

Scrutiny – Update on Libraries

October 2016 – Draft 1

Overview

Our current vision:

What we want to achieve in Bristol is a vibrant and sustainable network of libraries which will better respond to the needs of more of our citizens and provide additional and relevant services to all our communities, with a particular focus on those in our city who experience more challenges and have less access to opportunities. (Cabinet Paper September 2015)

The library services wishes to increase the numbers of people using the service and the buildings, and we need work with other partners to make the buildings and services more relevant to communities.

Our current vision is built around 6 principles:

1. Libraries at the heart of the community
2. Libraries helping locally
3. Working together with Communities
4. Better digital technology
5. Invest in staff
6. Core and local offer

The final cabinet paper in September 2015 specified we work towards these principles by completing the following projects:

- Upgrade 8 libraries to superfast 100 Mbps speed
- Upgrade all the public computers
- Upgrade the printers
- Recruit 3 Library Development Officers - 1 for each area
- Recruit a Volunteer Coordinator to work citywide
- Close Eastville Library on March 31st 2016
- Open a new library in Lockleaze
- Change the opening hours as agreed by Cabinet from April 2016
- Complete a staff review
- Start a volunteering programme
- Join Learning City with hubs at Junction 3 and Hillfields
- Implement a new library management system

All of this has been achieved.

Developing the Service

Bristol Libraries are working with a number of initiatives that complement our core offer. Our four core themes of Education, Learning, Social and Economic are being developed in different areas of the city. Learning is particularly relevant as Bristol is a Learning City and 2016 is the focus year of Learning.

1. Learning City

Bristol libraries have two Learning Hubs in Hillfields and Junction 3 libraries. We are building on the relationship with Little Hayes Children's Centre to create a joint use facility in Hillfields (please see section 4.6).

2. Volunteering Programme

We have 250 volunteers registered and they are working with us on Storytime's / Baby bounce, computer support, reminiscence groups with Museums, events management, Chatterbooks (reading groups for children), and a volunteer Blog.

The volunteering programme is a combination of library specific roles and working far more effectively with partner organisations to deliver volunteering opportunities in libraries or using libraries as venues to deliver "added value" to what is on offer in and around our buildings. At the time of the last review in 2015 we were specific that volunteers would add value to the service and not replace or compromise paid roles. In the future this may be reviewed with considerations of community run libraries and volunteers working to extend library opening hours. However these are future options. A list of current volunteer roles and opportunities is attached as Appendix One.

2.1. Code Clubs

The Code Clubs have gone from strength to strength and we now have them at the Central Library, Southmead, Shirehampton and Junction 3 as we match volunteers with sites. New clubs started this September and they work through a program of 12 weeks. We have waiting lists of children eager to join. We anticipate 10 clubs in libraries by the new year.

2.2. HM Revenue and Customs

We have completed a successful first round of sessions with volunteers from HMRC doing 1-1 digital support. There were an additional six sessions in September and October.

2.3. Reader Organisation

<http://www.thereader.org.uk/>

We have begun a partnership with the Reader Organisation, a charity that does exceptional work with early dementia, socially isolated citizens, those with mental health issues and returning veterans, in supportive Shared Reading groups. We have taster sessions in the Central Library, Hartcliffe, Bedminster, Lockleaze, Lawrence Weston, Fishponds and Redland. The Reader is also working with Bristol Ageing Better to deliver Shared Reading to older people in the city including the

Old Library, Eastville. We are also recruiting volunteers to help support the groups and grow the network.

2.4 Summer Reading Challenge

We have had a successful summer reading challenge this year, with 16 volunteer reading champions, giving 184 hours to help children complete the challenge based around Roald Dahl. School assemblies reached over 14,000 children around Bristol. This culminated in a presentation event with the Lord Mayor attended by children representing their schools.

3. Technology

3.1. Swipe Card/Extended Access

Building works have been mainly completed on the three pilot libraries of St George, Westbury and Stockwood to enable the installation of the new technology. This installation involves another week closure e.g. Stockwood will close for a week from December 12th, and Westbury from November 28th. We will then test the technology before launching it to the public.

Our Library Development Officers are starting a series of informal meetings and coffee mornings for customers who want to know more in the local areas.

As our project has developed, more and more libraries in the South West are also adopting this technology as a way to increase access to library building and services.

Extended access pilots will be an opt in membership process, with citizens and existing library customers offered the choice of using libraries out of hours with swipe cards. Currently all other Local Authorities using swipe cards do not opt in young people under the age of 16. We can offer access to 16-18 year olds. We anticipate that access (self-service and with staff) will be from 8am – 7pm, 9-either 4 or 5pm on Saturdays with no current access planned for Sundays. This will increase the access to the three pilot libraries - on average - an additional 35 hours a week.

The installation of this technology in three pilot libraries was agreed as an executive decision in September 2015. We have chosen three different areas, communities and buildings as pilots. The costs vary depending on the physical adaptations required and are funded by capital budgets. This mitigates against the reduction in opening hours and also enables the buildings, as community assets, to be used in a different way. We wish to evaluate the pilots and part of the evaluation will be cost vs benefit and the impact on use, different kinds of use and the experience of citizens using libraries without staff present.

4. Managing our Estate

We are exploring with partners different use of library buildings and also use as a community asset. We are actively working with some partners –and we have detailed the projects below. We are eager to explore extended use of all our libraries, but are exploring opportunities as they arise and are unable to undertake projects in every library at the same time.

4.1. Eastville

Eastville Library closed on March 31st 2016 and was re-opened by South Lockleaze and Purdown Group (SLAPG) in May. This has been a successful community asset transfer and the community group are running a very good and welcoming site. We have supported them through the donation of equipment and stock and are working with the same group – The Reader Organisation - to deliver a Shared Reading group.

