

REPORT OF THE SERVICE DIRECTOR, YOUTH, FAMILIES AND CULTURAL SERVICES

A STRATEGY FOR NOTTINGHAMSHIRE'S LIBRARIES - 6 MONTHLY PROGRESS REPORT: JULY – DECEMBER 2014

Purpose of the Report

1. To update Members on implementation of the Strategy for Nottinghamshire's Libraries between July and December 2014.

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 and 2014/15. 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 July and December 2014 in relation to the **10 key pledges** made within the strategy.

Pledge No.	Pledge Summary	July - December 2014
1.	We will invest to put libraries at the heart of their communities by maximising the use of library services and our buildings as a key face to face service of the County Council.	<p>NCC Work Clubs have now increased to 9 libraries with regular average attendances of 110 people</p> <p>In Bingham the Children's Centre will co-locate with the library in the refurbished building when it opens in January.</p> <p>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</p>

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		<p>be delivered from Beeston, Southwell, Sutton-in-Ashfield, Stapleford and West Bridgford Libraries.</p> <p>The Library Service now supports the Families Information Service and has trained local library staff to deal with face to face enquiries.</p>
2.	<p>We will provide services where people live, through an extensive network of libraries and specialist mobile libraries.</p>	<p>All 60 libraries and 3 mobile libraries are fully operational - non-planned closure was 0.2% (static and mobile combined)</p> <p>An estimated 1.5 million visits were made to libraries during July – December 2014 and there were 14,000 new members.</p>
3.	<p>We will respond directly to local needs in developing libraries and ensure our libraries meet community need. We will ensure that:</p> <ul style="list-style-type: none"> - libraries are open at convenient times - a wide range of library books and information sources are available across the network - we consult with customers and communities in making changes to service provision. 	<p>During Bingham Library's closure extra opening hours were provided at Radcliffe Library and a mobile library was open in Bingham on Saturday mornings.</p> <p>The allocated bookfund for 2014-15 is £800,000 for new books, DVDs and other library stock material.</p> <p>This has been supplemented by another £100,000 to support collection development especially with regard to the refurbishment projects at Bingham and Arnold. We expect to add over 150,00 new items to stock during the full year</p> <p>In consultation with remote rural local communities in the Collingham area including Coddington, South Scarle, Harby, Besthorpe, Winthorpe and Thorney, we are developing a new concept of library provision, Library</p>

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		<p>Access Points (LAP). These are 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. The first LAP is due to open at South Scarle in January 2015</p>
4.	<p>We will increase community involvement in the shaping and delivery of libraries provision.</p>	<p>Discussions and ideas for working in partnership for the development of community partnership libraries within the following communities have taken place: Jacksdale, Skegby, Huthwaite, Tuxford, Sutton-on-Trent, Collingham, Ladybrook, Sutton Bonnington, Misterton, Edgewood, and Annesley Woodhouse. This work is ongoing and it is anticipated that there will be a range of partnerships and agreements depending on the particular needs and capacities within each individual community.</p> <p>The move towards a new operating model for the service includes a public engagement plan which will be delivered in 2015.</p>
5.	<p>We will keep local communities and customers at the centre of all we do.</p>	<p>Libraries continue to play a significant role in the life of communities for example:</p> <p>a new community meeting room has been created in the refurbishment of Bingham Library</p> <p>the Library Service has taken on the building responsibilities within The Bramley Centre in Southwell, formerly occupied by the Youth Service. As well as supporting the continuation of youth provision there are plans to remodel the building in early 2015 and extend the range of community meeting rooms, facilities and services available to the community.</p>

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6.	We will be dynamic, innovative and share best practice.	<p>Nottinghamshire Libraries continues to play an active part in regional and national networks.</p> <p>The Arts Council funded project Libraries for the Future is being delivered at Mansfield Library, with workshops and the creation of a digital art installation MILO (a Mega Intelligent Learning Organism).</p> <p>In November 2014 Nottinghamshire Libraries migrated to a new library management system in the first stage of a new East Midlands partnership arrangement. The new consortium will extend and improve access to a wider range of materials for customers, cater for a universal library membership across the region, and will also reduce maintenance costs substantially.</p> <p>The option to extend our current joint contract with our main stock suppliers for the period 2015-17 has been taken. In partnership with Derbyshire, Derby City and Nottingham City, this arrangement provides advantageous terms and prices for stock supply and enhances the effective spending power of the bookfund.</p>
7.	We will provide excellent customer service every time, and maintain our high satisfaction levels.	<p>In October/November 2014, our Children's and Young People's Public Library User Survey received over 1,100 responses with overwhelmingly positive feedback:</p> <ul style="list-style-type: none"> • 91% rate the Library Service 8/10 or above • 92% rate staff helpfulness 8/10 or above
8.	We will ensure that libraries contribute to positive social, economic and educational outcomes for individuals,	The Apprentice Programme continues to be successful and several former apprentices are now employed within the service. The service has 4 new

