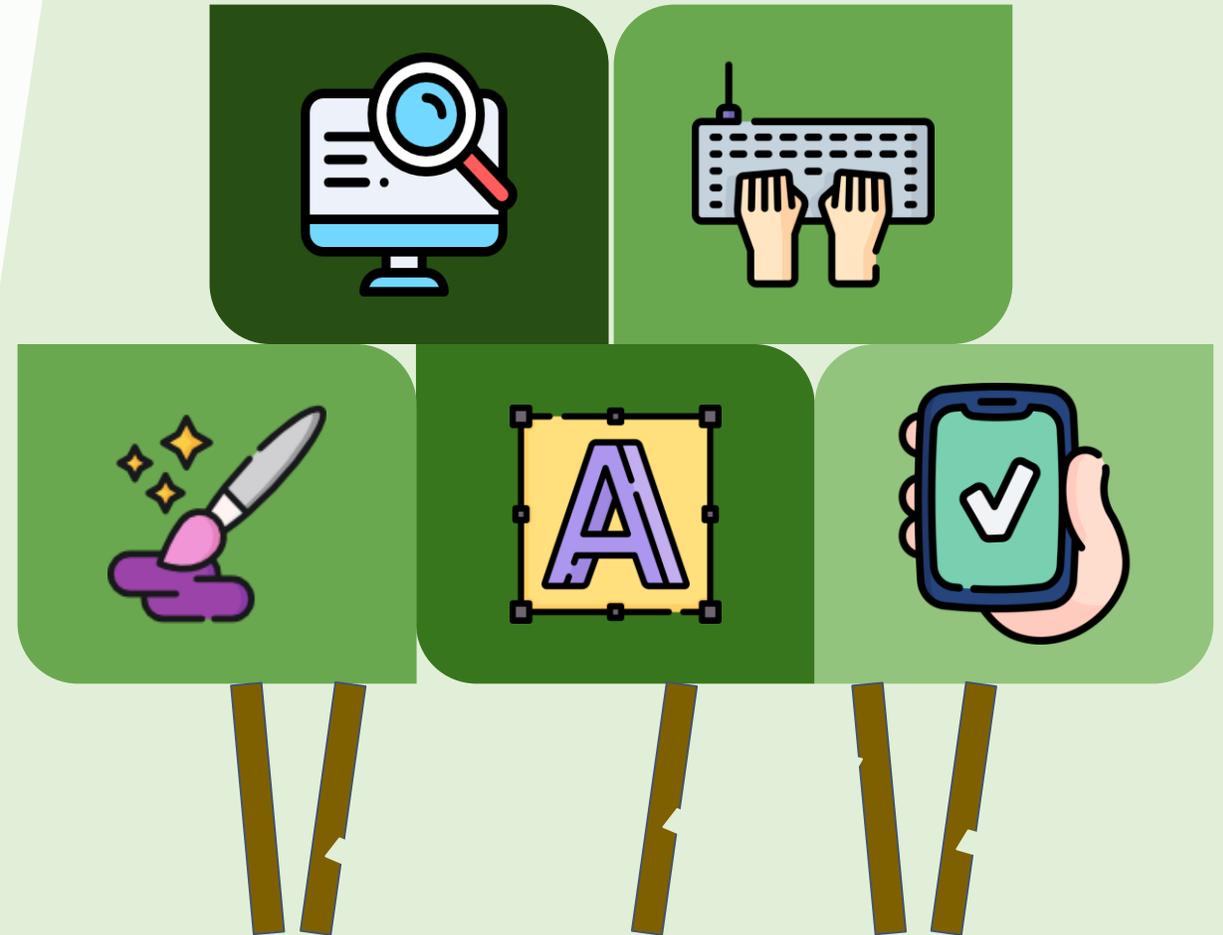
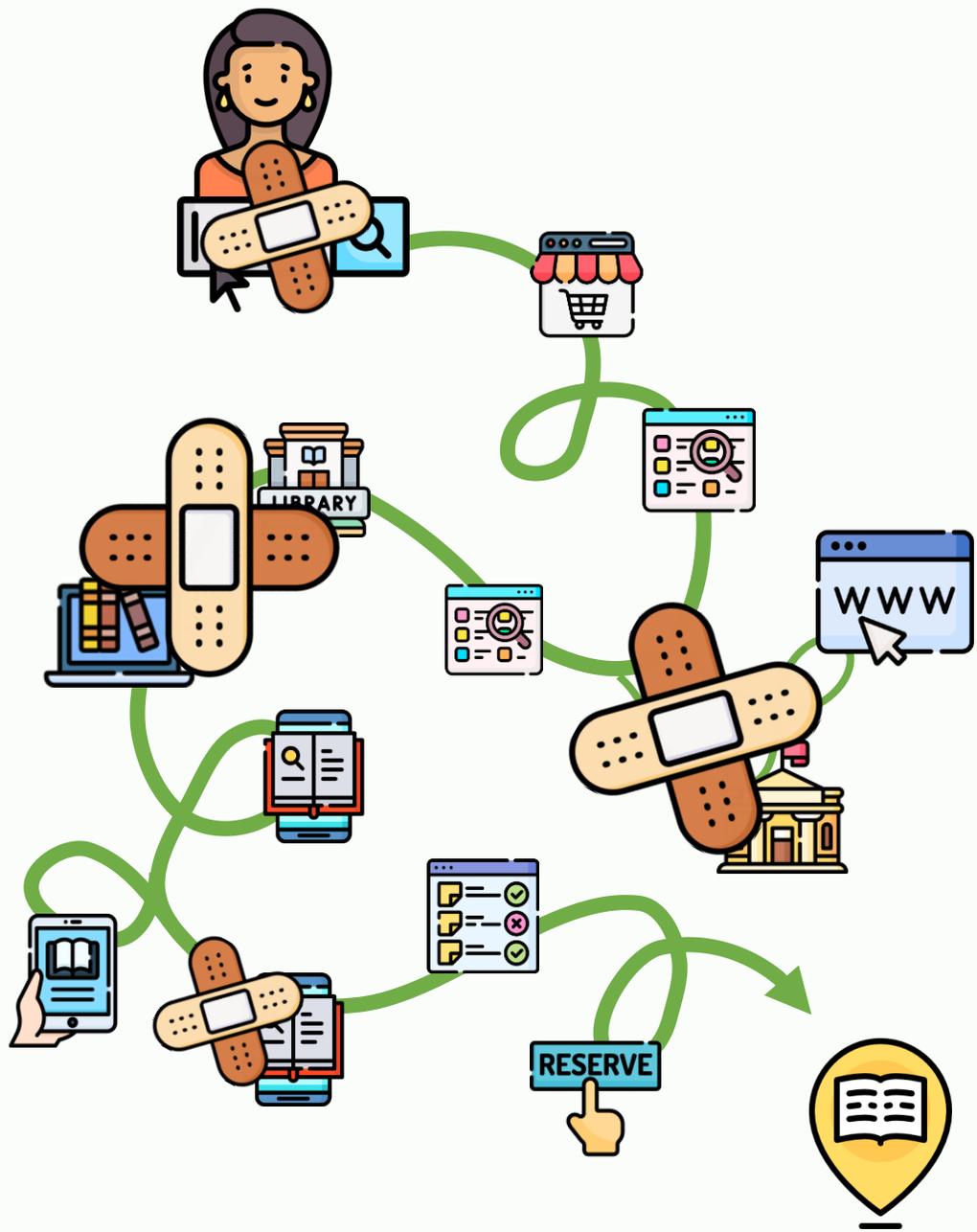




