

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

**A STRATEGY FOR NOTTINGHAMSHIRE'S LIBRARIES – ANNUAL  
PROGRESS REPORT 2016**

**Purpose of the Report**

1. To update Members on implementation of the Strategy for Nottinghamshire's Libraries between January and December 2016.

**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 from 2012/13 to 2016/17. 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 2016 in relation to the 10 key pledges made within the strategy.

<b>Pledge No.</b>	<b>Pledge Summary</b>	<b>January - December 2016</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>Partnership arrangements with Children's Centres continue at Cotgrave, Ladybrook, Mansfield Woodhouse, Misterton, Ruddington, Warsop and Bingham Libraries. Co-location, as at Bingham, leads to increased levels of business for both services.</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 continues to deliver the Families Information Service, the web presence and information store for the SEND Local Offer, which alongside the community organisations database produce content for the Notts Help Yourself website</p>

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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. The level of non-planned closures remains at 0.1% (static &amp; mobile combined).</p> <p>2.8 million visits were made to libraries during 2016 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> <li>- we consult with customers and communities in making changes to service provision.</li> </ul>	<p>The service is committed to ensuring business continuity during periods when libraries are closed for refurbishment. During Hucknall's closure period, a temporary library was opened and children's Rattle, Rhyme &amp; Roll sessions continued to run in the nearby John Godber Centre. Additional free computer access was made available through partnership with the local Methodist Church.</p> <p>During Beeston's closure period, a temporary library has opened in the Beeston Youth and Community Centre in addition to increased opening hours at Stapleford and Toton Libraries.</p> <p>A review of Beeston Library's opening hours pattern will be held prior to re-opening in Autumn 2017.</p> <p>The allocated bookfund for 2016-17 was £800,000 for new books, DVDs and other library stock material. We added over 103,000 new items to stock during the year.</p>
4.	We will <b>increase community involvement</b> in the shaping and delivery of libraries provision.	The third Community Partnership Library (CPL) at Annesley Woodhouse opened in March 2016. This library is within the Acacia Community Centre and is run on a day to day basis with volunteers and reception staff from within the Centre. Ongoing discussion with a number of potential CPLs are underway.
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 refurbished Bingham Library.</li> <li>• 2 new community meeting rooms have been created at Arnold Library.</li> </ul>

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		<ul style="list-style-type: none"> <li>The Bramley Centre in Southwell now offers 2 meeting rooms and an Art room for community use and learning opportunities.</li> </ul> <p>This year our meeting rooms have received 1,745 paid bookings from groups and organisations across the County and also been used for many courses funded by the Community Learning and Skills Service (CLASS).</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>build capacity in the sector through skills sharing and training.</li> </ul>
6.	We will be <b>modern, innovative</b> and share best practice.	Following staff training in January 10 libraries now have a regular code club. Libraries have also worked with CLASS to develop a Family Learning course on coding and robotics. Courses have already run at Kirkby and Eastwood Libraries with 10 more planned for 2017. 2017 will also see libraries loaning BBC micro:bits and Raspberry Pi's (microcomputers) as part of the coding agenda.
7.	We will provide <b>excellent customer service</b> every time, and maintain our high satisfaction levels.	<p>Adult Public Library User Survey (ages 16+) results showed overall satisfaction with the library service at 92% and 95% satisfaction with customer care.</p> <p>A Children and Young People's library user survey</p>

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		<p>is due to run in February 2017. Libraries, as part of Inspire, will apply for re-accreditation to the Customer Service Excellence Quality Standard in the new year</p>
8.	<p>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>	<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. In addition to the CPLV certificate, colleagues have developed a bespoke volunteer training programme which will be trialled with volunteers at Sutton-on-Trent CPL in the Spring of 2017.</p> <p>Fifty five collections of resources, called Memory Lane, were launched in 2014. The kits encourage interaction and communication between people living with dementia, their families, friend and carers. They have achieved 300 plus loans in 2016.</p> <p><u>Annual Readers' Day</u></p> <p>The 13<sup>th</sup> Annual Readers' Day took place in November at County Hall. Run in partnership with Nottingham Library Service, this event saw 150 adult readers enjoying a day dedicated to reading – with the chance to meet high profile authors including Sophie Hannah and Dr Jane Hawking 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><u>Jazz Steps</u></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. A regular programme of jazz evenings in Worksop, West Bridgford and Southwell Libraries continues to be successful. Over 1,800 people enjoyed the 2016 events.</p>

