

## South Gloucestershire Library Service Annual Report 2015-2016

This report summarises the work of South Gloucestershire Libraries in 2015/16, it highlights the impact we have had on communities and individuals.

### Reading and literacy

**Vital statistic** 1.1 million books issued

**Cadbury Heath Library** 35,236 books issued

#### Time4Reading

This year the service has been working across South Gloucestershire on the Time4Reading project involving schools (primary and secondary) and the wider community. Schools have developed an award scheme to reward schools who achieve certain criteria, see [www.southglos.gov.uk/time4reading](http://www.southglos.gov.uk/time4reading)

#### Children reading

The work with children and the encouragement of children to read makes South Gloucestershire one of the leading authorities – more children took part in the Summer Reading Challenge per capita than any other library in the South West. The service does work with all ages from pre-school children to teenagers, 44% of books issued are children's books. The Concorde book Award is becoming a highly prestigious award and this year's ceremony was an exciting affair.

Parents said 'The Summer Reading Challenge was a brilliant idea. As my son has just started reading at school this really encouraged him to want to continue during the holiday'. Children said 'It was good fun and it made me a super reader'.



#### Adult reading

To mark the Rugby World Cup libraries supported the regional reading passport, this opened doors to working with Bristol Sport through a longer term relationship both in schools and libraries.

The high profile events and activities are complimented by work within all the communities in engaging people with reading both within the library and in community settings.

In June the LibrariesWest consortium expanded to include Dorset and Poole providing users with a range of 2 million books to choose from.

### Information service

**Vital statistic** 140,000 enquiries

**Cadbury Heath Library** 8,814 enquiries

Libraries provide access to information, they are often the first place people will go to for help and staff are able to either provide the answer or refer to another agency or resource. For details of the information service see <http://bit.ly/1rCICEJ>.

A resident with sight problems was finding it difficult to apply for Homechoice housing via the website, after assistance from library staff they are now in a house much more suited to their needs. A gentleman on a visit from Australia researching family history was delighted to locate the church his ancestors were most likely buried in after a conversation with staff.

## Digital literacy

**Vital statistic** 137,000 hours of usage of the computers

**Cadbury Heath Library** 7,978 hours of usage

**Digital inclusion** is a priority both at local and national level and the service working with Community Learning has trained staff and volunteers to deliver a consistent offer to people wanting support with IT. With the increasing channel shift in all organisations access to IT and staff to support is becoming critical for the success of the digital inclusion plans.

The service was successful in receiving a grant to promote online access and worked with the other community groups in South Gloucestershire to promote access to IT.



Ms R joined the library so she could learn how to use a computer to apply for jobs online and set up an email account. Initially, she did not have much confidence and found it quite a challenge, however with help and support from staff she is now a confident computer user.

## Health and wellbeing

**Vital statistic** 4,000 Books on Prescription titles borrowed

**Cadbury Heath Library** 170 borrowed

Reading is healthy in its own right but libraries have continued to develop a series of books for specific conditions under the Reading Well Books on Prescription project – this year the dementia collection was launched which included stock for carers, and people experiencing dementia. In addition staff were trained to become health champions in each library. This complements the dementia and mental health arts project and memory cafes hosted in libraries.



A borrower confided in one of Cadbury Heath Library's health champions that ongoing sleep problems were really beginning to affect their life. Our health champion suggested that a talking book to listen to whilst trying to sleep could help them relax and unwind. She continued by reserving a meditation CD and suggesting some gentle exercise to really tire them out during the day. A few weeks later they spoke again and the borrower reported experiencing improved health and wellbeing as a result from some simple suggestions, and went away with more – walking leaflets and large print books.

## Learning

**Vital statistic** 16,667 hours of formal learning

**Cadbury Heath Library** 1,516 hours.

*'There is nowhere quiet to study at home, this is the only place I can come to really focus'*

*A student uses the library regularly often all day as she can plug in her laptop and use the Wi-Fi for free.*

Libraries promote lifelong learning, self-improvement and social mobility and play an important role supporting the educational curriculum with reading for enjoyment. They provide both formal learning programmes working closely with Community Learning and local colleges and informal learning opportunities with people developing their own skills and knowledge through use of IT and books. The service works closely with UWE where users can use their library card to access high level stock. The library workforce provides users with essential support to get the most from available learning opportunities.

They also support the economic growth of the area through providing volunteer opportunities and providing a touch down base for local workers. One gentleman regularly uses this (and other libraries) as a temporary office using the Wifi and taking mobile phone calls. This means he has no office overheads.

## Culture and creativity

**Vital statistic** 9,600 adults and 65,000 children attended events in libraries

**Cadbury Heath Library** 1,135 adults and 4,872 children attended events

Libraries enrich the lives of individual and communities through the provision of events, activities and exhibitions helping people gain a sense of place and take pride in their neighbourhoods and communities. The Discover Festival is a major part of our promotion, festival highlights at Cadbury Heath Library included Book Art crafts, Great Reading Adventure Afternoon Tea and getting to grips with tablets and smartphones. The service also supports national weeks to raise the profile of specific issues such as British Science Week, World Mental Health Day and World Book Night.

## Community

**Vital statistic** 917,743 visits

**Cadbury Heath Library** 31,639 visits

Libraries are valued safe and neutral spaces where people of all ages are welcomed and participate in a range of activities. The stories behind the visits are powerful testimonies to the value of libraries – *the shy child whose confidence has grown exponentially with the mother attributing this to the half hour Rhymetime sessions, the first time I.T. user in tears during a 1:1 computer session now comfortably accessing our computers, the lonely widower now knowing he can come in any time and just sit and have a chat.* Being based in most main communities enables the service to host the delivery of other services, we work in partnership with Community Learning, Public Health, DWP, and various voluntary sector groups enabling to work with local communities. At Cadbury Heath Library we work closely with Juice Community Project, Sports Pound, The Batch Community Centre, primary and secondary Schools and early year's settings including Cadbury Heath Children's Centre.

In addition libraries can be hired by community groups to ensure use of the building is maximised – users of Cadbury Heath Library have included Community Learning, Cadbury Heath Children's Centre and the NCT for a one-off meeting.