

South Gloucestershire Libraries: annual report 2018 - 2019

South Gloucestershire Libraries: the space where people, communities & ideas grow

Libraries are a trusted community space, whose unique benefits include assisted digital access, health information, resources and services, and the volunteering and recreational opportunities they provide. *Libraries Connected Universal Offer*

People

Libraries are vital community hubs - bringing people together, and giving them access to the services and support they need to help them live better, *DCMS Libraries Deliver: Ambition for public libraries in England 2016 – 2021, Sept 2018*

A group of young people performed their own poetry at their Human Writes poetry anthology launch at Patchway Library, in association with the youth arts organisation, Boomsatsuma.

A parent from Staple Hill told us: “(the library)... means everything to me. I come here more often than I ever go to café, shops or other venues. I come here to relax, to learn, to browse, to smile at people, to read with my daughters, to ponder life, to hide from rain, play with my daughter, to read papers, to look at books, to experience stillness. It is an essential part of my life”



Photo: Boomsatsuma

Place

Libraries are building cohesive communities. South Gloucestershire Libraries received over 738,000 visits this year.

Tea, Talk & Stories groups connect people through shared reading. The groups are supported by The Reader. **Weekly coffee mornings are held at five libraries.**

Several libraries hold regular craft groups, a regular attendee told us “lovely atmosphere. I come to the Saturday craft session and wouldn't miss it”

Severn Beach Community Library opened its doors and brought the total number of libraries run by volunteers to five.

“It was a lifeline when I became a parent. Rhymetime is a place to make friends. As a family we come here weekly to pick books & for Lego Club”

People told us what the library means to them during national **LibrariesWeek**

“A place to meet people and make new friends”

“A safe, warm & welcoming place”

“An important part of the community especially for young families and elderly people”

“A quiet space that allows me to centre my thoughts, get organised and develop myself”

Resources

Libraries are utilising digital technology to empower residents and communities to complete processes and access information themselves. This helps to reduce costs and improves customer service.

Our PCs were in use for 106,123 hours. Our free Wi-Fi was used over 23,900 times.

Working with UKVI, libraries provided a national visa biometrics checking service at a local level.

Open Access hours were extended to open at 8am. Installation of Open Access was completed at all libraries, South Gloucestershire now has more libraries open 60 hours per week than any other library authority in the UK. Over 5,000 people have registered for the service & over 45,500 library visits were made using Open Access. We produced a short promotional [Video](#) to explain how Open Access works and why people may wish to use it.



"I rely on internet for emails. Have no home computer"

"Able to use computers and receive help in using them"

"Using the computers in a comfortable environment and being able to study without distraction and interruption is much appreciated"

Learning & digital skills

16,290 hours of formal learning took place in libraries

Coding Clubs for children run by Digilocal were extended to run in five libraries to inspire future generations in the uses of technology.

Children of all ages enjoyed STEM activities during British Science week including Code-a-pillars and science-themed lego clubs. Aerospace Bristol ran special science story and rhymetimes in some libraries. The feedback included: "This was a fun, interesting activity. Great to involve toddlers in science"

Information service

Enquiries – 92,120

A customer using libraries to study, observed they were:

"able to see how local people interacted with the staff. They aren't just dealing with books and research but fielded questions on rubbish collections, bus stops, internet, DVDs and entertainment and also acted as a contact point for many vulnerable and elderly people that came in."

Health & wellbeing

4,506 Reading Well Books on Prescription borrowed

Staff signposted customers to books & agencies for advice on issues such as diabetes, giving up smoking, stroke, bereavement & hearing loss

Memory Cafes are held in three libraries, offering support and company for people living with memory loss and their families

Reading & literacy

866,366 books issued

33,000 issues were made from our new eAudio & eBook service and our digital magazine selection increased to over 80 titles.

Over 3,700 Bookstart packs for babies were gifted including 271 dual language packs and 36 packs for children with additional needs.



"I like to vary my reading subjects, so coming to the library enables me to have a wide choice of books. We find new authors as well as some of our favourites. There is never a time we cannot find any books to read"

Culture & creativity

8,857 adults attended events

These included a rapid Re-telling of Shakespeare's *Henry V* by Librarian Theatre, masterclass talks by experts from UWE, Inspiring women displays plus WWII stories events
We worked with Museums for the children's Summer Reading Challenge.

Plans in 2019 include:

Family Theatre Project at Yate Library funded by Arts Council England

Cadbury Heath, Winterbourne & Bradley Stoke library celebrate 60, 50 & 20 years respectively.

Volunteer run library opens in Scholars Chase Extra Care Village

Libraries Week in October will highlight libraries in a digital world



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