

## **REPORT OF THE SERVICE DIRECTOR, YOUTH, FAMILIES AND CULTURE**

### **A STRATEGY FOR NOTTINGHAMSHIRE'S LIBRARIES – ANNUAL PROGRESS REPORT 2015**

#### **Purpose of the Report**

1. To update Members on implementation of the Strategy for Nottinghamshire's Libraries between January and December 2015.

#### **Information and Advice**

2. The 'Strategy for Nottinghamshire's Libraries' was approved by County Council on 15 December 2011.
3. Since its approval the strategy has under-pinned the service business plans for 2012/2013, 2013/2014, 2014/15 and 2015/16. A number of specific actions have been completed or have made progress during the current year of the strategy.
4. The strategy outlined 10 key pledges and a 10 point action plan for the future.
5. The following table summarises progress between January and December 2015 in relation to the 10 key pledges made within the strategy.

| <b>Pledge No.</b> | <b>Pledge Summary</b>   | <b>January - December 2015</b>   |
|-------------------|---|--|
| 1.                | We will <b>invest</b> to put libraries at the heart of their communities by maximising the use of library services and our buildings as a key <b>face to face service of the County Council</b> . | <p>Bingham Children's Centre, co-located in the newly refurbished Bingham Library, opened in January with increased levels of business for both services. Other partnership arrangements with Children's Centres continue at Cotgrave, Ladybrook, Mansfield Woodhouse, Misterton, Ruddington, and Warsop Libraries.</p> <p>NCC Registration Services continue to be delivered from Beeston, Southwell, Sutton-in-Ashfield, Stapleford and West Bridgford Libraries.</p> <p>The Library service has been commissioned to deliver the Families Information Service, and the web presence and information store for the SEND Local Offer – with this, work has taken place with other departments within NCC and external agencies to produce the Notts Help Yourself (NHY). The Libraries existing community directory has also been</p> |

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|            |   | <p>merged with the NHY website to widen its reach and make it more accessible. The NHY website since its launch in March has received just over 222,000 web hits (to 31/10/15).</p> <p>The 9 Work Clubs are in high demand, with a total of over 2,200 people attending in 2015 (approx. 50 people per week).</p>   |
| 2.         | We will provide services <b>where people live</b> , through an extensive network of libraries and specialist mobile libraries.  | <p>All 60 libraries and 3 mobile libraries are fully operational - non-planned closure remains at 0.2% (Static &amp; mobile combined).</p> <p>An estimated 2.8 million visits were made to libraries during 2015 and there were 30,000 new members.</p>   |
| 3.         | <p>We will <b>respond directly to local needs</b> in developing libraries and ensure our libraries meet community need. We will ensure that:</p> <ul style="list-style-type: none"> <li>- libraries are open at convenient times</li> <li>- a wide range of library books and information sources are available across the network</li> </ul> | <p>During Arnold's closure period Carlton, Calverton, Mapperley and Woodthorpe libraries increased their opening hours and a mobile library was available in Arnold on Saturdays.</p> <p>During Southwell's closure period extra hours were added to nearby Farnsfield Library and a mobile library was made available every Saturday at Southwell.</p> <p>The allocated bookfund for 2015-16 was £800,000 for new books, DVDs and other library stock material. This has been supplemented by another £100,000 to support collection development especially with regard to the refurbishment projects at Bingham and Arnold. We added over 103,000 new items to stock during the year.</p> <p>Collingham Community Partnership Library benefitted from a 106 Developer contribution of £2,000 for bookstock prior to the move to new premises, and there is another £1,000 to spend during 2016.</p> <p>The first Library Access Point (LAP) opened at South Scarle in January 2015 and has a regular membership of over 40. This is a new concept of library provision and consists of small deposit collections of books reflecting individual community needs and whilst supported by the Library Service, they are administered and made accessible by organisers within the local community. A second LAP within Coddington Village Hall is due to open in January 2016 and discussions are underway for a LAP within the Bridge Community Centre on the outskirts of Newark.</p> |

