

Kingswood Library 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

Kingswood Library 65,193 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

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.

A parent said about the Summer Reading Challenge: 'Both boys loved it. This annual challenge has really nurtured their love of books and reading. Excitement levels run very high come the end of July!' Children said 'I loved it because I could read any book' and 'It was fun. I want to do it again.'



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

Kingswood Library 14,339 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 customer wanted some legal information about rights of way. With the help of the enquiry line we were able to provide the customer with all the information she required. Another man wanted to contact his father (he had lost touch with him) but knew he lived in the midlands. We were able to supply contact details. Another customer wanted information about mobility scooters and we were able to provide Which? Reports and other information.

Digital literacy

Vital statistic 137,000 hours of usage of the computers

Kingswood Library 14,583 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.



Mrs B bought a low cost laptop through the recent council scheme. She had no idea how to use it but after several sessions with one of the library's IT volunteers she is now feeling far more confident. Another gentleman who also recently bought a laptop has had several sessions with an IT volunteer and has enjoyed them so much he has booked further sessions.

Health and wellbeing

Vital statistic 4,000 Books on Prescription titles borrowed

Kingswood Library 269 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.



Culture and creativity

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

Kingswood Library 385 adults and 3,404 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 Kingswood Library included a photography workshop, a concert with Kingswood Winds and family history sessions. 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.

Learning

Vital statistic 16,667 hours of formal learning

Local students regularly use Kingswood Library as a quiet place to study and others regularly use the Wi-Fi to access information, sitting in a quiet corner where they can concentrate. We have also shown school students revision websites which could be useful.

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 Wi-Fi and taking mobile phone calls. This means he has no office overheads.

Community

Vital statistic 917,743 visits

Kingswood Library 73,368 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 – an elderly lady in Kingswood whose husband has dementia walks to the library regularly in order to have a break. She chooses her books and talks to staff and she's said that coming to the library is the highlight of her week. Another customer injured her eye and was told by an optician she immediately needed to go to hospital. She didn't have a mobile phone or car so she came to the library where we let her call her husband and called an ambulance for her. Afterwards she commented that she wouldn't have known where else to go for help. A young man with severe visual impairment asked if he could do work experience in the library. We agreed and he liked it so much he came every week for three and a half years!

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 Kingswood Library we work closely with the local Job Centre and Community Ignite, who provide a jobs club in the library on Thursday afternoons, and also with The Park Centre who advertise their courses in the library. Councillors and various health organisations hold surgeries and advice sessions.

In addition libraries can be hired by community groups to ensure use of the building is maximised – users of Kingswood Library include a local church, Community Ignite and the National Childbirth Trust.