4.2. Lockleaze Library

The new Lockleaze Library opened on June 14th 2016 in two rooms in the Cameron Centre, Gainsborough Square. We are working with Connect Lockleaze to manage access to their free computers. This is a pop up temporary library as we assess future sites for a permanent library. It has been very well received and the use is growing week by week

Some anecdotal feedback:

Lawrie, a volunteer with Connect Lockleaze: “It’s good that the people have a place to meet every Tuesday to socialise with the computer group. They come here to have a chat, not just to use the computer, but to stay together”

Library customers:

“Excellent, brilliant, the librarian is gorgeous! It’s really handy, especially for me. Very well located. It’s important for the community to have a library here in our area, with computers too”

“It’s small. I read 6 books in 2 weeks, but at least here I can find something to read. I would like a bigger library with more books.” (Older resident)

4.3. Bishopston

Following a review by contractors, work is now underway. It is provisionally planned to complete the building work by mid-December. We will then install the flooring and fit out the library space. We have not yet set the date for opening the new library or closing Cheltenham Road.

Cheltenham Road Library site is now up for sale.

4.4. Avonmouth

We are still working with Neighbourhoods, Community Buildings, Property Services and the Trustees of Avonmouth community centre to reach a satisfactory conclusion to improve the building layout for increased community use and income.

4.5. Central Library

Work is progressing in earnest in the basement areas of the Central Library to create the school. The next large part of the project is to build a new loading bay accessible from Lower Lamb Street. We are working with Kier and Property to minimise any impact on the public service and staff.

4.6. Hillfields

Bristol Libraries have been working with Little Hayes Children's Centre to pilot a colocation model for both services. This is part of diversifying the use of library buildings and working with partners that reach communities in different ways to the library service. This has been strengthened by becoming a Learning City Learning Hub

The space will be divided between the two services and the Children's Centre will have their own separate area, with toilets and storage facilities. In addition there will be changes to the entrance to make it safe but more open and friendly and making the library space more modern and flexible for community use. We will close from Friday 21st October for 8 weeks and hopefully re open on Tuesday 20th December.

We hope to have a reopening event to celebrate 60 years of both the library, Children's Centre and school and Hillfields will be the focus of Love Learning events in February 2017.

5. Staffing

5.1. Work of the Library Development Officers

Appendix Two is a list of the work of the Library Development Officers since the start of the year, when they were recruited in January 2016.

5.2 Unison Dispute

Following a ballot in March, Unison notified the council on intent to hold a day long strike of library assistants on April 28th 2016. We have been in negotiation with Unison and our executive leads in the intervening months.

As part of the negotiations, we embarked on a staff survey from October 3rd - November 6th for all library assistants to ascertain the current issues with hours and shifts and give staff the opportunity to discuss locally the new opening hours, usage and public feedback. This will also give teams chance to discuss possible solutions. This feedback will be valuable as we will also have data from the Citizens Panel on the new pattern of hours, at the end of November.

We expect to collate all the information from November 14th and will be meeting unison again to discuss our findings. Unison will also re-run the member survey they did in February 2016.

5.3. Staff Turnover

From April 2016 to end of August 2016:

28 leavers – 6 Redundancies from the Managing Change Sunday team, 1 dismissal, 1 ill Health Retirement, 1 casual who had never worked, 1 resignation due to relocation, 18 unspecified.

3 staff left in September 2016

1 staff left in October 2016 - however this month statistics have not yet been finalised.

6. Updates

6.1. Council Budget Consultation

The Council Budget Consultation has been launched and mentioned proposed library savings. The text reads:

Reduce the number of council run library services

We will be exploring options for community groups to run local community hubs to offer library services, for running some services from shared buildings and also develop an alternative model to run remaining Bristol City Council owned libraries as a Trust or Mutual.

The proposed savings are spread over two years starting in April 2018 to March 2020. There is a range for the savings from £720,000 to £2.2million. Our total current budget is £4.6million.