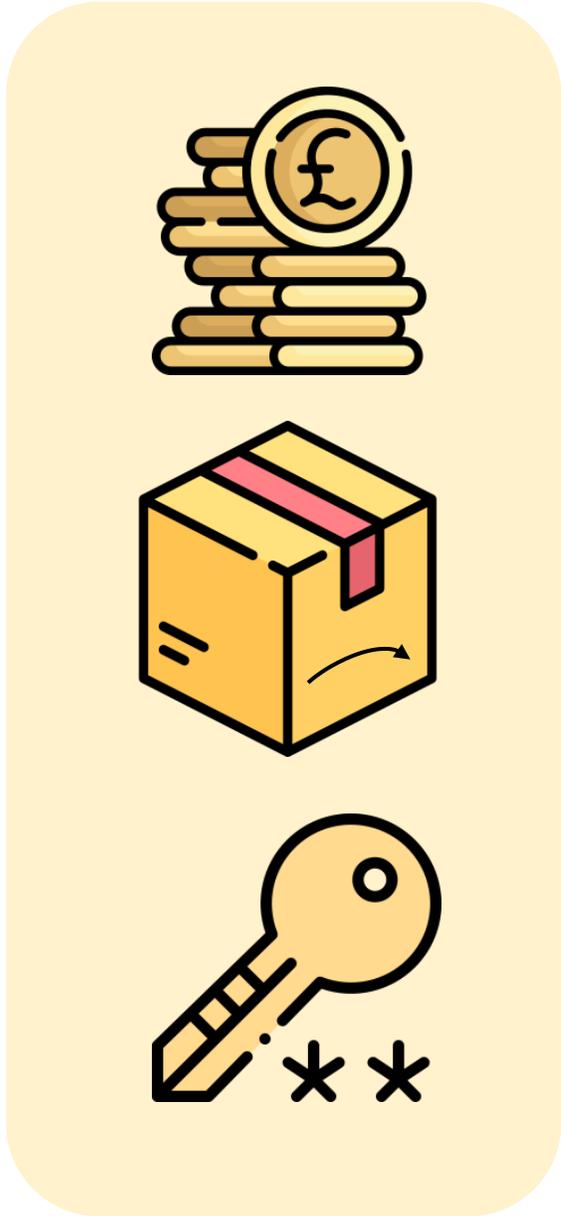


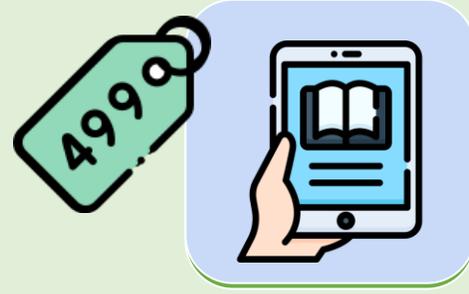
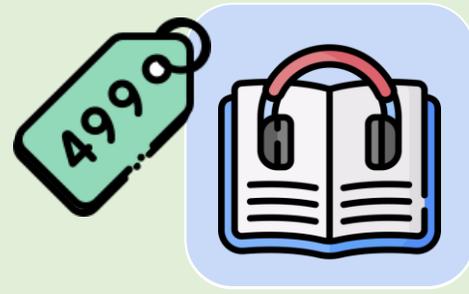
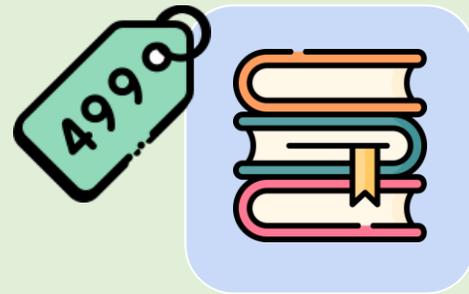
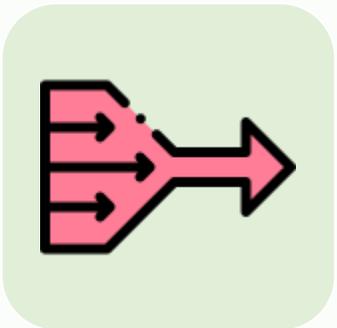
GLL