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	communities, local business and culture in Nottinghamshire.	<p>placements for 2014/15 as well as continuing to support another 6 who are finishing their placements.</p> <p>Southwell Library continues to develop its cultural programme, including Village Ventures events in partnership with the Town Council, jazz evenings as part of the Autumn Jazz programme and local community groups who put on numerous events including, in October, a trio of plays from The Southwell Theatre Group. The library hosted the annual Bramley Apple Festival in October and 1,500 people enjoyed a range of activities including apple pressing, a ceilidh and poetry and painting competitions. In November a partnership with Lowdham Bookcase resulted in a visit by world renowned novelist Jodi Picoult who talked with and signed books for over 150 visitors.</p> <p>The Big Draw, an annual campaign to encourage people to draw, was again supported by Nottinghamshire libraries. We commissioned the arts team at Rufford to create an activity that would result in an exhibition of artwork produced by library customers to tour library galleries. The "Future Fields" exhibition is on tour from 8 November until 24 February and will then be divided up and displayed in several smaller libraries.</p> <p>We also joined the Rufford activity creating poppy seed head sculptures which would be scattered in gardens and lead to the growth of a "Future Field".</p> <p>Other libraries ran their own activities for Big Draw, including a Bramley apple mural and a poppy dedications wall. In total 37 libraries took part in the Big Draw with approximately 1,480 people taking part.</p>

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9.	We will continue to develop new audiences for our libraries by exploiting the use of customer insight data and by adopting a targeted approach to our cultural programmes.	<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 successful Southwell Library Poetry Festival was held in Southwell Library, with highlights including Helen Mort. A sell out Readers' Day in partnership with Nottingham City Library saw renowned authors Sathnam Sanghera, Rose Tremain and John Harvey join readers from across Nottinghamshire to share and celebrate reading.</p> <p>The autumn/winter programme of jazz is being delivered at Worksop, West Bridgford and Southwell Libraries.</p> <p>The Library Service has successfully applied for Arts Council funding through their Grants for the Arts Libraries Fund to develop high quality, fun, imaginative and accessible live theatre in libraries for children aged 5 – 9 years and their families including the commissioning of a new play based on a contemporary children's novel bespoke to library settings. We will target both new and existing customers to develop our audience base and specifically engage with children in areas of deprivation and looked after children. The programme will roll out through 2015</p>
10.	We will continue to explore new operating models to provide the best possible libraries service for Nottinghamshire.	<p>The outline business case approved by Full Council on 27 February 2014 supports the development of an arm's length operating model for public libraries.</p> <p>Cultural Service transformation board has been established to progress work to deliver the agreed business case.</p> <p>Progress reports presented to Culture Committee at its June and October</p>

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		meetings Cabinet office support has been secured to support the process

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

Action Number	Action	July – December 2014
1.	Investing in, developing and remodelling Nottinghamshire libraries.	<p>Bingham Library and Children's Centre will re-open in January 2015 following major refurbishment. The new-look library offers improved layout and facilities, including a meeting room available for community groups to hire.</p> <p>Plans to open up the ground floor space as part of the library at Sutton-in-Ashfield - creating a library presence in the shopping centre as well as increasing accessibility.</p> <p>Arnold Library will close in January 2015 to undertake a major refurbishment and building project.</p> <p>Sutton-on-Trent Library re-opened at the end of October following a six week closure for essential structural repairs to the floor. During the closure period the library was also reorganised and redecorated to enhance the library offer. Public response within the village has been very positive.</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 locations throughout the County. Initial discussions are underway with Jacksdale Community Centre about co-locating the library.</p>
3.	Providing resources and access to services in partnership with local communities and customers.	<p>All frontline staff are currently receiving national Universal Offer training to improve their skills using digital information resources so that they can help customers access more on-line services.</p>