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|            | - we consult with customers and communities in making changes to service provision.               | The new Tuxford Community Partnership Library is currently consulting on its existing opening hours with a view to improving the options available in their new premises.   |
| 4.         | We will <b>increase community involvement</b> in the shaping and delivery of libraries provision. | <p>The first Community Partnership Library (CPL) at Collingham opened in September 2015. The new partnership with Collingham Parish Council will reduce overall building and maintenance costs for the Library Service whilst at the same time help to secure the long term future of the library within Collingham. The volunteer offer to extend and develop access to library facilities is currently being explored with the Parish Council.</p> <p>The second CPL to open was in Tuxford when the library moved in November 2015, into premises within Tuxford Primary Academy. Again, this partnership will reduce building and maintenance costs and the volunteer offer to extend and develop access to library facilities is currently being promoted by the Academy with a view to implementation in early 2016.</p> <p>Discussions and ideas for working in partnership for the development of future Community Partnership Libraries within the following communities are underway and are at various stages of development: Sutton-on-Trent, Jacksdale, Sutton Bonington, Misterton, Edgewood, Lowdham and Annesley Woodhouse. In addition, plans continue to develop opportunities for CPLs within smaller communities throughout Nottinghamshire.</p> <p>Libraries are encouraging the creation of Friends Groups to support and promote the library and its services in the local community. A <i>Friends of Hucknall Libraries</i> pilot group for Hucknall and Edgewood Libraries is in progress.</p> |
| 5.         | We will keep <b>local communities and customers at the centre</b> of all we do.                   | <p>Libraries continue to offer communities improved facilities, for example:</p> <ul style="list-style-type: none"> <li>• a new community meeting room has been created in the refurbishment of Bingham Library.</li> <li>• two new community meeting rooms have been created at Arnold library.</li> <li>• The Bramley Centre in Southwell now offers 2 meeting rooms and an Art room for community use and learning opportunities.</li> <li>• additional small meeting/interview rooms have been made available for hire at Beeston and Sutton-in-Ashfield Libraries in response to local</li> </ul>  |

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|            |  | <p>demand.</p> <p>This year our meeting rooms have received 1,745 paid bookings from groups and organisations across the County and also been used free of charge for many courses funded by the Community Learning and Skills Service.</p> <p>Six Library Galleries operate at Mansfield, West Bridgford, Worksop, Arnold, Beeston and Retford, plus several smaller hanging spaces in other libraries. Spaces host a combination of exhibitions that are:</p> <ul style="list-style-type: none"> <li>• hires from local artists and groups</li> <li>• exhibitions commissioned by Arts and other Library services in partnership with other organisations</li> <li>• initiatives and exhibitions generated by the Arts service development work</li> </ul> <p>The service provides professional artists to work with groups and individuals:</p> <ul style="list-style-type: none"> <li>• in order to increase participation in the Arts</li> <li>• develop Audience for Libraries</li> <li>• help partner organisations to meet their targets</li> <li>• builds capacity in the sector through skills sharing and training.</li> </ul> |
| 6.         | We will be <b>modern, innovative</b> and share best practice.  | <p>Mansfield Central Library was host to an innovative Summer of Design, developing partnerships with Nottingham Trent University's Future Factory- which provides expertise and new technologies for small and emerging businesses. Future Factory was brought out of the City boundary and benefitted 26 individual businesses with a range of workshops, from 3D printing to the latest in laser cutting. The learning will help to shape future innovative and digital services offered to businesses and individuals by the service.</p> <p>Plans to start a number of code clubs for children as part of the Code Green initiative, to provide digital coding skills for 9-11 year olds, have started, with staff training planned in January 2016.</p>   |
| 7.         | We will provide <b>excellent customer service</b> every time, and maintain our high satisfaction levels. | <p>The next Adult Public Library User Survey (ages 16+) is due to take place in February 2016.</p> <p>In April the Library Service achieved certification that it operates an Occupational Health and Safety Management system which complies with the BSI OHSAS 1800. This compliance ensures that we</p>  |