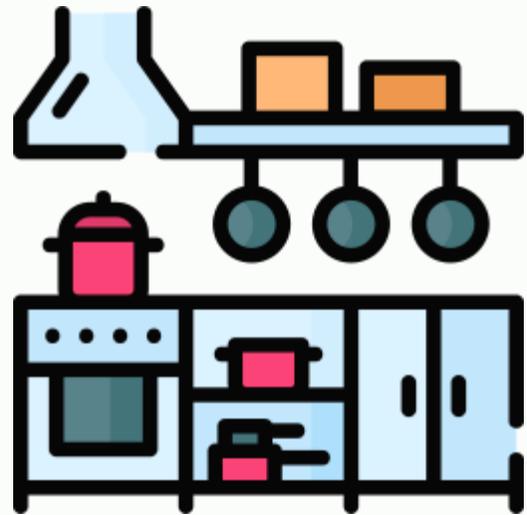








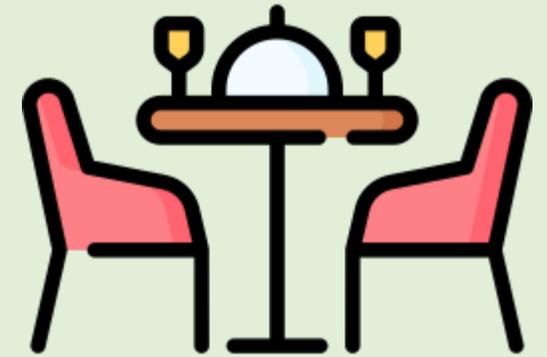
Application



Programming



Interface



Application

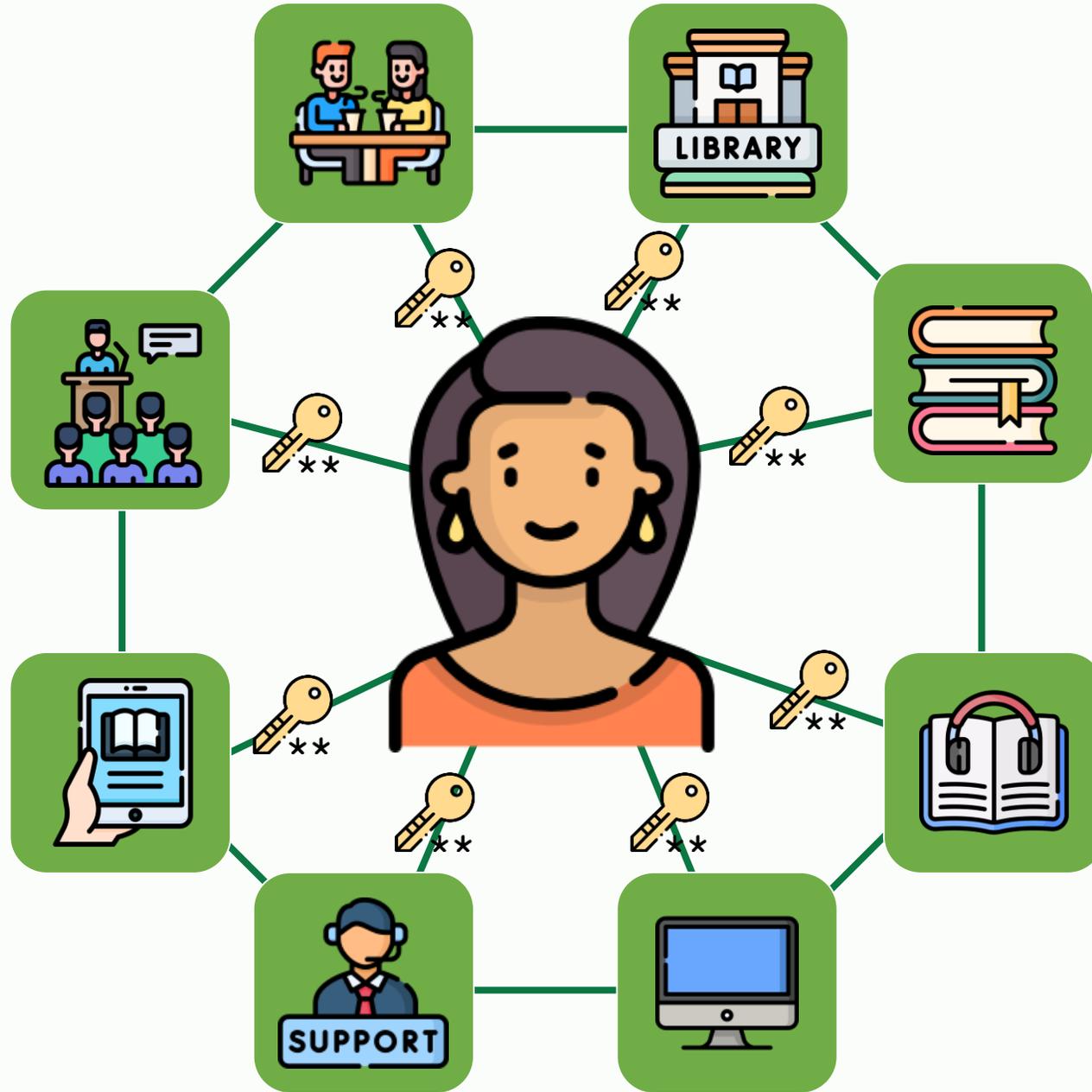


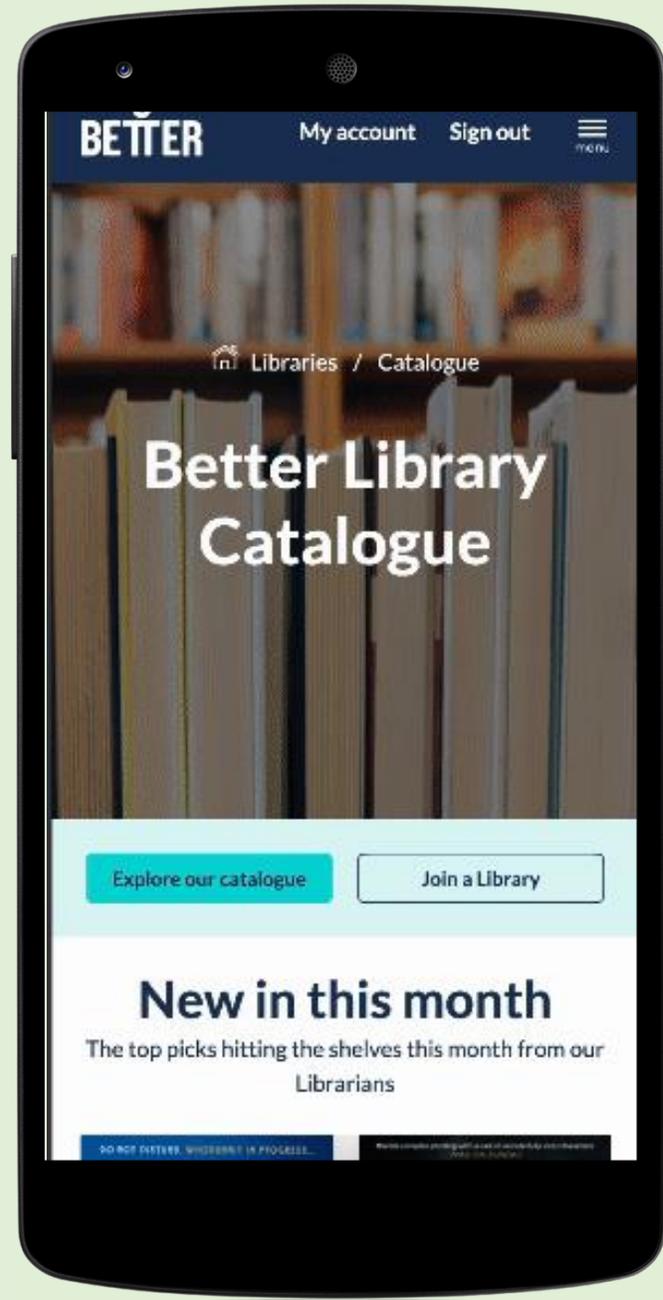
Programming



Interface







GLL

Parents Library persona

Parents' needs

"FAMILIES LIVING IN PROPERTY ARE MORE LIKELY TO VISIT A LIBRARY THAN ANY OTHER COMMUNITY VENUE, SUCH AS A BOOKSTORE, THEATRE, OR MUSEUM"

Needs

- To be able to find out what is on at their local library
- To be able to see what is on at their local library
- To be able to see what is on at their local library

Motivations

- To be able to see what is on at their local library
- To be able to see what is on at their local library
- To be able to see what is on at their local library

Goals

- To be able to see what is on at their local library
- To be able to see what is on at their local library
- To be able to see what is on at their local library

Challenges

- To be able to see what is on at their local library
- To be able to see what is on at their local library
- To be able to see what is on at their local library

Interests

- To be able to see what is on at their local library
- To be able to see what is on at their local library
- To be able to see what is on at their local library

Content preferences

- To be able to see what is on at their local library
- To be able to see what is on at their local library
- To be able to see what is on at their local library

Students Library persona

Students' needs

"LIBRARIES OFFER A WEALTH OF INFORMATION WITH ON AVERAGE OVER 100,000 BOOKS AVAILABLE. THE INFORMATION YOU FIND IN THEM IS OF A HIGH ACADEMIC STANDARD."