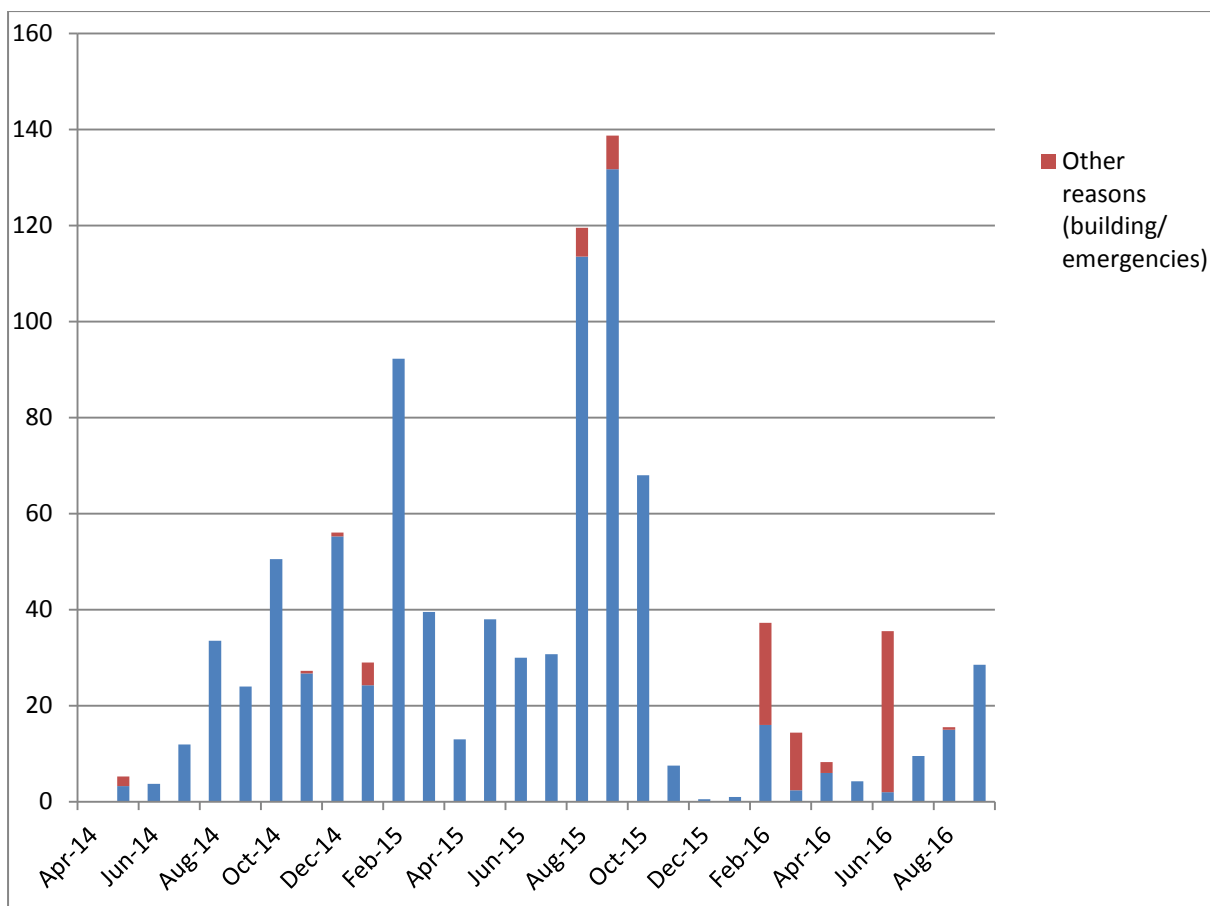
We are doing some research with the Policy Team on understanding the advantages and things to consider with mutual and trusts and the experience of other library authorities. We are also talking to other authorities about community libraries. However we are not in a position to scope options with savings yet.

6.2. Unplanned Closures

The number of unplanned closures has reduced dramatically. However we are struggling with some lunchtime closures as we are still carrying vacancies and recruiting to roles vacant from the staff review.

Current factors impacting on the frequency of staffing shortages:

- High level of vacancies following managing change – we had previously been using Fixed Term Contracts and holding vacancies, where possible, to reduce the likelihood of compulsory redundancies. This left us with a significant batch of vacancies on implementation. We are pursuing filling those vacancies as fast as we can but that volume of vacancies takes time to fill.
- Loss of weekend enhancement: the loss of weekend enhancement means that both casual staff and contracted staff are less willing to take shifts/extra hours at the weekend so those gaps are significantly more difficult to fill now.
- New structure and opening hours: the new opening hours, in response to the results of the public consultation, mean that most libraries are open for shorter sessions on more days. Alongside that the new structure was designed with a principle of minimising the number of small hours posts. Both of these decisions were made for sound business reasons; however they result in a situation where many staff are working their hours across more days and working every Saturday. A knock on effect of this is that they have less scope to pick up extra shifts to cover gaps for us because they are more likely to already be working that day.
- There is a council wide recruitment freeze but libraries have permission to fill vacancies now that would lead to unplanned closures
- Pay protection: following managing change many existing staff are in receipt of pay protection. This makes them unwilling to take up extra shifts because they won't get paid for them if it's within their pay protection level.



6.3. Free Reservations

Following a discussion at the previous Scrutiny in March 2016, free reservations were introduced in June 2016 and we have seen a 100% increase across Libraries West (as Bath and North East Somerset and Dorset also have free reservations). Customer reaction has been very positive.

7. Capital Budget £1.2m –

2015/16 - £36,203 spent on new signage for all libraries, surveys for swipe card access, a self-service kiosk for Clifton Library, new furniture for Bedminster Library and some software upgrades. The Broadband upgrade cost will be in 2016/17 but completed in this financial year.

2016/2017 – We have completed the new Lockleaze library, replaced the carpet and movable shelving in Henleaze, are finishing the enabling works for St. George, Stockwood and Westbury to install extended access pilots, will replace the main self-service printing units, and complete the complete refurbishment of Hillfields Library to collocate children centre services. We have also started a partnership with the Reader Organisation to deliver Shared Reading groups in library venues around the city, which we fund jointly with Public Health.

So far we are committed to spend of £335k this financial year.

8. Usage

The revised opening hours began on April 4th 2016 with a 25% reduction. There will be a natural change as customers change borrowing and visiting habits to the libraries. For quarter one there was a decrease of 3.1%, in the number of items issued. However, the background to this decrease is not straightforward. As well as a decrease in opening hours; a library closed (Eastville); a new library management (computer) system, and a temporary, 8-day closure of the busiest branch library (Henleaze for new shelving and carpet) also contributed to the change.

There is not a straightforward correlation between the decrease in hours and the decrease in borrowing or visiting as customers often go at different times, to different libraries. However some decrease is to be expected.