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		<p><u>Reading Events</u></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 writers Stephen Booth and Sarah Ward and historical fiction author Elizabeth Chadwick at a number of our libraries.</p> <p><u>Gallery Events and Exhibitions</u></p> <p>The Arts Service continued to develop and curate a range of touring exhibitions including <i>The Big Friendly Exhibition</i> launched on 21<sup>st</sup> July at Mansfield Central Library.</p> <p>As part of the Summer <i>Reading Challenge's Big Friendly Read</i> campaign, exhibits were created at a series of artist led workshops in libraries inspired by the work of Roald Dahl.</p> <p>A gallery exhibition was created by artist Jane Stockley and groups of young people from St Edmund's C of E Primary School (Mansfield Woodhouse), Asquith Primary School (Mansfield), Oak Tree Primary School and Nursery (Mansfield) and Hucknall National C of E Primary School (Hucknall).</p> <p>Using the Roald Dahl stories as a starting point the young people created giant dream catchers exploring the magical imaginative stories through art work and creative expression.</p> <p>The Reading Shed art installation was created by artist Anna Roebuck and groups of young people from New Ollerton schools: St Joseph's Catholic Primary and Nursery School, Ollerton Community Primary School, The Dukeries Academy and Forest View Junior School.</p> <p>Inspired by the creatures found in the Dahl stories and his talent for devising new words young people made 3D artwork to fill a full sized shed as an enchanting reading space for visitors to sit and complete part of the Summer Reading Challenge. Roald Dahl himself wrote all his stories from his own shed sat in an armchair and this is echoed in</p>

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		<p>the Reading Shed that has been created. Over 175 young people worked with the artists to create the exhibition and Reading Shed. The Shed theme continued through the library led Summer Reading Challenge activities with 14 medium card sheds being used creatively to encourage young readers to complete the challenge and 1,500 mini card sheds distributed with "How To" sheets for libraries (including mobile libraries) to engage visitors in reading through a craft activity.</p>
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>Programming at strategic libraries - Worksop, Mansfield Central and West Bridgford - has continued to target different audiences. The Book Awards events at West Bridgford Library for adults, engaged readers, and our programme of interest talks and jazz evenings exemplify this approach. 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><u>Cultural Engagement for Children</u></p> <p>Worksop, Newark and Arnold libraries hosted a powerful theatre performance for schools in November. <i>The First</i>, a play about World War 1 for younger audiences, is produced by The Spark Arts for Children. The Spark are Inspire's partner in an ongoing project called <i>Among Ideal Friends</i> which aims to give children, families and schools the opportunity to take part in great art and culture on their doorstep.</p> <p>250 Year 5 and 6 pupils from St Anne's Church of England Primary (Worksop), Sir Edmund Hillary Primary (Worksop), Barnby Road Academy (Newark) and Killisick Junior School (Arnold) attended their local library to see a performance.</p>

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		<p>The play tells the story of two best friends from a small town in the East Midlands and their experience of signing up to fight in the war. Feedback from children and teachers was very positive, with children reflecting on the experience of those that fought and the impact on their lives.</p> <p>Among Ideal Friends is a new theatre touring consortium developed by The Spark Arts for Children in partnership with Libraries in the East Midlands. The Spark will be touring five seasons of theatre performances and workshops to libraries in Nottinghamshire County, Nottingham City, Leicester City and Leicestershire County in partnership with Rutland, introducing theatre to children in their local communities.</p>
10.	We will continue to explore <b>new operating models</b> to provide the best possible libraries service for Nottinghamshire.	<p>Inspire, Culture, Learning and Libraries commenced service delivery from April 2016 under contract with the Council including the provision of public libraries.</p> <p>Inspire now has over 35,000 members.</p>

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

Action Number	Action	January – December 2016
1.	Investing in, developing and remodelling Nottinghamshire libraries.	<p>Hucknall Library re-opened in June 2016 following major works to repair the roof, windows, iron work, brick work and replacement of internal lighting. The library was also improved by an injection of new book stock - £18,000.</p> <p>Beeston Library closed in October to undergo a £1.2M major refurbishment to include: new roof, windows, ceiling, lights, flooring and heating system; new shelving; a re-design of public spaces including a new Arts learning room, IT innovation suite, exhibition space and meeting areas.</p> <p>Keyworth and Mansfield Woodhouse Libraries are scheduled for refurbishment in 2017.</p>

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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 Lowdham, Selston, Gotham, Rainworth, Burton Joyce and Jacksdale communities for CPLs within changed locations, whilst Misterton CPL will involve a shared location and joint delivery of services with Misterton Parish Council 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. Currently 127 volunteers are helping within libraries and whilst some volunteers are general CPL volunteers others help to provide computer learning opportunities whilst some 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.</p> <p>Health Hubs have been established in Bingham, Newark and Arnold Libraries, working with colleagues from Rushcliffe and Nottingham North/East Clinical Commissioning Groups.</p> <p>The service is submitting a bid to the Arts Council's <i>'Libraries Opportunities for Everyone Innovation Fund'</i>. One focus of this bid, which is to be submitted in January 2017, is to increase the number of hubs across the County to 12 and offer a new tablet enabled digital health information offer in all of these sites.</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 community life and stimulate cultural activity.	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 development activities and events.



