

## Libraries, Registration and Archives

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**Update Report (April 2017 to March 2018)**

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## Introduction

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The major initiative completed this year has been defining a set of future ambitions for Libraries, Registration and Archives. We completed workshops for staff, have worked with a cross party group of Members, and some targeted customer and non-user focus groups. The set of ambition statements were approved at Cabinet in March.

Our major service development projects this year have seen good progress with the local councils at Tunbridge Wells and Southborough to develop the Tunbridge Wells Cultural Hub and Southborough Community Hub projects. HLF funding has been secured for the Tunbridge Wells project and at Southborough a development agreement has been agreed. The refurbishment at Tonbridge Library was completed and the library re-opened at the end of April. Mini refurbishments also took place at Charing and Swalecliffe and Bearsted library opened in its new temporary location. Working with KCC and other partners, equipment and software installations took place at Deal, Higham and Paddock Wood in preparation for the Open + pilot. We are working with colleagues in GEN 2 and infrastructure to progress collaborative projects at Faversham, Folkestone, Herne Bay, Bockhangar and Cranbrook.

An issue during the year was caused by problems with the library management system, Spydus, following a major upgrade. Unfortunately despite considerable testing across the SELMS (South East Library Management System) consortium there were major speed and functionality problems. For a period from 23 November to the end of December we did notice a reduction in issues, visits and public pc use as a result of this. Following significant work with our external provider, Civica, to correct this the system is now much improved with upgrades taking place further improvements expected with the staff IT refresh programme in 2018.

The agreed annual review of our mobile services was completed with implementation planned for June 2018.

Work is now progressing significantly on the Archive digitisation at KHLC in collaboration with Find My Past, our partner on this project, and this year has also seen the Archive Service submit its application for National Archive accreditation and begun a programme of website and IT improvements to improve services to customers.

Registration has been very busy this year with a 7% increase in ceremonies and 1.3% increase in birth and death registrations. We have also seen an increase of 2.7% of applicants for the Nationality Checking Service and 7% increase in requests for duplicate certificates.



# Executive Summary

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Nationally, evidence shows that the usage of libraries has been in decline for many years. The latest CIPFA figures\* available show that nationally issues and visits dropped by 6% and 4% respectively on the previous year. The Taking Part survey results for April—September 2017 show that face to face engagement with libraries remains static but that digital interactions are on the increase.

From 23 November 17 until the end of December our issues, visits and PC use statistics were seriously affected by the speed and functionality problems caused by the upgrade of Spydus. During the last quarter we also had several libraries closed due to refurbishment works.

Figures below relate to the full year 2017/18 and are compared to the previous year.

**Visits and issues** - compared to last year figures are down **-4.2%** and **-3.5%** with e-issues showing an increase of **+37%**

**Online contacts** - as is being found nationally these contacts are increasing with an increase of **+47%** this year. Social media shows the greatest increase.

**Wi-Fi usage** - is continuously growing with a **+18%** increase last year.

Over 216,000 people attended **events** in libraries during this year —an increase of **+2.5%** on the previous year.

Visits to **the archive search room** are down **-5%** on last year, however there were over 41,000 online contacts, an increase of **+128%**

In terms of **active borrowers** there was a **-3.9%** decrease on the same period last year. We are including actions to our 2018/19 service plan with the aim to improve this and our Strategy will also focus on this area.

**Community outreach** – there are less customers receiving our home library service with a decrease of **-8.6%**. We have reviewed our offer to make it more accessible to a wider audience and will be targeting this in the new financial year also. We have already started some new promotion on Social Media.

**Unplanned closures**— Static libraries were closed for 0.23% of the available time due to unplanned closures and mobile libraries were off the road for 4.9% of the available time due to unplanned closures excluding bad weather conditions. We are working on a strategy to improve the off road rates for mobiles.

We have now included in our Library survey results those face to face surveys we conducted in June. This has enabled us to capture the views of customers without email addresses giving us a more robust balanced result. We have reviewed the results for birth and death registration and have identified issues that customers have raised. We are working with our external providers to implement a new online booking system and working to ensure there are sufficient appointments available in busy periods. Given that a lot of Archive customers access the service remotely as well as those customers who use the search room we also survey these remote customers and results show that 92% of these customers were satisfied with the service.

Full results are detailed in the KPI Summary at the end of the document.