Kate Murray, November 11th 2016

Library	Previously Established	LDO	LDO Events/Other	Future Planning/In Development
St Pauls	Pre-school children's Storytime	Councillors surgeries Weekly job clubs	Information stalls Cabot summer fair. (Invitation from the school to improve joint working.) Library opening and Storytime at Sustrans Grosvenor Rd painting. Storytimes and activities at St Agnes Park Fun Day.	Special Storytime for older Children Class Storytimes for local primary school (space may be an issue with this).
Junction 3	Knit and Natter Chess Club English Conversation Club Baby Bounce and Rhyme Pre-school children's Storytime	ESOL Reading group (need identified by ESOL providers) Weekly job club	Storytime and Film showing for promotion of Museum exhibition-(part of joint working with Museums.) Special Storytimes and photo exhibition for Roma community- (identified as a hard to engage group by the Library service.) Real Economy healthy juice stall for Healthy City week. Film screenings to support Summer Reading Challenge- (partnership working with Knightstone Housing.) Workers Educational Association ESOL assessment day. (This fits with the Mayor's vision.) Tour of building by Refugee Rights and clients.	Monthly family film club (partnership with Knightstone Housing) 1 day Rights Fair (suggested by Knightstone Advisor)
Cheltenham			Consultation on new provision at	Helping organise celebrations of closing of old

Library Development Officer - East and Central - Denis Wise

Rd/ Bishopston			Bishopston.	and opening of new. Supporting development of Friends group Job club
Redland	Reading group Baby Bounce and Rhyme Pre-school children's Storytime	Support Friends Group Councillors surgeries Neighbourhood Forum	Support Consultation on possible infrastructure improvements in Library	Shares Reading group. Partnership with Church opposite on linking with Community café. Encourage local Dementia Support Group to access library resources. Enable local Secondary Schools to use Library to support their Extended Project Qualification programmes
Clifton	Discussion Group Reading Group A Little Aloud Baby Bounce and Rhyme Storytime	Support for Friends Group Councillors' surgeries.	Art exhibition as part of the Clifton BID Library as venue to purchase BID postcards (the only venue in Clifton village where these will be available)	Link with Clifton BID Xmas celebrations
St George	Reading Group Baby Bounce and Rhyme Pre-school children's	Councillors' surgeries	International Women's Day author event. (Well received by audience and request for similar in future) Special "Beatrix Potter" Storytime.	Access for Bristol Futures Academy to support their literacy programmes (requested by school who have no on-site library) Promotion and development of Extended Access pilot

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	Storytime		Photo exhibition as part of Redfest. (Clear need for the Library to link with local community activities.)	Job Club
Hillfields	Baby Bounce and Rhyme Storytime	Job Club (partnership with Childrens Centre)		Relaunch celebration Working with Childrens Centre to develop offer.
Fishponds	Knit and natter Baby Bounce and Rhyme Reading Group Storytime		Special book displays, Storytimes and participation in Fishfest. (Need for the Library to link with local community activities.)	Bristol Fiction Writers author event in December Participation in Winter Windowland
Regular networking	St Pauls Learning and Family Centre Action Group ESOL and Employment Providers Network Neighbourhood Forums Repair Café			

Library	Previously Established	LDO	LDO Events/Other	Future Planning/In Development
Henleaze	<p>BABY BOUNCE AND RHYME Storytime Reading Groups (multi) Tutors use space Class Visits Friends Group</p>	<p>Friends Group plan activities seasonally, such as Author Events e.g.: Jeff Bishop Maps talk and book launch, talk by Jenny Stephens from BOV and Garden Design in the spring next year.</p> <p>Chatterbooks, monthly junior reading group run by volunteer.</p>	<p>Regular Author Events eg: Rosanna Ley, Isobel Brum.</p> <p>The Reader.org event held at the Library.</p> <p>Work with volunteer co-ordinator to develop IT support sessions.</p>	<p>Code Club – looking at setting up a Code Club with the Volunteer Coordinator.</p> <p>Parents’ Reading Group – looking at setting one up in the new year.</p> <p>Closer links with Secondary Schools work with School Library Association to develop this.</p>
Henbury	<p>BABY BOUNCE AND RHYME Holiday craft Tutors use space Reading Group Benefits Advice Job Club Learning Communities Class Visits</p> <p>Home Service Hub (RVS)</p>	<p>Work with LinkAge (Activities for over 55s), monthly advisory group held in Library.</p> <p>Work with Move On to develop Job Club held every week.</p> <p>North Bristol Poverty Action runs weekly Benefits Advice session.</p> <p>Learning Communities run IT classes on days Library is closed.</p> <p>Getting to Know you session at Henbury School – attend to promote Home Service run by RVS volunteers from Henbury Library Hub.</p> <p>Art Exhibitions by Henbury Art Club, also at Southmead Library.</p>	<p>Pilot Write with a Bite, creative writing sessions at lunch time with LinkAge.</p> <p>Develop link with RWA and forthcoming Angela Carter Exhibition, plan free event with Reading Groups across the city (East and South and Central Library)</p> <p>Parent Carer’s possible tea parties in the Library.</p> <p>IT4U sessions run by LinkAge – develop this with an Adult volunteer from the local community, or from the School.</p> <p>Pilot Report it Online, 5-6pm Wednesday. Link with Neighbourhood Officers.</p> <p>Develop the idea of a regional launch of Shelf Help book collection at Secondary</p>	<p>Henbury School – link up with Library and plan for regular monthly visits to Library for Y7 pupils. Possible IT volunteer help.</p> <p>Work with local resident to develop links with GP surgery at Bradgate.</p> <p>Blaise Castle & Museum develop closer links after Storytime at Goram Fair. Advertise events.</p> <p>Henbury Leisure Centre to explore possibility of links with the Library.</p> <p>Code Club/Chatterbooks; advertise for a volunteer to run.</p> <p>Blaise Community Garden – develop links, possible veg stall in Library. E.g.: glut of tomatoes in the summer.</p>