Needs

- To be able to find information about library services easily
- To be able to find information about library services easily
- To be able to find information about library services easily

Motivations

- To be able to find information about library services easily
- To be able to find information about library services easily
- To be able to find information about library services easily

Goals

- To be able to find information about library services easily
- To be able to find information about library services easily
- To be able to find information about library services easily

Challenges

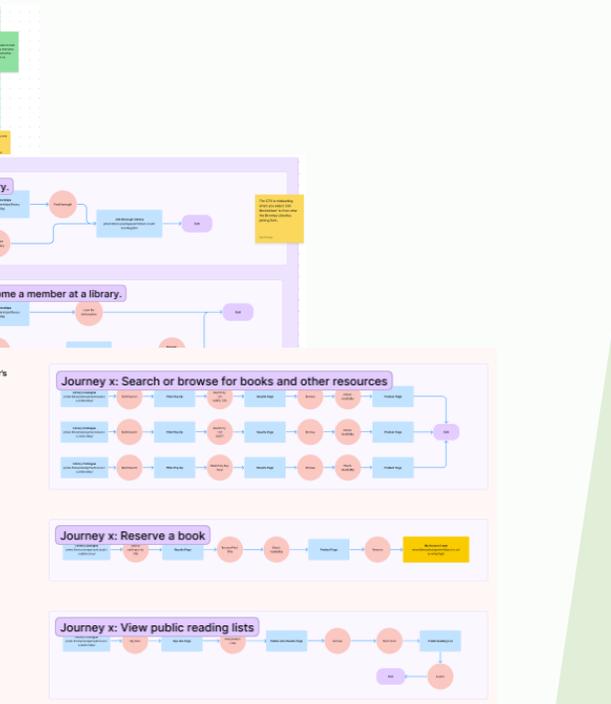
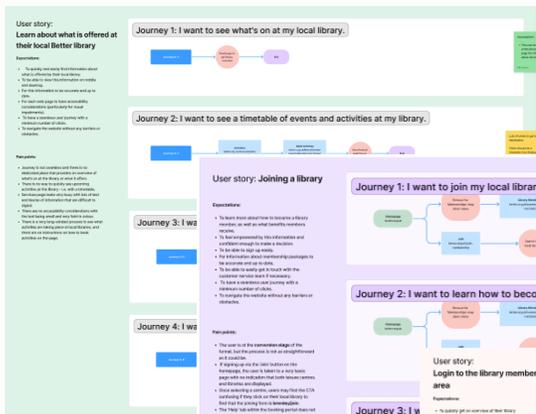
- To be able to find information about library services easily
- To be able to find information about library services easily
- To be able to find information about library services easily

Interests

- To be able to find information about library services easily
- To be able to find information about library services easily
- To be able to find information about library services easily

Content preferences

- To be able to find information about library services easily
- To be able to find information about library services easily
- To be able to find information about library services easily



H1 Libraries

Join a Better Library for free to discover thousands of books and online resources in your region. Plus, you'll get access to regular activities, facilities, and more.

Browse our locations and services

Locations

Services

Account log in

Join a library

Whether you're looking to read a new novel, find a quiet place to study, or connect with your local community, you can find it all at your local Better Library.

With our vast range of books and resources, regular activities, bookable spaces, and community support services, we're here to help and inspire our visitors, whatever their needs might be.

At Better, we proudly cater to customers of all ages and requirements. From children and parents to students and seniors, our libraries are a warm and welcoming space for everyone.

Get a library card for free today to enjoy access to hundreds of resources, services, and facilities. Browse our offerings below, or use our location finder to explore your local Better Library.

H2 Our locations

We have 75 libraries across London and the Midlands. Choose your local area below to find your nearest library.

Bromley Lincolnshire

Dudley Wandsworth

Greenwich

H2 Our services

Discover a wealth of services at Better libraries, including online catalogues and resources, support and advice programmes, functional workspaces, and activities for both adults and children.

H2 Regular activities

Browse activities by location

Reading Groups

Film Club

Rhyme Time

Arts and Crafts

Talks

Writing Groups

H2 Why become a Better library member?