\*2016/17

# The Service Plan traffic light - activity at a glance

## Actions

## Outcomes

- | Actions   | Outcomes   |
|---|--|
| <ul style="list-style-type: none"> <li>Archives – generation of income</li> <li>Artisan pop-up shops</li> <li>NatWest Business start-up sessions</li> <li>Asset collaboration projects</li> </ul> | <p>Archives has generated income but not to expected targets due to our proposals for digitisation and IT development taking longer to develop. These are now back on track and we have covered the income expectations through other efficiencies in other parts of the LRA budget. Will rollover to next years service plan where digitisation will assist in the delivery of Archives income.</p> <p>Small shops were unable to satisfy public liability insurance cover problems. The project will be evaluated and closed</p> <p>Partner did not feel there was sufficient demand and as a result this will not be progressing. LRA will look at a review of its offer to businesses next financial year.</p> <p>These projects have now rolled over into 2018/19</p> |
| <ul style="list-style-type: none"> <li>Development of Customer Engagement and Marketing Strategy</li> </ul>   | <p>Working to link into the LRA ambition work but this year has seen some pilot initiatives such as Facebook promotion of service to non-users. Rolled over to 2018/19</p>   |

## Some highlights to date...

- |  |  |
|--|--|
| <ul style="list-style-type: none"> <li>Installation of RFID + hardware and software in 3 locations</li> <li>Apprentices and HLF trainees</li> <li>Digital Dens in 5 locations</li> <li>Procure and deliver archive collections management systems and digitisation of documents</li> <li>Tunbridge Wells and Southborough developments</li> <li>Tonbridge improvement works</li> </ul> | <p>Locations now ready to progress staff training and trials in 2018</p> <p>15 apprentices appointed. 4 HLF trainees now in post, 1 in Kent Archives, 1 in KCC and 2 in other archives.</p> <p>3 locations launched and running, 2 being promoted and launching in February and March 2018</p> <p>New website and system launched and contract signed for digitisation. 2018/2019 will focus on the work of digitising the key collections.</p> <p>Work progressing well with Tunbridge Wells Borough Council, Arts Council funding confirmed and Heritage Lottery Fund bid submitted. Southborough on track.</p> <p>Works completed and library re-opened in April 2018</p> |
|--|--|

**81 Activities in the Service Plan — 75 Green, 1 Amber, 5 Red**



## Kent's Digital Dens

Outcome 1—All children and young people are engaged, thrive and achieve their potential through academic and vocational education

Thanks to Arts Council funding Digital Dens are now running in all 5 locations—Gravesend, Sheerness Ashford, Swanley and Newington. Each of the locations have had training sessions for staff and volunteers and provided with the equipment to enable them to run the events. 71 events have been held across the year with 878 attendances. The response has been so good that there are waiting lists in every location.



*"I've never done coding before and now I know how to code! I'm borrowing this Beast Quest book to give myself another challenge!" (Charlotte, member of Chatterbooks Dyslexia Friendly Book Group)*

*Dad: "I told you libraries were fun"*

*Daughter: "I know that Dad, I love the library!"*

*"This is the future! It is so great that you are doing something like this, it is so advanced!" (parent)*

*"This is so good, and such great attendance" (parent)*

*"It's fantastic what you are doing here" (parent)*

*"I enjoyed it so much" (child)*

*"Amazing services and a variety for all ages, thank you so much" (parent)*

# Kent's Digital Dens

Outcome 1—All children and young people are engaged, thrive and achieve their potential through academic and vocational education

An unexpected outcome for the project is the impact it has had on the life of one of our volunteers — a volunteer at Gravesend used his volunteering experience at job interviews and has recently been made an offer of employment in an IT related job.



*When asked "What would you like to do next after this Digital Den club stops?" 9 year old Olivia replied "become a computer expert."*



*"This is a fantastic club my daughter goes she love it the teachers there brilliant and plus they learn new skills that some schools don't do" Sic (Parent)*

*"The children leant all about the circuits and other fun things. It's not just for boys!" (Parent)*

*"My son came with an open mind and hoping to learn new skills and handle some gadgets...He was delighted to be with the other like-minded kids and is looking forward to the regular club" (Parent)*



Outcome 2 — Kent residents enjoy a good quality of life, and more people benefit from greater, social, cultural and sporting opportunities

## Community Engagement

### Feedback from customers who came to the our events.

*"A really enjoyable day, nice to find out what's going on in the community"*

*"...Lots of fun activities for the children and information for adults on local clubs and groups"*

*"Excellent day, very informative fun day, signed up, thank you"*

*"Brilliant & Informative, More of these please!"*

*"Fantastic community event for all ages"*

*"children loved the talks and exhibition educational"*

*"I didn't know the library was so nice"*

*"different from what I remember libraries were like in the past"*

*"didn't realise how much libraries have to offer nowadays, will be back"*

*"loved seeing a mixture of generations"*

We have more events in the community planned for 2018 so that we can spread the word about Libraries and what we offer.