Action Number	Action	July – December 2014
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.	<p>The Library Service's core offer was reviewed this year to ensure that we are continuing to provide a responsive service which meets objectives. 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</p> <p>Libraries continue to support 170 book groups and other reading activities for adults and children, including Bookstart</p>
5.	Maximising the use of new technology such as e books and self service.	A new e-newspaper service has recently been launched to supplement our existing e-books, e-audio books and e-periodicals services. Registered library members now have online access to all national UK newspapers, a range of local titles from around the country and many in other languages from around the world
6.	The further development of planned cultural, heritage and learning programmes.	<p>The strategic programmes continue to be developed in Worksop, Mansfield and West Bridgford Libraries. A series of family events took place over the summer, including a fantastic football event at Mansfield in partnership with Mansfield Town FC, and Summer Safety Roadshows with the fire, police. East Midlands Ambulance Service, the Ambulance Heritage Society and NCC's Road Safety team.</p> <p>Events to commemorate the centenary of World War 1 have taken place across the library network, including Arnold at War, a week long local studies event in partnership with the Arnold Local History Society.</p> <p>Over 350 people attended a range of WW1 themed events and displays at Hucknall, Kirkby and Sutton in Ashfield</p>

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		<p>Libraries.</p> <p>The Libraries for the Future project has engaged people of all ages with new technology at Mansfield Central Library. Plans are underway to involve other libraries by April 2015.</p>
7.	Maintaining and further developing work with children and young people.	<p>This year's Summer Reading Challenge ran from 12 July until 7 September. Over 9,600 Nottinghamshire children took part in the challenge with 55% of these completing the challenge by reading six library books during the holidays.</p> <p>Summer Reading Challenge Volunteers, age 14 years upwards, were recruited in 19 of the busiest libraries. In all 103 volunteers were recruited to support children on the reading challenge, by listening to children talk about the books they have read and hand out the incentives and rewards. Volunteers gave over 1,700 hours of their time over the six week holiday.</p> <p>Jamie Thomson, author of numerous children's and adults books, visited Mansfield Central Library in October. Over 170 year 5/6 pupils from local schools (Sutton Road and St Philip Neri) were entertained by Jamie's impressions of the Dark Lord. The visit was part of an ongoing programme of library author visits to promote reading for pleasure.</p> <p>Kirkby-in-Ashfield and Sutton-in-Ashfield Libraries were among 200 libraries across the country to take part in Good Morning Britain's 'Just Read' giveaway. The Just Read campaign, supported by The Reading Agency (a leading, national reading charity) and children's publisher Puffin, aims to encourage parents to spend 10 minutes reading with their children every day. Kirkby and Sutton were each able to give away</p>

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		<p>50 copies of the bestselling book <i>Diary of a Wimpy Kid</i> by Jeff Kinney.</p> <p>A series of workshops for children were held in libraries during the October half term holiday. Author and illustrator, Lynne Chapman, hosted workshops at Worksop, West Bridgford and Mansfield Central Libraries, while illustrator Jo Litchfield led a workshop at Newark Library. There were also four story and craft sessions at Arnold, Beeston, Hucknall and Kirby-in-Ashfield Libraries. Over 200 children participated in the 9 sessions during the week where they were inspired to draw their own characters from their favourite stories.</p> <p>A range of events, including a digitally themed summer school, were held at Mansfield Central Library as part of the Libraries for the Future project, bringing in new audiences</p> <p>Successfully attended Young People's Reading Development events held at the 3 Strategic Libraries. Plans to extend into other large libraries to engage with these audiences.</p>
8.	Supporting staff development and empowerment.	<p>The staff forum continues to be a useful way of working with staff to improve services.</p> <p>All Librarians and Archivists are currently completing a development programme (by March 2015) to update current skills and provide skills for the future.</p>
	Developing 'community library partnerships' (CPLs)	<p>Volunteering in libraries has been maintained and is seeing a gradual increase.</p> <p>Community Partnership Libraries are developing in several locations, A full report on progress was presented to Culture Committee on 3 June 2014.</p>

Action Number	Action	July – December 2014
	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 312 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 crime and disorder, finance, human resources, human rights, the NHS Constitution (Public Health only), the public sector equality duty, safeguarding of children and vulnerable adults, service users, sustainability and the environment and ways of working 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 July and December 2014 be noted.

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Constitutional Comments

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

Financial Comments (KLA 15/12/14)

13. There are no financial implications arising as a direct result of this report.

Background Papers and Published Documents

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 2012

Electoral Division(s) and Member(s) Affected

All.

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