			School – dev links with local surgery promoting health & wellbeing in YA.	
Horfield	BABY BOUNCE AND RHYME Storytime Holiday craft Tutors use space Reading Group Knit & Natter Group	Develop Friends Group linked with the Library. Attend Reading & Chips event at Orchard School for pupils struggling with reading.	Develop the idea of a regional launch of Shelf Help book collection at Secondary School – dev links with local surgery promoting health & wellbeing in YA. Drumming Event as part of Healthy City Week.	Orchard School – closer links. Develop YA visits to Library and possible Summer Reading Champion Volunteers in the Summer. Also possible Art Trail involvement next Spring.
Sea Mills	BABY BOUNCE AND RHYME Storytime Holiday craft Tutors use space Reading Group Reading Aloud Group Friends Group Knit & Natter Group Adult Colouring Club	Friends Group, bulb planting, hanging baskets and painting of railings (community pay back). Hold regular coffee & cake mornings on Saturdays. Brigstowe Oasis Academy – Y7 Assembly about the Library. Enable Neighbourhood Partnerships to hold first Forum at the Library – arrange for 30 chairs. Increase future bookings. Over 40 attended.	Develop the idea of a regional launch of Shelf Help book collection at Secondary School – dev links with local surgery promoting health & wellbeing in YA. Free Tai Chi Workshop as part of Healthy City week. Improve children’s area of the library, by bringing an out of commission sofa into the library – possibly re-covered by the Knit & Natter group.	Brigstow Oasis Academy – develop closer links, with YA visits to the Library and possible Summer Reading Champion Volunteers in the Summer. Sea Mills Primary School – develop links with school Library, possible Library Club, work with school governors, literacy co-ordinator and parents on this. Develop better links with the Community Centre behind the Library building. Develop the idea of a Junior Art Club
Shirehampton	BABY BOUNCE AND RHYME Storytime Holiday Craft Class visits Tutors use space Reading Group	Advertise in The Shire, the local newsletter, to promote Code Club. Attend LinkAge Advisory Group at The Tithe Barn, on day Library is closed.	Code Club after school on Fridays run by a volunteer.	Develop Friends Group to work on changes at Public Hall and Library building. Work with volunteer co-ordinator to develop Reminiscence Group – possible working with the Local History Group. Link up with the Lunch club run by the church. Link up with the Art Club.

	Local History Group			
Not Branch Specific	<p>Encouraging and working with staff on improved and themed library displays. E.g. Mental Health Awareness Week, LGBT History Month.</p> <p>Ongoing work with Friends' Groups with other Library Development Officers – request of Library Management Team.</p> <p>Assisting with Bristol Libraries Social Media accounts. Designing posters/postcards to advertise events in Libraries.</p>	<p>Attending events and festivals to promote the library service. E.g. Goram Fair, Harbour Festival – taking the library service out to people in the community and raising the profile of libraries and what they offer.</p> <p>Exploring the idea of new and different models of delivery for Libraries. e.g.: Mobile, pop up libraries – not in a building, maybe on a train or a bus that has Wi-Fi. Thereby advertising our digital offer and 24 hour Library.</p>	<p>Attending training and networking events such as Invisible Barriers – looking at ways to improve access for Libraries. Possible link with UWE to develop work around this.</p>	<p>Develop more cultural links with Bristol such as the Royal West of England Academy – and possibly work with Contemporary Artists in Libraries – perhaps to change the appearance of the Library temporarily or permanently.</p> <p>Work with the Arts Development Team on Arts Council funding.</p>

Library	Previously Established	LDO regular groups	LDO Events/Other	Future Planning/In Development
Avonmouth	None: small library	<p>Happy Reading Café – a monthly reading aloud group with a focus on mental health, in partnership with the community centre, following interest from the centre, some of its users and local mental health workers.</p> <p>Reminiscence Group (with Vol. Coord.) in partnership with the Community Centre, following their interest.</p> <p>Baby Bounce and Rhyme (organised by group manager and library assistant) following interest from local nursery group</p>	<p>Helping with a Volunteer Week event, a Make Sunday Special event and a Preparing For Winter event, promoting the service locally.</p> <p>Digital Skills Training (organised by Vol. Coord.) tackling local digital exclusion</p>	<p>ESOL – a library assistant perceives a local need and is interested in organising this</p> <p>School visits – to build up relationship with Avonmouth Primary</p> <p>Continuing to build on working relationships with the community centre, particularly in relation to its plans for conversion next year.</p>
Lawrence Weston	None: small unstaffed library		Library stalls at LW Community Farm Family Fun Day and LinkAge Wellbeing Day, to promote the service.	<p>Partnership with the farm re: nature books, in response to their request.</p> <p>Making the most of planned increase of staffed hours, e.g. starting up Bounce & Rhyme or Storytimes in the library or in local spaces. With the library being so small, taking the service to other spaces is necessary and helps with community cross-over.</p> <p>Long-term: supporting move to the Hub, if it goes ahead</p>
Lockleaze	None: small lone-working library, only opened June this year		Supporting lone-working library assistant generally, and with local promotion of the new library in	Piloting Buzz Book Club in January, in partnership with Buzz Community Café

