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**°CLOA Case Studies: Contribution of Libraries to wider Community Outcomes**

**Summary**

1. Key to delivering a successful modern library service is a sector-led approach to improvement, supported by the Local Government Association (LGA).
2. The LGA have recently published a publication on “Local solutions for future local library services”, which shares the good practice from a series of successful LGA events for portfolio holders.  
[http://www.local.gov.uk/web/quest/publications/-/journal\\_content/56/10171/3639438/PUBLICATION-TEMPLATE](http://www.local.gov.uk/web/quest/publications/-/journal_content/56/10171/3639438/PUBLICATION-TEMPLATE)
3. Libraries are a local service and there is no one size fits all model for delivery. As a result of significant budget cuts, many councils had little option but to re-consider how to best deliver a library service to their local area. The following selection of case studies show the creativity and commitment of councils in driving better value from public services through new partnership working and co-location of libraries to deliver wider community outcomes.

Four case studies in this paper cover:

1. Libraries contributing to the wider health agenda;
2. Co-location of library services across wider arts and heritage agenda, including social care services and enterprise units;
3. Libraries providing wider community services in partnership, such as employment advice;
4. Shared services between the library and other council departments to help people with disabilities lead active lives in their communities.

**Recommendation**

Members are asked to note the case studies.

**Action**

To be taken forward by officers as directed by Members.

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**London Borough of Hammersmith and Fulham**

1. The Workzone area of the Shepherd's Bush library in Westfield is an innovative partnership between Ealing, Hammersmith and West London College, JobCentrePlus and Hammersmith and Fulham Council. The project provides a dedicated recruitment and retention service for retailers on the Westfield site and for other employers, helping them to fill their jobs locally. Individuals benefit from a range of services from financial help with childcare costs to help with job interview techniques.

**Kent Council**

2. Making the Difference is an innovative project led by Kent Libraries, Registration and Archives. Key to this project has been partnership working, consultation, projects and activities, together with staff training and appropriate stock selection. By welcoming adults with learning disabilities into libraries and working with them to develop services that meet their needs the council are contributing to the users' ability to lead active lives in their communities.
3. Since April 2010, well over 1,500 adults with learning disabilities have taken part in library activities including Talk Times, author visits, volunteering activities and work experience opportunities. Tailor made activities have also been developed to help adults with learning disabilities gain confidence when using their local library. For example in partnership with Kent Community Learning and Skills, the Passport to the Library Course has enabled participants to become confident and independent library users. Using Books Beyond Words, book groups are now held in libraries for adults with learning disabilities with little or no literacy skills.
4. Making the Difference is the winner of CILIP's Libraries Change Lives Award 2011.

**Leicestershire County Council**

5. Leicestershire County Council is redesigning its library services as a result of an independent review of the service together with its heritage and arts functions, and strategically placing cultural functions within key Leicestershire planning initiatives. Understanding at an early stage the financial challenges facing the local authority was critical and in 2010 the council commissioned an independent review of its library heritage and arts services whose

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recommendations were approved by the Cabinet. This provided the strategic direction on which to progress a number of transformational projects.

6. To date it has saved £2.26 million through a mixture of service redesign on shared management principles, co-locating services such as social care day services within a major library, and the creation of an enterprise unit to drive increased income.

**Plymouth Council**

7. Plymouth Libraries have been commissioned to provide a health information service by the Council's Adult Social Care team. They will be delivering health and social care resources, information prescriptions and using libraries for a range of support and health promotion activities. The former Public Health Resources Library is being adopted by the public library service in advance of public health responsibilities transferring to local authority control from April next year. Health experts will work with librarians to select new resources to be added to the library collections and these will be used by GPs as part of an information prescription scheme being piloted in Devon. This works through GPs referring their patients to the libraries who will then be helped to generate an Information Prescription using the NHS Choices website and the Plymouth Online Directory of local services, as well as books and other resources that will help them understand and manage their condition.
8. Library spaces and facilities will be available free of charge to a range of providers and voluntary health groups who will be running health related activities and increasing capacity of the libraries to run reminiscence work in care homes supported by volunteers. They are also running a series of health events in libraries in line with the Plymouth Public Health Calendar. In May they held Dementia Awareness Day. The library service is also expanding the current Books on Wheels service to include such things as low level home safety and welfare checks, and taking out laptops to people's homes.

**Portsmouth Council**

9. An aspiration of the council's Library Development consultation and plan was to re-site libraries to "spaces where communities gather." Following this Southsea Library and Customer Service Centre opened in 2011 to replace an under-used library in Elmgrove. This new library was built on an ex-Woolworths site in the heart of the Southsea retail centre. In the tough economic climate it enabled a vibrant cultural hub to be developed in a space which was not attracting acceptable retail offers. The new library's opening hours were devised to mirror those of the local retailers, including late opening and Sunday trading.

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10. The library offers the only public walk through between the busy shopping precinct and supermarket areas which increase public exposure, and makes access easier, to the library service. It also incorporates a Changing Place, registered on the national website to offer toilet and washing facilities for severely disabled users of the library and shopping area and an art space has been opened on the first floor in response to public interest.
11. The new library has been a resounding success: 247 new members joined in the first weekend and a further 3,700 by December 2011. The previous Elmgrove Library this library replaced delivered approximately 8.5 per cent of the total issues of loan items for the city and Southsea has already delivered over 23 per cent, replacing the Central Library as the venue with the highest issues.