H2 Spaces to work and study

Room hire

Facilities

See all workspaces

H2 Find your local library

List Map

Explore region

Beckenham Library

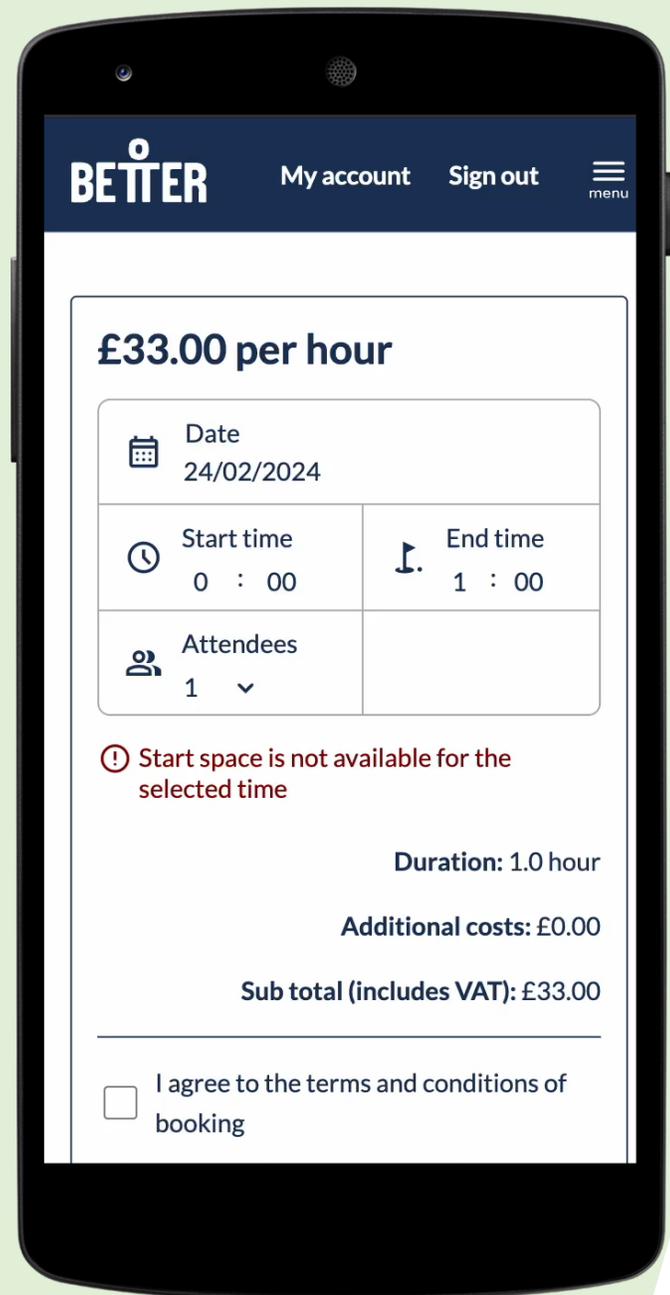
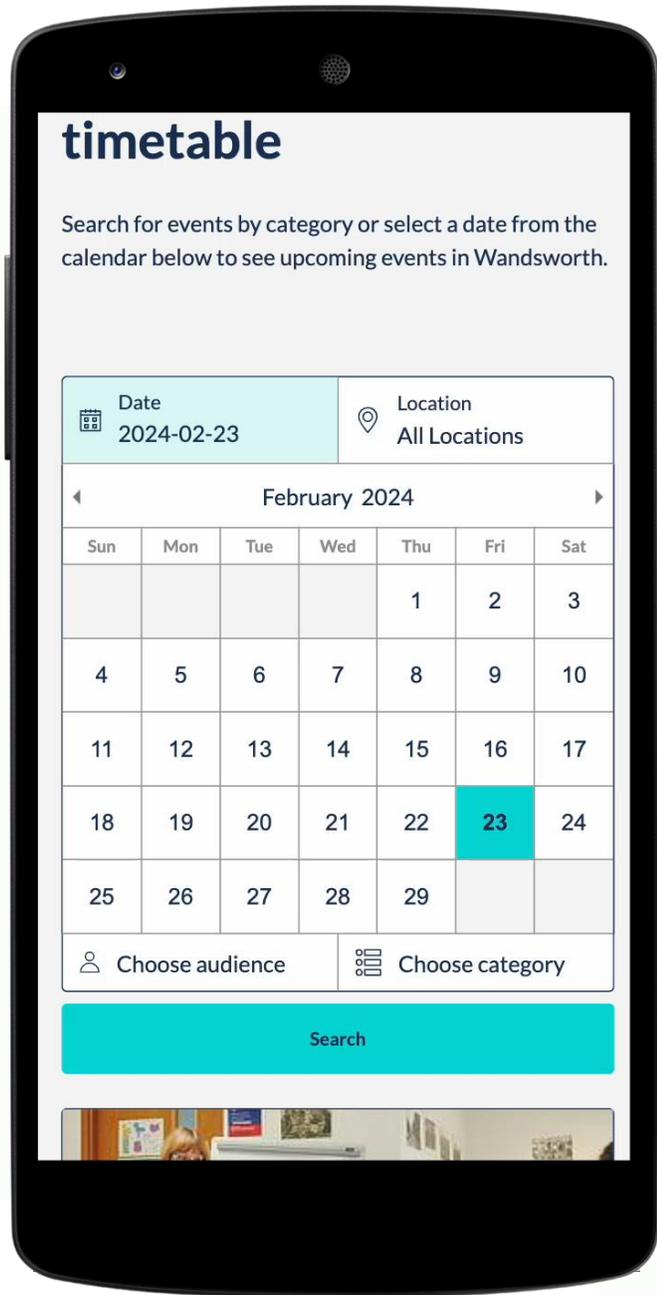
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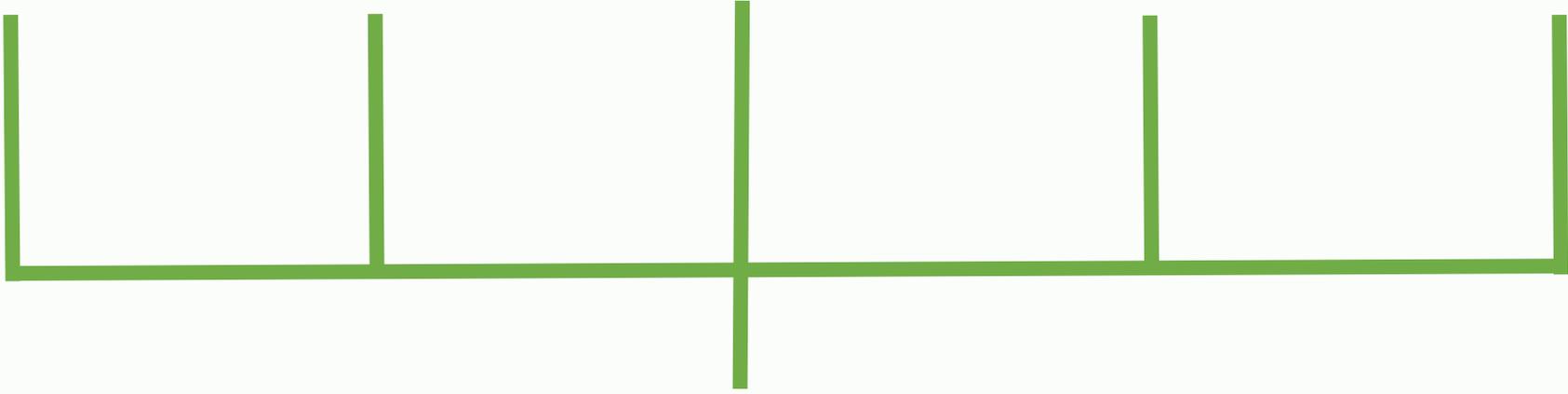
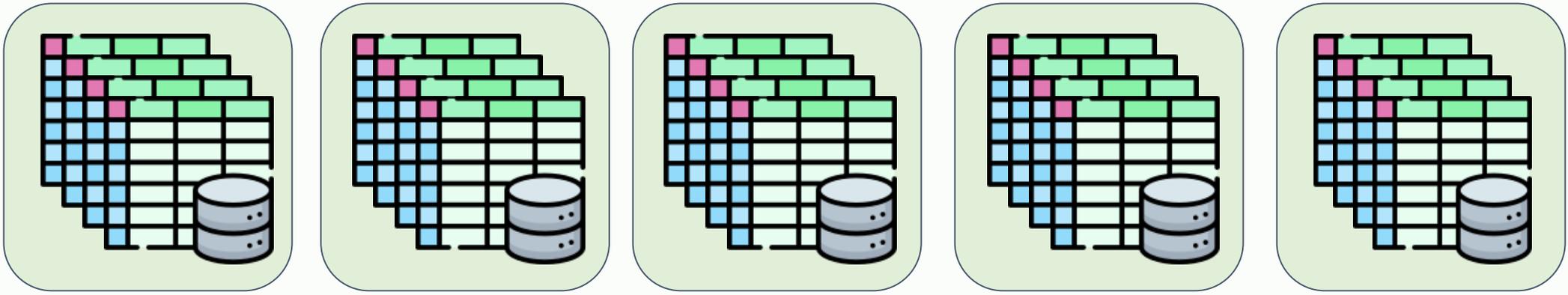
Telephone