20 libraries took part in or hosted Community/Fun Days. In 18/19 we plan to do more of this.



Aylesham Event

Marling Cross Event



# Community Engagement



## **Cheriton Library took part in the local Lights Festival**

Over a weekend in February, Cheriton library took part in the local arts festival. The outside of buildings were lit up by light installations and the library was opened up for customers to come in to see what we have on offer. 1,800 people came into the library over the weekend.



## **NatWest Community Banking**

Following the closure of many bank branches we have been working with NatWest by hosting Community Banker sessions in several locations. Bank staff visit our library so that customers can meet with them to help make the transition from having a local branch to being able to cope with their banking from a distance. The bank gives customers advice and can also help them by showing them how to carry out online banking using our public PCs or by accessing our Wi Fi with their own devices.

One of the Community Bankers said "...It's been brilliant thank you for being so accommodating. The only feedback i can offer is positive re the staff who are always on hand to ask questions to help our mutual customers and made me feel welcome, so thank you" for this.

## Project Update—Meopham and Wye



*"This library is awesome. I can't wait to come again"*

*"A wonderful new library - looks great. Just what Meopham needed :-)"*

*"The new library looks very nice and the computers are really fast"*

**Feedback from Meopham customers on the new library**

### **Meopham Library**

The new library building opened on the 4 December.

Q4 data shows that issues are up 3% and PC use is up 40%

### **Wye customers said:**

*"Oh, you have been decorated. I like the new table and chairs. It encourages you to stay and read a book on the sofa."*

*"The light around the windows is lovely; it must be the fresh paint reflecting all the light (it makes the blinds look new too). Oh, a new carpet! "*



### **Wye Library**

After a refurbishment the new look library opened in April 17. Since then PC use has been up by 16% and issues are up 3%

# Project Update—Bearsted, Charing and Swalecliffe

## **Charing Library**

The library was closed for refurbishment from 23 Feb — 16 March for an update of furniture, new carpets, re-decoration and a refresh of stock.



## **What customers said about Charing library**

*"Nice and relaxing, fantastic, love the logs and hay!"*

*"Lots of new books – lovely"*

*"Like the colour, looks bigger and brighter"*

*"Love the carpet, very spacious, so much brighter"*

*"Great to have this on our doorstep"*

*"This library is one of the best things in the village"*

*"I like the little area of seating by the crime section – excellent!"*

## **Bearsted Library**

The temporary library premises at the Station Masters House opened on 20 March.



## **Swalecliffe Library**

The library was closed from 5 March to the 14 April 2018. It re-opened after a much needed refurbishment inside and out.



## **Swalecliffe customers said**

*"Lots more room for the children so bright and clean."*

*"Thank you for making it beautiful."*

*"What a lovely bright library"*

*"Wow" isn't this posh!"*



# Project Update—Tonbridge

## Tonbridge Library

After a 3 month renovation project the library reopened on 30 April. The work included re-opening the front entrance from the High Street which had been closed for decades. The inside has been repainted, re-carpeted and new furniture has been installed, including a new children's library creating a brighter, lighter, modern and more inviting space for customers to enjoy. Here is a link to a video showing some of the changes [video](#)



Shirley Sheridan, Service Manager, said: "The staff at Tonbridge have worked extremely hard in the last couple of weeks to get the library in order so it is ready for the public to come back and enjoy the service."



### Tonbridge customers said

'Lovely update-well laid out- shelving heights much more accessible. Thank you'

'Nice to see crime in a separate section.- nice and bright'

'Wonderful! Light , airy, so good to have the original opening back'