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|            |  | operate safe premises for our staff and customers.  |
| 8.         | We will ensure that libraries contribute to <b>positive social, economic and educational outcomes</b> for individuals, communities, local business and culture in Nottinghamshire. | <p>Libraries have continued to support apprentices through their Customer Service NVQ level 2, taking 6 new individual apprentices in 2015, and providing second year placements for 2 apprentices moving on to their NVQ level 3.</p> <p>A Community Partnership Library Volunteer training programme has been developed and on completion of the modules, volunteers will be awarded with a CPLV certificate. This is currently being promoted and will be trialled in Tuxford in partnership with both the Primary and Senior Academies.</p> <p>Fifty five collections of resources, called Memory Lane, were launched last year. The kits encourage interaction and communication between people living with dementia, their families, friends and carers. They have achieved 220 loans in the first year.</p> <p>The 12<sup>th</sup> Annual Readers' Day took place in November at County Hall. Run in partnership with the City, this event saw 128 adult readers enjoying a day dedicated to reading – with the chance to meet high profile authors and take part in workshops. The event promotes reading for pleasure – which has been shown to have benefits for health, happiness and well-being.</p> <p>Our Jazz programme has continued to go from strength to strength. The programme is run in partnership with the Arts Council-funded Jazz Steps, who exist to bring jazz to communities in Nottinghamshire, and sees regular jazz evenings in Worksop, West Bridgford and Southwell Libraries – bringing quality, live music to communities.</p> <p>Our programme of reading events has given our communities opportunities to engage with authors and poets in libraries across the County. Successful author appearances have included popular crime writer John Harvey at a number of our libraries.</p> <p>Current Arts Service touring exhibitions include:</p> <ul style="list-style-type: none"> <li>• <b>Future Fields</b> – Touring exhibition of 2D and 3D art works based on poppies to commemorate World War 1. Artist led in collaboration with families in Nottinghamshire. Seen in Mansfield, West Bridgford, Worksop and Archives (Arnold and Retford 2016)</li> <li>• <b>MatEaster</b> – Where Easter met Matisse, family</li> </ul> |

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|            |  | <p>artist led and Library self-led workshops in Libraries across Nottinghamshire to draw with scissors and create an exhibition that has toured Mansfield, Worksop and Beeston (Retford 2016)</p> <ul style="list-style-type: none"> <li>• <b>Inspired by Godfrey</b> – Touring exhibition of work produced by artists in collaboration with community groups inspired by the work of Richard Godfrey. Seen in Arnold and Mansfield (Retford in 2016).</li> </ul>   |
| 9.         | <p>We will continue to <b>develop new audiences</b> for our libraries by exploiting the use of customer insight data and by adopting a targeted approach to our cultural programmes.</p> | <p>Worksop Library is continuing to provide a very successful monthly programme for older people, in partnership with Live Music Now, called Songs and Scones.</p> <p>A similar programme was introduced at West Bridgford Library in September following a successful pilot in 2014.</p> <p>Our programming at our strategic libraries of Worksop, Mansfield Central and West Bridgford has continued to use a targeted approach. For example, our Book Awards events at West Bridgford Library for adult, engaged readers, and our programme of interest talks and jazz evenings, are also targeted at specific audiences. This year we have seen sell-out events for our targeted jazz programme at West Bridgford Library, and record audiences at Worksop Library.</p> <p>A targeted approach was also seen in our successful events with former Forest footballer John McGovern in November and December, who talked to audiences at Worksop and Mansfield Central about his career and autobiography. This well-attended event successfully targeted non-traditional, harder to reach audiences in a bid to engage them with libraries and reading.</p> <p>The Library Service's Pop Up Theatre project funded by Arts Council England is delivering high quality, fun, imaginative and accessible live theatre in libraries for children aged 5 – 9 years and their families. Both new and existing customers have been targeted specifically in areas of deprivation.</p> <p>Free tickets were offered to encourage take up from disadvantaged groups. The offer was targeted at Looked After Children, families involved in the Council's Supporting Families programme and children using services provided by the Play for Disabled Team.</p> |