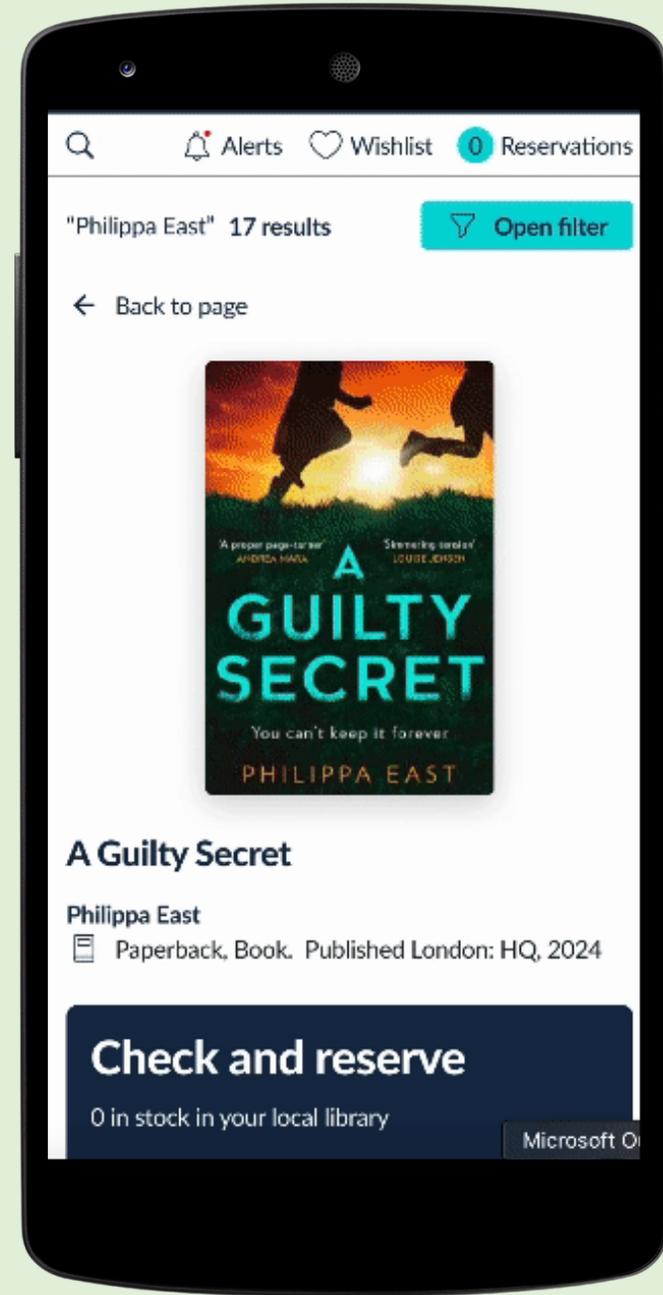
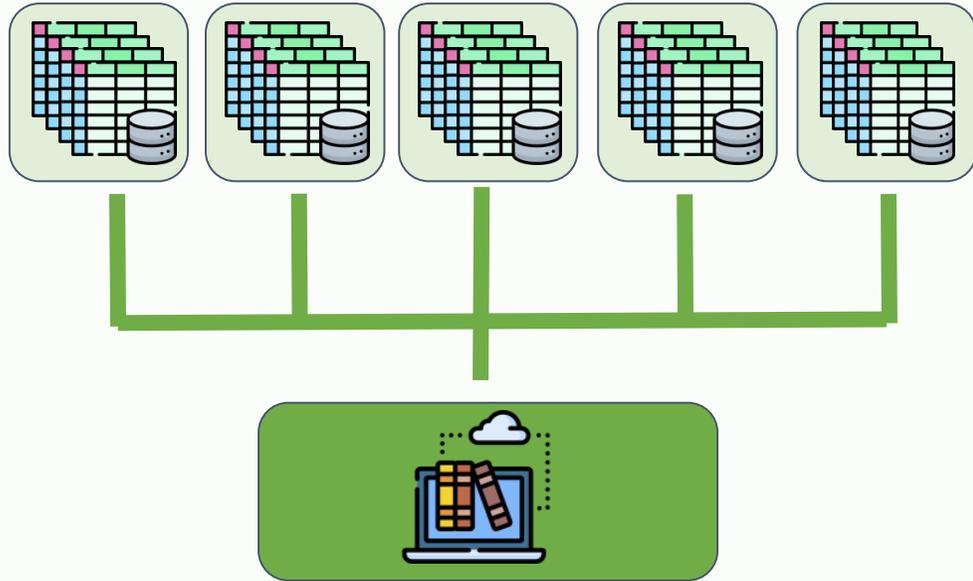
Biggin Hill Memorial Library