			<p>particular.</p> <p>Children’s TV and National Wildlife Photographer of the Year ticket give-aways and displays with M Shed – co-promotion of services. This area has a low turn-out to museum events, and the Children’s TV pilot was particularly successful here.</p>	<p>Bristol Shares Reading taster sessions in January (partnership with The Reader & Buzz)</p> <p>Gardening – there is potential for it in the space, and a few local organisations have been active with their small pockets of land and are encouraging others to do the same.</p>
Southmead	<p>Baby Bounce & Rhyme and Storytime</p> <p>Councillors’ Surgeries</p> <p>Book Chat group</p> <p>Sci-Fi Book Group</p>	<p>Code club (with Vol. Coord.) because a large number of children use the library and the space is well equipped for it</p>	<p>Children’s TV and National Wildlife Photographer of the Year ticket give-aways and displays with M Shed – co-promotion of services. This area has a low turn-out to museum events.</p> <p>Table Tennis trial session in partnership with BCC Sports, in response to interest from BCC sports and the large number of young people using the library.</p> <p>Hosted two Healthy City week events (w Reader Eng. Off.) in response to their interest and local mental health needs.</p>	<p>Homework club – children often come in to do homework after school, so let’s experiment with formalising and promoting it</p> <p>Second Code Club (group is over-subscribed)</p> <p>Collaboration with Social Subscribing locally, potentially involving setting up new community groups in the library.</p>
Westbury	<p>Baby Bounce & Rhyme Storytime</p> <p>Two adult reading groups</p>	<p>Westbury Library Group – supporting the campaign group to form a library support group, whose activities so far include promoting the library locally, applying for funding for a noticeboard (at their suggestion).</p> <p>Additional storytime (organised by Vol. Coord.)</p>	<p>Local outreach re: Extended Access pilot, e.g. attending Neighbourhood Partnership Forums</p>	<p>Bristol Shares Reading pilot sessions in January (Westbury chosen as an ‘easy win’ because of volunteer interest, but chosen over Henleaze because of having less activities)</p> <p>Continue and expand on work with Westbury Library Group, including next year’s 1300 celebrations and coffee mornings planned for January to discuss Extended Access.</p>

				<p>Running a session at Happy Days with Dementia Action Alliance using library materials, at their request</p> <p>Setting up a Reminiscence Group – Westbury has an older population than most areas</p>
<p>Not Branch Specific</p>	<p>Supporting library assistants to do displays tying in with local and national themed days/weeks/months, in order to promote stock and encourage a creative atmosphere</p> <p>Ongoing work with Friends' Groups with other Library Development Officers – the groups need more support to make the most of their potential</p> <p>Working with Stock librarians to help ensure stock acquired is relevant to development work</p> <p>Assisting with Bristol Libraries social media accounts</p> <p>Setting up regular meetings between LDOs and a number of organisations involved in dementia wellbeing, to stimulate collaboration</p> <p>Attending training (Dementia Friend, Asset Based Community Development, etc), community and networking events; building on relationships with staff and active citizens; meeting with a large number of potential partners.</p>			<p>Bristol Shares Reading – continuing to promote and support the project and establish new groups.</p> <p>Continue ongoing work of releasing the potential of the overlap between libraries and their communities.</p>

Library	Previously Established	LDO	LDO Events/Other	Future Planning/In Development
Bedminster	<p>BABY BOUNCE AND RHYME Storytime Holiday craft Chatterbooks Creative Writing Group Tutors use space</p>	<p>National Carers Service Drop-in advice sessions – lots of job-seekers using computers in the library, so need identified.</p> <p>Bristol Shares Reading – group set up with The Reader; area as high for mental health need.</p>	<p>Big Sisters Exhibition – request from BCC Culture and Diversity.</p> <p>Windmill Hill City Farm Exhibition – celebration of local community history and promotion of library local studies collection.</p> <p>National Eye Health Week stall, Action for Blind – educational and health related.</p> <p>Street Libraries – linking with a new BS3 street libraries project to link up book-swap users with the library service.</p>	<p>Arts project with Wyldwood Arts - intergenerational work celebrating age and local community. Using the library space for research and activities.</p> <p>Bedminster Skills Week – providing space for careers and skills information stalls in the library.</p> <p>Christmas events – looking into carollers etc. with Library Supervisor.</p> <p>Window Wanderland – linking with local community event/festival and having displays in the library window.</p> <p>Code Club – looking at setting up a Code Club with the Volunteer Coordinator.</p> <p>Parents’ Reading Group – looking at setting one up in the new year.</p>
Bishopsworth	<p>Story/BABY BOUNCE AND RHYME/Craft Holiday craft Tutors use space Reading Group Reminiscence Group</p>	<p>Knit and Natter group – suggestion by member of staff; running well.</p> <p>Reminiscence Group – supporting established group.</p>	<p>Pilot display monitoring system – to build a picture of what stock local users prefer and how to cater to this more.</p>	
Marksbury Road	<p>BABY BOUNCE AND RHYME Storytime Holiday craft Parson Street class visits</p>	<p>Oasis Marksbury Road class visits – new local primary school.</p> <p>Gardening Group – interest from local community and Friends Group.</p>	<p>IT/Maths Support session with Price Waterhouse Coopers (with the Vol. Coordinator.) – clear need across all libraries for helping local people with IT.</p>	<p>Window Wanderland – linking with local community event/festival and having displays in the library window, working with local artist.</p> <p>Possible art project with local resident artist –</p>

	Tutors use space Reading Group Friends Group		<p>Knightstone new housing development information session – linking new and long-standing residents, and signposting new residents to the library service.</p> <p>Community Picnic with CDO – highlighting the potential for community use of the library space and garden.</p> <p>Banned Books Week event with South Bristol Toy Library and Children’s Scrapstore – request from Toy Library to use the space; community event bringing people into the library.</p>	looking at local people’s stories and how we integrate new and old communities.
Knowle	BABY BOUNCE AND RHYME Storytime Holiday Craft Class visits Tutors use space Reading Group Senior Moments Creative Writing Group	National Careers Service Drop-in advice sessions - lots of job-seekers using PCs in the library, so need identified.	<p>Big Sisters Exhibition - request from BCC Culture and Diversity.</p> <p>Girl Guiding Introduction to Library – target audience to engage and get local children signed up and using the library service.</p>	Bristol South Skyline Walk – library display in Jan with local history and reference library resources leading up to a walk led by BSSW starting at the library.
Wick Road	BABY BOUNCE AND RHYME Storytime Holiday Craft Class visits Friends Group Crafty Ladies Silver Surfers All Sorts knitting group	<p>Reminiscence Group (re-est.) (with the Vol. Coordinator) – local interest group utilising library resources.</p> <p>Parent’s Reading Group – toddlers/babies welcome. Interest raised from Unmumsy Mum author event.</p>	National Wildlife Photographer of the Year display with M Shed – co-promotion of services.	