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|            |   | The Local History Fair at Mansfield on 10 May 2015 was very successful in offering a rich cultural experience, working with partners and receiving very good feedback.  |
| 10.        | We will continue to explore <b>new operating models</b> to provide the best possible libraries service for Nottinghamshire. | <p>Culture, Learning and Libraries (Midlands) has been established as a new legal entity, with a brand name of Inspire. Culture Committee in June agreed the legal process for contracting with Inspire.</p> <p><i>Inspire</i>, Culture, Learning and Libraries, will deliver services from April 2016 under contract with the Council.</p> <p>Inspire launched its public membership in November 2015. In the four weeks of launch, it had over 8,500 members.</p> |

6. The following table summarises progress in relation to the 10 point action plan.

| Action Number | Action  | January – December 2015  |
|---------------|---|--|
| 1.            | Investing in, developing and remodelling Nottinghamshire libraries. | <p>Bingham Library and Children's Centre re-opened in January 2015 following major refurbishment. The new-look library offers a new layout, a Health Hub and improved facilities, including a meeting room available for community groups to hire.</p> <p>The ground floor space at Sutton-in-Ashfield was refurbished - creating a library presence in the shopping centre as well as increasing accessibility.</p> <p>Eastwood Library was reorganised creating a more open and attractive space for customers.</p> <p>Southwell Library re-opened in March after a 6 week closure period for remodelling work which included extending into areas of the building formerly occupied by the Youth Service. Improvements resulted in an enhanced library, gallery and cafe area and an overall increase in the communal area space. In addition to the existing meeting room, 2 new meeting rooms and an art room were added, and with the increased library space, are all available for group hire.</p> <p>Arnold Library closed from January until mid-August 2015 for a major refurbishment and</p> |

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|               |  | <p>building project. This included the creation of two new meeting rooms, and improved layout. Since re-opening public response in Arnold has been very positive and over 3,500 people have visited the library every week.</p> <p>This was the seventh major capital project in the Library Service since 2010.</p> <p>In January 2016 major works will begin to repair the roof, windows, iron work and brick work at Hucknall library.</p>  |
| 2.            | Locating library services in the best location for local communities and library users   | <p>Work continues to develop Community Partnership Libraries in several existing locations throughout the County.</p> <p>In addition, discussions are underway with Annesley Woodhouse and Jacksdale communities for CPLs within changed locations, whilst discussions with Misterton Parish Council will involve a shared location and joint delivery of services within the Library's existing premises.</p>   |
| 3.            | Providing resources and access to services in partnership with local communities and customers.  | <p>Volunteering in libraries has been maintained and is seeing a gradual increase with different roles being undertaken. A review of existing roles is currently being undertaken with a view to extending and enhancing their range in 2016. In some libraries volunteers help to provide computer learning opportunities.</p> <p>Volunteers also contribute to the local studies offer and have assisted with family drop-in sessions, events, preparation of photographs for Picture the Past and maintaining collections of newspaper cuttings. 3 new volunteers are currently being trained at West Bridgford. There are also Library Ambassador volunteers who help us by promoting the libraries in their communities.</p> <p>Health Hubs have been established in Bingham and Arnold Libraries, working with colleagues from Rushcliffe and Nottingham North/East Clinical Commissioning Groups.</p> |
| 4.            | Continuing to develop the 'core' libraries offer to provide inspiration to read, create knowledge through access to information, learning and the Nottinghamshire story, enhance | All libraries continue to meet the service's core offer. The core offer states what each level of library will provide in relation to children's activities such as Rhyme, Rattle and Roll, Try IT computer training sessions and reading  |



