

Thornbury Library Users Group

Minutes of the LUG meeting held on Wednesday 15th June 2016 at 7.00pm

Present: Benj Emmerson (Chair), Sue Lloyd, Leigh Allen, Karen Carrington, Kate Hand, Ann Lewis, Delia & John Poulton, John Abraham (Operations Manager) and Rebecca Furness (Librarian)

1. Public session: None

2. Apologies: Cindy Titcomb, Shirley Holloway, Clare Fardell

3. Correspondence – Rebecca received Thornbury Town Council's letter of 18 May 2016 confirming that at the Council AGM (held on 3 May 2016) Cllr Benj Emmerson was appointed as its representative by Thornbury Library User Group for 2016-17. Benj also reported that Cllr Clare Fardell replaces Cllr Shirley Holloway as South Gloucestershire rep.

4. Matters arising from the minutes of the last meeting, held on 17 February 2016: None

5. Update on the Library Service Review

The first phase of consultation on the Library Service review closed on May 13th. There were over 3,000 responses and this data is still being inputted ready for a report that is due to be presented to the Environment and Community Services Committee at 2pm on Wednesday 7th September. Proposed venue: The Armstrong Hall and members of the public are welcome to attend. The report should be published sometime at the end of August and will be circulated to user Group members.

After the Environment and Community Services Committee meeting in September there will be another 3 month public consultation on the Library Service Review and a final decision will be made in January 2017 with plans in place by beginning of the new financial year April 2017 with implementation on 1st October 2017.

Martin Burton, Community Cultural Services Manager is in the process of exploring any expressions of interest from interested bodies who have ideas for future provision of library services following the proposed reduced funding as noted in the consultation.

6. Librarian's new annual report. This was presented and the feedback on the new design and layout was positive. A few matters for attention were spotted – a couple of typos to be corrected and a figure to double-check re no. adults attending events in the Culture and Creativity section. The headings of this report mirror the seven purposes as proposed under a new national library strategy under headings such as reading and literacy, community and learning which John explained in more detail later in the meeting – minuted under AOB.

In addition to the annual report, Rebecca highlighted events and activities which have taken place since the last meeting, as follows: Thornbury Arts Festival Saturday Box Office in the library (14 Feb-16 April); Jewellery making workshop (12 March); Walk This Way event promoting walking and new OS maps (16 April); World Book Night (23 April – 32 books given away from inside Hawkes House, each containing a promotional message about the library); Shakespeare 400 Celebrations including Witches & Fairies children's storytime (23 April); ongoing monthly outreach visits to Jigsaw Thornbury's Saturday toy library.

Benj commented that it was surprising how many events the library is able to hold and how many projects are delivered working in partnership with external groups. Rebecca paid tribute to the dedication of the excellent team at Thornbury Library, without whom this work would indeed not be possible.

Statistics – Rebecca described how libraries are evolving and how this is apparent at Thornbury Library. There are many different types of user and reasons why people come to the building. Traditional users still borrow print books – and this is evident from the stats e.g. increase in Large Print loans. Map issues have also increased, DVDs (since the April 2015 price reduction) and issues of music scores – which are especially popular with so many music groups in the area. The most apparent area of growth is the use of WiFi, with many people using us for internet access on their own devices, smartphones, tablets and laptops. We do not currently have a statistic for the number of users or hours of WiFi usage at Thornbury Library. These users are currently only recorded as footfall. Hopefully this information will be available in the future.

Upcoming events: Carnival Fringe Week ‘Mindfulness at the Library’ (25 June – 1 July); Summer Reading Challenge assemblies – promotional visits to 13 local primary schools aiming to speak to every primary school child in the vicinity; volunteer recruitment for the Summer Reading Challenge; final stages of planning for this Autumn’s Discover Festival (including ZooLab 24/9/16, craft drop-in 15/10/16 and an evening with best-selling author Jane Shemilt 19/10/16).

Materials for this year’s Summer Reading Challenge: ‘The Big Friendly Read’ were passed around. The challenge marks the centenary of Roald Dahl’s birth (13/9/16) and features the artwork of Sir Quentin Blake.