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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>The eNewspaper service continues to perform well – Issues Read 21,755; Articles Read 98,622.</p> <p>Frontline staff received training on e-resources from WF Howes, our contractor for these services, to enable them to improve their use of and promote the service.</p> <p>The Art’s Council supported Public Access WiFi rollout was completed.</p> <p>Book stock and reading is actively promoted using social media.</p> <p>The new Inspire Website went live in November 2016.</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.</p> <p>Events at the Strategic Libraries this year have included: the East Midlands Book Awards event; our regular jazz programme; live literature; arts and children’s events. They have also hosted successful community partnership events for families including our Summer Safety Roadshows.</p> <p>Southwell Library continues to develop its cultural programme with music, poetry and drama events well attended and popular throughout the year.</p> <p>Highlights include the Southwell Library Poetry Festival, which remains one of the cornerstones of the County’s cultural calendar. This year’s line-up included Lemn Sissay MBE, Daljit Nagra and Kate Fox and saw over 400 people attend the four day festival.</p>

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		<p>Work is well underway planning the 2017 festival. In addition, partnerships with the Town Council and Newark and Sherwood District Council have respectively resulted in five Village Ventures productions.</p> <p>The October Bramley Festival this year saw over 1,800 people attend throughout the weekend with Ardal O’Hanlon judging the apple pie competition.</p> <p><u>‘The Big Draw’</u></p> <p>Everton and Mattersey Primary School children creatively marked the opening of Inspire: Culture Learning and Libraries, Big Draw Exhibition at Worksop Library Gallery on 18<sup>th</sup> November.</p> <p>30 young people all of whom had work in the exhibition helped Inspire celebrate by working with artists in the Library and officially opening the exhibition. The exhibition is a celebration of the talent of the County and features light up drawings from all the workshops that have been held across the County during Octobers Big Draw Festival and a film about the project by local film makers.<a href="https://vimeo.com/191956179">https://vimeo.com/191956179</a></p> <p>Inspire secured an Arts Council Grant for the Arts to extend the workshops to smaller libraries and to work with schools to run Big Draw workshops and add more amazing artworks to the exhibition.</p> <p>1,500 people participated in the Inspire Big Draw in over 30 libraries in partnership with 17 schools.</p>
7.	Maintaining and further developing work with children and young people.	<p><u>The Summer Reading Challenge</u></p> <p>Participation across Nottinghamshire exceeded all other neighbouring regional library services thanks to the enthusiasm and commitment of our staff. Over 10,690 children took part, a slight increase on last year’s number of participants. 5,993 children completed the challenge by reading six books</p>

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		<p>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. Volunteers helped in libraries giving over 1,282 volunteer hours. 49 volunteers were aged 24 years and under.</p> <p><u>National Bookstart Week</u></p> <p>For under 5s, 44 special <i>Under The Sea</i> themed Rattle, Rhyme and Roll and Story Hullabaloo sessions were held to celebrate National Bookstart week.</p> <p>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. The Early Years Team visited the Children's wards at Kingsmill Hospital with Bookstart Bear to distribute free resources.</p> <p>In February, over 600 people attended The Bump, Baby and Toddler Festival at Mansfield Central Library - a fun information event for parents of children under 5. Partners including Children's Centres, speech therapists, the East Midlands Ambulance Service and more all provided information stalls and activities for children.</p> <p><u>Nottinghamshire Music Hub</u></p> <p>In partnership with Sinfonia Viva two family concerts were held for children and families providing an introduction to classical music. <i>Out of This World</i>, a space themed concert, took place in March at Mansfield Central Library for children aged 5 – 11. <i>Flutter and Fly</i>, held at Worksop, was a storytelling and music event for children under 6. Both were sold out performances and children enjoyed meeting the musicians and having a go at playing the instruments.</p>

Action Number	Action	January – December 2016
		<p><u>Author Visits</u></p> <p>A continuing programme of author visits to libraries to inspire children to read took place in 2016. Bestselling author and illustrator, Nick Sharratt, visited Mansfield Central Library in September. Over 160 Year 3 children from four local primary schools heard how he writes his books, watched him create illustrations and joined in with renditions of his poetry and stories.</p> <p>Nottinghamshire picture book author Jonathan Emmett visited West Bridgford and Worksop libraries. Illustrator and author Chris Mould visited West Bridgford.</p> <p><u>Shakespeare 400</u></p> <p>Marking the 400th anniversary of Shakespeare's death, theatre company Box Tale Soup visited Arnold Library staging an accessible family performance of a <i>Midsummer Summer Night's Dream</i>. Mansfield Central Library held a film screening of <i>Bill</i>, the popular Horrible Histories team version of William Shakespeare's life.</p> <p>Hucknall and Stapleford libraries had a visit from picture book author and illustrator Steve Smallman. Families took part in an illustration workshop to create characters from <i>Midsummer Night's Dream</i>. Fairies and mythical creatures from <i>A Midsummer's Night's Dream</i> was also the theme for a family art workshop at Retford Library with artist and storyteller Gordon McClellan.</p> <p>Classes from two Worksop schools saw The Two Steves, who delivered a humorous presentation of their book <i>The Lost Diary of Shakespeare's Ghostwriter</i>.</p>

Action Number	Action	January – December 2016
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> <p>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.</p>
9.	Developing 'community library partnerships' (CPLs)	A training package for Community Partnership Libraries volunteers has been 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 500 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 2016 be noted.

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### **Constitutional Comments**

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

### **Financial Comments (CDS 22/12/16)**

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.

C0927