	Councillors surgeries	Come and Sing sessions with Esther Steward – request from Esther to use space. Intergenerational, community activity.		
Filwood	BABY BOUNCE AND RHYME Storytime Holiday Craft Class visits Tutors use the space Monthly coffee morning Art/exhibition space Knitting Group	Learning Partnership West NEETs Drop-in advice sessions – LPW request to use space, fits with library problems with younger users, and area of need in local community.	M Shed exhibition promotion pilot - target areas for Museums and additional incentive and promotion to use the library service.	
Whitchurch	BABY BOUNCE AND RHYME Storytime Holiday Craft Class visits	Reminiscence Group (with the Vol. Coord.) – local interest group utilising library resources. Linked with Bristol 600.		
Stockwood	BABY BOUNCE AND RHYME Storytime Holiday Craft Reading Group Knit and Knatter group Councillors surgeries		Children’s Centre families visit – encouraging links between the library and children’s centre and registering new members. National Eye Health Week stall, Action for Blind – educational and health related. Extended access system consultation – providing information, gathering feedback, addressing concerns.	Contact the Elderly – Sunday tea party group to be established; national charity focussed on tackling social isolation in older people. Code Club – looking at running a digital skills day and setting up a club at the library.
Hartcliffe	BABY BOUNCE AND RHYME Storytime	Arts project with Wyldwood Arts – intergenerational project celebrating age, local history and creativity.	M Shed exhibition promotion pilot - target areas for Museums and additional incentive and promotion to	Bristol Shares Reading – continue to try to get a group established here.

	<p>Holiday Craft Class visits Reading Group Councillors surgeries</p>	<p>Using the library space for research and activities.</p>	<p>use the library service.</p> <p>Bristol Shares Reading taster session – as part of wider project with The Reader; area identified as one of need for mental health.</p> <p>National Wildlife Photographer of the Year display with M Shed - co-promotion of services.</p>	
<p>Not Branch Specific</p>	<p>Encouraging and working with staff on improved and themed library displays. E.g. Mental Health Awareness Week, LGBT History Month – presenting the libraries in a more modern, fun, creative light and encouraging more people to take out books and other items.</p> <p>Attending events and festivals to promote the library service. E.g. Hengrove Park Fun Day, Celebrating Age Festival – taking the library service out to people in the community and raising the profile of libraries and what they offer.</p> <p>Link with Diverse City on Two Can Toucan event at Junction 3 (originally looking at HC, but venue not large enough) – linking libraries with local and citywide festivals to bring libraries into the heart of the Bristol community.</p> <p>Looking at making libraries ‘dementia-friendly’ spaces. Working with Volunteer Coordinator – furthering libraries as safe spaces for all members of the community.</p> <p>Produced toolkits for setting up reminiscence groups, parents’ reading groups, and for running a Girl Guiding ‘induction to the Library’ session – to make it easier for other library staff to replicate the projects in other libraries across the city.</p> <p>Ongoing work with Friends’ Groups with other Library Development Officers – request of Library Management Team.</p> <p>Assisting with Bristol Libraries social media accounts and providing staff training with the</p>	<p>Early Help – linking up and promoting library services to families that they work with.</p> <p>Homeless charities – contacting and linking up to provide information about what services are accessible to people with no permanent address.</p> <p>National Deaf Children’s Society – approached by them with offer to provide training to staff.</p> <p>Bristol Shares Reading – continuing to promote and support the project and establish new groups.</p> <p>Linking with university leavers – looking at how we can promote using the public library service after graduation.</p>		

	Volunteer Coordinator.	
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Summary of Voluntary Roles February - November 2016

Volunteer Roles	Number of Volunteers	Which Library and When	Why	Progression
BabyBounce and Storytime Assisting with, or, the running of a BabyBounce Session or a Storytime Session	1 2 1 1 1 1 1	Bedminster, April Hartcliffe, March – May Junction 3, April Knowle, June Redland, April - June St George, April – Current Westbury, June – Current	Frontline staff and Library Supervisors requested support with very busy sessions. Library Supervisors requested trying different times without cancelling current sessions.	We will continue to look for volunteers to support sessions with large numbers and to trial different times and days before changing them.
Bloggers Writing articles and taking photos at our events to upload to the volunteering blog	2 2	Citywide June – Current September – Current	To create conversations between volunteers and advertise the great work they do.	Continue into next year. They are creating a timetable of who is writing what for a more consistent approach.
Chatterbooks Assisting with, or, the running of a children's book group	1 1	Bedminster, July – Current Henleaze, October - Current	Support for frontline staff at Bedminster. Responding to large children's membership.	Continue to offer the role when it is beneficial for the library users and library staff.
Code Club Running weekly clubs for children to learn coding after school	3 hosting 3 clubs 4 hosting 2 clubs 2 hosting 1 club 4 hosting 2 clubs 2 hosting 1 club 2 hosting 1 club	Central Library, February – August Central Library, September – Current Junction 3, May - July Junction 3, September – Current Southmead, July –Current Shirehampton, September – Current	Frontline staff ideas and to keep in line with the National Curriculum and current trends.	Increase the number of Code Clubs at more libraries. Also extend into other digital after school clubs such as micro:bit or minecraft.