7. Update on new Library Management System

Rebecca paid tribute to the hard work and dedication of the staff team for the substantial effort involved in using the new system. It has been very tiring as routine tasks which were previously second nature now require much thought. Eventually the new system itself will become second nature, although this is some way off. It is difficult for customers to appreciate the level of challenge involved as the change for them is hopefully indiscernible. Everyone on the staff team has been supportive of each other, which is fantastic.

New LibrariesWest website offers an improved user experience with many new features. We passed the iPad round the meeting to show the new LibrariesWest website homepage, which includes a Twitter feed on the right of the screen. Customer PINs can now be retrieved through automated email password reset – an important feature which was not available on the old LibrariesWest website. The app is now also connected to new website.

Stock can now be borrowed from across 7 authorities – including Poole and Dorset.

8. Any other business

John - National library news – In December 2014 the Government published William Sieghart’s “Independent Library Report for England” which called for clear local decision making and a national strategy to secure the future of public libraries in England.

https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/388989/Independent_Library_Report-18_December.pdf).

To this end, a consultation has just finished to map out this strategy “Libraries Deliver: Ambition for Public Libraries in England 2016-2021”. This sets out a vision of the value and impact of libraries with a national network that delivers transformation and progress for people, communities and the nation. Each library having seven main purposes: culture and creativity, reading and literacy, digital literacy, economic growth, community role, learning, health and well being. South Gloucestershire Libraries will reflect this in the work we do and it will inform our local service planning and how we relay information about our work to both local and national government. <https://www.gov.uk/government/consultations/libraries-deliver-ambition-for-public-libraries-in-england-2016-2021>).

The final strategy document is due in the summer.

At the same time “Universal Offers” have been drawn up by the Society of Chief Librarians (SCL) and partners including The Arts Council and The Reading Agency. The five key areas of service they have identified as essential to a 21st century library service are: Reading Offer, Information offer, Digital offer, Health offer and Learning offer. (See <http://goscl.com/universal-offers/>) These define a common core standard of delivery that can be expected across all library authorities and again will be reflected in the work we do locally.

An annual report, as noted above, is currently being written for each library that refers to the seven main purposes noted above and a copy of this report will be available for the Library Users’ Group at the same time it is sent to local councillors and other interested parties.

Karen

- Concorde Book Award 2016 winner was Emma Pass for ‘The Fearless’. Marlwood students attended the awards ceremony at Bristol & Bath Science Park in March. Nominations are now open for the 2017 Concorde Book Awards.
- The #Time4Reading project has been a great success in schools, so much so that it is set to continue beyond the one year originally planned with the introduction of a new Platinum Award. To mark the first birthday of the project Marlwood School are hosting a celebration on 6 July, inviting groups of attendees from local primary schools for a morning of celebration including writers The Everington Brothers. At midday everyone is invited to drop what they are doing and indulge in some Time4Reading of their own, wherever they are. The Chair of South Gloucestershire Council is due to attend the celebrations at Marlwood and press coverage is expected.
- Karen offered valuable feedback about the #ShelfHelp books on prescription scheme for teens and young people, which has been promoted widely to students in all local secondary schools. Karen indicated that staff are very impressed with the scheme especially that it offers an unobtrusive way for young people to find self-help information and that fiction is included along-side non-fiction titles. Young people’s mental health & wellbeing is a priority for secondary schools and so this resource is timely and welcome.

Rebecca – highlighted the South Gloucestershire Libraries social media accounts on [Facebook](#) and [Twitter](#) Please consider following the accounts which are updated regularly with latest news & service information. We are able to reach many people through social media who might not otherwise realise what’s available at their library, how it might help them or be of interest.

Late news, after the meeting: Karen confirmed that the Guinness World Record attempt for the largest literature quiz (which Marlwood School were involved in as part of World Book Day celebrations across the country) was a success and is now an official Guinness World Record. Many congratulations to everyone involved!

8. Date of next meeting & AGM: Wednesday 5 October 7pm at Thornbury Library