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|               | community life and stimulate cultural activity.                                | development activities and events.   |
| 5.            | Maximising the use of new technology such as e books and self service.         | <p>There have been over 100,000 “issues” of the e-newspaper, e-books, e-audio books and e-periodicals services.</p> <p>Books stock and reading is actively promoted using social media.</p>  |
| 6.            | The further development of planned cultural, heritage and learning programmes. | <p>Our cultural programmes at the strategic libraries of Worksop, West Bridgford and Mansfield Central continue to be developed, and our new Archives building also now has its own programme. Events at the strategic libraries this year have included reading events such as the Costa Book Awards and Booker Prize panel events, our regular jazz programme, live literature, and arts and children’s events. They have also hosted successful community partnership events for families - with Mansfield Town FC for a Football Spectacular Day at Mansfield Central (attended by around 400 people), and the local emergency services at our Summer Safety Roadshows.</p> <p>The third Great Nottinghamshire Local History Fair at Mansfield Central Library in May provided a great opportunity for 400+ people to get excited about their local heritage. Almost 40 different organisations were involved and the feedback from visitors was very enthusiastic.</p> <p>The re-opening of Arnold Library was another success and Heritage events attracted good numbers.</p> <p>Southwell Library continues to develop its cultural programme with music, poetry and drama events well attended and popular throughout the year. Highlights include the October Bramley Festival which this year saw over 1,800 people attend throughout the weekend and the Southwell Library Poetry Festival, which remains one of the cornerstones of the County’s cultural calendar. From the nationally acclaimed poet John Hegley, through to workshops, readings and community theatre performances, this year’s festival was as well received as ever and work is well underway planning the 2016 festival. In addition, partnerships with the Town Council and Newark and Sherwood District council have respectively resulted in 5 Village Ventures productions and</p> |

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|               |   | <p>pottery and painting classes throughout the year.</p> <p>The world's biggest drawing festival, the Arts service leads on Big Draw for Nottinghamshire and has won 2 awards, one for its programme of participation and one for developing a training programme that empowers non-arts professionals to use drawing to achieve their own goals and targets.</p>   |
| 7.            | Maintaining and further developing work with children and young people. | <p>The Summer Reading Challenge ran from 11 July – 6 September. Over 10,400 children took part, an 8% increase on last year's number of participants. 55% of children completed the challenge by reading six books over the summer period.</p> <p>Volunteers supported staff in delivering the Challenge by listening to children talk about the books they had read and hand out incentives and rewards. 100 volunteers helped in 21 libraries giving over 1,500 volunteer hours. 66 volunteers were aged 24 years and under.</p> <p>The Library Service commissioned a brand new play specifically tailored for library spaces as part of the Children's Pop Up Theatre project. The play, <i>A Boy and a Bear and a Boat</i> was based on an award winning book by Dave Shelton. It premiered at Mansfield Central Library on 25 July and toured a further 15 libraries.</p> <p>October half term saw the second season of productions touring libraries in Nottinghamshire as part of the Children's Pop Up Theatre project. Norwich Puppet Theatre visited Beeston, Mansfield Central, Newark, Worksop and West Bridgford libraries. They presented a puppet show based on the children's picture book <i>Oddly</i> written by Joyce Dunbar.</p> <p>Running alongside performances was a series of puppet-making workshops that took place in 12 libraries across the County. Children and adults worked together to create puppets inspired by the <i>Oddly</i> story.</p> <p>The project's third production runs at Christmas; <i>A Tasty Tale</i> is an exciting re-working of Hansel and Gretel featuring live music and rich poetic language. The play will be performed in five libraries from 5 to 13 December. It will be supported by a number of exciting creative</p> |