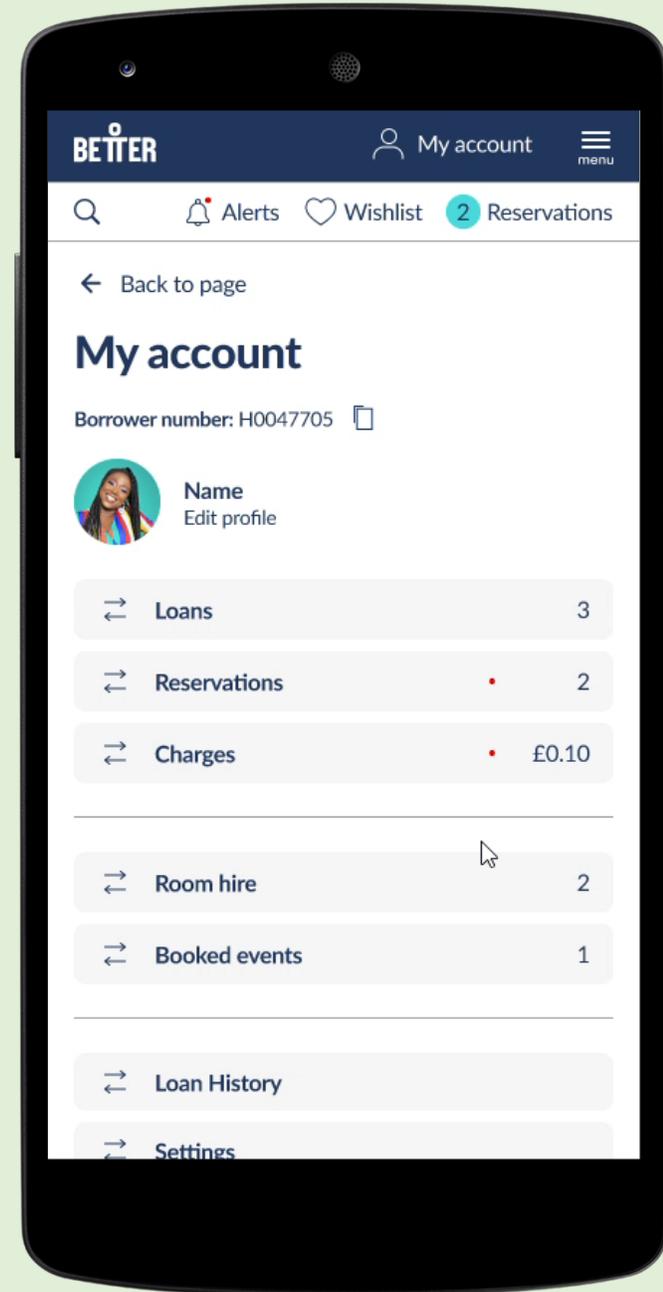
Address line 1

Telephone



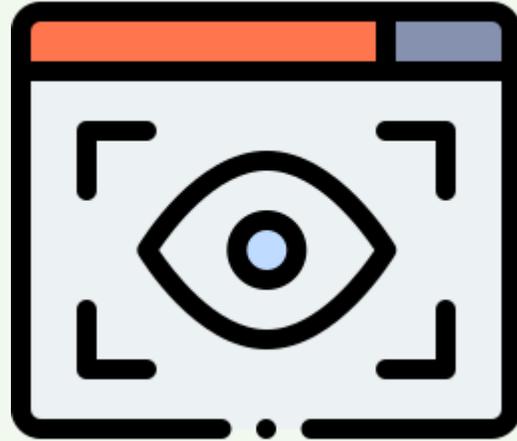








12,000



200,000



80%