<p>Digital Skills</p> <p>HMRC and Civil Servant volunteers introducing people to computers, tablets, laptops and the internet</p>	<p>2 8 14 13 3 8</p>	<p>Avonmouth over 2 sessions Bishopsworth over 1 session Filwood over 2 sessions Junction 3 over 2 sessions Marksbury Road over 1 session St George over 1 session</p>	<p>The Neighbourhood Team and HMRC Volunteer Co-ordinator approached us to work together to provide the service to those that need it most.</p>	<p>Sessions will be provided in libraries where the Neighbourhood Officers request the need, less support will be given by HMRC as their Volunteer Co-ordinator is becoming a part-time role.</p>
<p>Duke of Edinburgh</p> <p>Young volunteers assist a library one hour a week for 3 months helping to prepare activities and displays</p>	<p>2</p>	<p>Henleaze, September - December</p>	<p>The role was in response to Young Volunteers who were Summer Reading Champions.</p> <p>Volunteer Bristol also expressed how few volunteering opportunities were available to under 18s in Bristol.</p>	<p>Continue to offer the role when it is mutually beneficial for the library and the student.</p>
<p>Event Volunteers</p> <p>Volunteers move furniture, welcome the public, hand out refreshments and speak to people about their volunteering roles</p>	<p>19 9 1 4 7 4 2 1</p>	<p>Central over 14 events Citywide Festivals over 3 events Bishopsworth Junction 3 Henleaze St George Westbury Wick Road</p>	<p>The extra help has made it possible to run this number of events.</p>	<p>The turnover of event volunteers is high so it is important to continually recruit.</p>
<p>ESOL Reading Group</p>	<p>1</p>	<p>Junction 3, November onwards</p>	<p>Request from staff as the conversation club is so popular and there is need in the local area.</p>	<p>Continually looking for more volunteers with these skills to support work across the city.</p>

<p>IT Buddies</p> <p>Volunteers attend the library for a 2 hour slot each week. They support people with basic IT help through 1:1 bookable slots.</p>	<p>1 1 1</p>	<p>Fishponds, August Henleaze, September - November St George, November onwards</p>	<p>All Library Supervisors and many Frontline Staff have requested IT Support through volunteers.</p>	<p>Recruit more volunteers across more libraries.</p>
<p>Poetry Workshop</p>	<p>1</p>	<p>Central Library, October</p>	<p>Young Poet Laureate of Bath contacted us wanting to volunteer to inspire children in poetry.</p>	<p>Pilot went well so will organise more workshops next year in Bedminster and Junction 3.</p>
<p>Reminiscence Groups</p> <p>Monthly groups using local history books and links with Bristol Museum to help combat social isolation.</p>	<p>1 1 1 1</p>	<p>Avonmouth, October – Current Bishopsworth, June –August Whitchurch, September – Current Wick Road, August – Current</p>	<p>Partnership with Dementia Wellbeing and responding to Bristol becoming an Age Friendly City.</p>	<p>Continually looking for more volunteers to set up Reminiscence Groups in their local library.</p>
<p>Storyteller</p> <p>Oscar recreates myths and legends to produce engaging storytelling sessions for children</p>	<p>1</p>	<p>Junction 3, St Pauls, Fishponds, St Agnes Park, April - Current</p>	<p>Oscar contacted us wanting to gain more experience of storytelling with younger audiences.</p>	<p>Continue to work with him to organise these free events in libraries.</p>

<p>Summer Reading Challenge</p> <p>14-24 year olds supported children taking part in the summer reading challenge and assisted with activities over the 6 weeks summer holiday period</p>	<p>2 2 3 5 1 1 1 1</p>	<p>Bedminster Central Fishponds Henleaze Knowle Redland Southmead Westbury</p>	<p>Volunteers had been recruited in previous years to help libraries with high children's issues</p>	<p>The role will continue but work experience will also be offered at this time of year to minimise staff time spent managing volunteers</p>
<p>Volunteer Week</p> <p>Supporting our roadshow to celebrate and promote the work that volunteers do across the city from in June</p>	<p>1 3 3 1</p>	<p>Avonmouth Central Junction 3 Stockwood</p>	<p>Organised through a partnership with Volunteer Bristol, VOSCUR to increase their outreach work and celebrate our volunteering roles.</p>	<p>An extended partnership is being discussed for 2017 including Volunteer Bristol basing themselves in 4 libraries for weekly drop in sessions.</p>
<p>Work Experience Placements</p> <p>Short term placements offered to shadow frontline Library Staff and the Reader Development Team</p>	<p>1 1</p>	<p>Bishopsworth, 6 days Central, 2 days</p>	<p>To support young people, adults with health issues and anyone wishing for more work experience in a relevant field for career progression.</p>	<p>The pilots went well so these placements will be offered each term. During August 2 or 3 week placements will be offered across the city to support the Summer Reading Challenge. We will also be working particularly with Care Leavers.</p>

New Volunteer Involvement for 2017

<p>Shared Reading Facilitator's</p> <p>Reading a short story and poem aloud and facilitating group discussion for wellbeing</p>	10-20	14 groups citywide by July 2016	We have partnered with The Reader Project to produce these shared reading groups, all of which will be run by volunteers by July.	Preparation work has started with groups currently set up with The Reader staff in Bedminster and Central. The first volunteer training is 30 th November.
<p>Local History Volunteers</p> <p>Working with already digitised records and uploading the records to the Know Your Place website with basic indexing and research</p>	5-10	Training at Central Library then can be based in any library or at home	To promote some of our prints and encourage public engagement.	If this pilot goes well then there is scope to expand by asking volunteers to digitise other records.
<p>Extended Qualification Support</p> <p>Volunteers will support students from Redland Green Secondary School to research in to possible Extended Qualification subjects</p>	2-6	Redland	Partnership with Redland Green and Library Development Officer to support the school as well as showing teenagers the resources available in the library.	If this pilot goes well it could be extended with other schools who run this, or similar, qualifications.