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|               |   | <p>storytelling workshops in 12 libraries during the festive period.</p> <p>Continued programme of inspiring author visits for both family and invited school audiences to encourage reading for pleasure.</p> <p>To reinforce the reading links in our Pop Up Theatre Project. Both Dave Shelton, author of <i>A Boy and a Bear in a Boat</i> and Joyce Dunbar, author of <i>Oddly</i> visited libraries, in total speaking to around 250 children.</p> <p>Bestselling author of over 100 children's books, Jeremy Strong, visited Mansfield Central Library in June. Over 160 year 3/4 children from 4 local primary schools were entertained by his tales of how he writes and his childhood as well as hearing him read from his latest book.</p> <p>During May half term, Andy Seed, author of <i>The Silly Book of Side Splitting Stuff</i> and winner of 2015 Blue Peter Book Award for the Best Book with facts visited both Worksop Library and Mansfield Central Library. An enthusiastic family audience joined in with an interactive session full of facts, jokes and games.</p> <p>Caryl Hart visited West Bridgford Library to deliver 2 participatory family workshops based on her popular books.</p> <p>For under 5s, 40 special jungle themed Rattle, Rhyme and Roll and Story Hullabaloo sessions were held to celebrate National Bookstart week this year themed to 'Jungle Adventures'. National Bookstart week is an opportunity to celebrate the continued work of libraries, in partnership with health visitors, schools, nurseries and other early years settings to ensure that every child in Nottinghamshire receives their free Bookstart entitlement.</p> |
| 8.            | Supporting staff development and empowerment. | <p>The staff forum continues to be a useful way of working with staff to improve services and discuss future direction and development of the service.</p> <p>Frontline library staff received training on e-resources from WF Howes, our contractor for these services, to enable them to improve their use of and to promote the service.</p>   |

| Action Number | Action   | January – December 2015  |
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|               |  | Building on the Universal Information Offer, all frontline staff are being trained in using the new Universal Skills software, to support customers with Universal Credit and Universal Job Match applications. The Universal Skills software is available to all library members, supporting online applications as well as assisting with basic IT skills. |
| 9.            | Developing 'community library partnerships' (CPLs)   | A training package for Community Partnership Libraries volunteers is being developed and will be offered in existing and all new CPLs.   |
| 10.           | Developing mobile and community based library services to those who cannot visit static library sites. | <p>The 'At Home Library Service' provided in partnership with the Royal Voluntary Service (RVS) continues to develop with 300 regular customers.</p> <p>The Mobile Library Service visits 250 mostly rural communities on a monthly basis.</p>   |

7. In summary the Library Service continues to deliver its core service to a high standard and is developing the service in line with the agreed strategy.

### Other Options Considered

8. As this is a report for noting, it is not necessary to consider other options.

### Reason/s for Recommendation/s

9. The report is for noting only.

### Statutory and Policy Implications

10. This report has been compiled after consideration of implications in respect of finance, public sector equality duty, human resources, crime and disorder, human rights, the safeguarding of children, sustainability and the environment and those using the service and where such implications are material they are described below. Appropriate consultation has been undertaken and advice sought on these issues as required.

### Implications for Service Users

11. The detailed work undertaken in relation to the delivery of the strategy aims to improve the accessibility and quality of library and information services for our customers.

## **RECOMMENDATION/S**

- 1) That the update on implementation of the Strategy for Nottinghamshire's Libraries between January and December 2015 be noted.

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### **Constitutional Comments**

12. As this report is for noting only, no constitutional comments are required.

### **Financial Comments (SS 16/12/15)**

13. There are no financial implications arising directly from this report.

### **Background Papers and Published Papers**

Except for previously published documents, which will be available elsewhere, the documents listed here will be available for inspection in accordance with Section 100D of the Local Government Act 1972.

A Strategy for Nottinghamshire's Libraries – report to County Council on 15 December 2011

### **Electoral Division(s) and Member(s) Affected**

All.

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