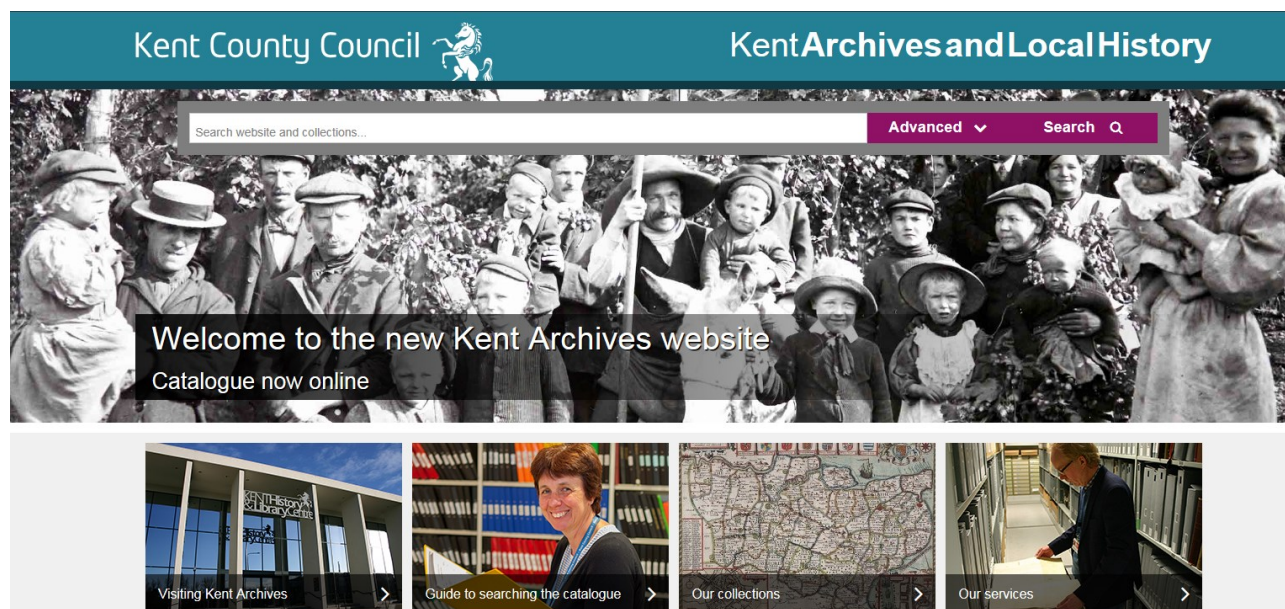
'Just fantastic. Thank you to all involved at Tonbridge'

'A great improvement-long overdue- the LED lighting is great'

'Beautiful Library. Me and my daughter enjoy all. Very lucky to have a new Library'

"Came in to the library after seeing it had been refurbished. Very impressed. Found it very welcoming and bright. Re-joined library because of it."

# A very busy and productive year for Archives



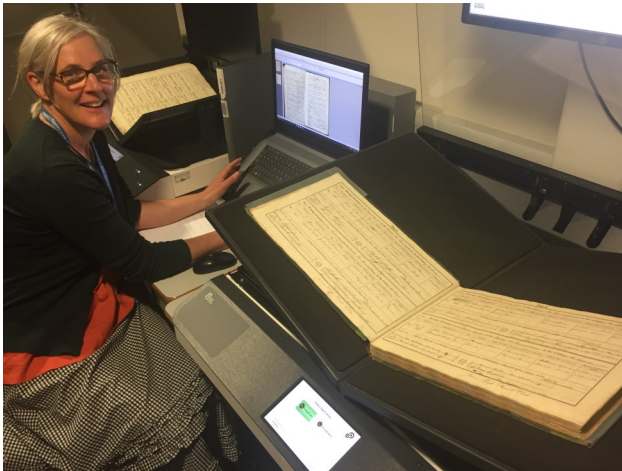
*"The new website is wonderful. It is much easier to navigate with lots of useful information. I find the online catalogue user friendly and I really like being able to see the whole hierarchy of a collection. I am finding that when I search it is bringing up more results than before."*—Frequent user of the Archives website.

Outcome 2—Kent residents enjoy a good quality of life, and more people benefit from greater social, cultural and sporting opportunities

## **New website and integrated catalogue**

Kent Archives now has its own website and integrated catalogue, enabling customers to find out more about our services and collections all in one place. Whether they need to know how to book a search room desk, want to find out more about the collections we hold, or need a specific service, all the information is in one place. Customers can also find updates on our archives and conservation projects; access back issues of our newsletter; find details of events at the Kent History and Library Centre; learn about volunteering opportunities; and keep up to date with our latest news via our social media accounts on Facebook and Twitter. The new integrated online catalogue is much improved and is more comprehensive, accessible and interactive. It is easier to identify related records that customer might also wish to consult. Users can also comment on individual records to expand document descriptions or let us know if they uncover additional contextual information during their research. Further developments are planned for 2018/19.

## *A very busy and productive year for Archives—continued*



Digitisation of a Parish Record

### **Exhibitions and Talks**

During the year the Archives service has also hosted 3 exhibitions at Kent History and Library Centre together with 7 talks and the regular tours around the archive for customers and interested groups.



**Document being prepared for the Capability Brown exhibition**



*"This is the first major digitisation project for Kent Archives. I hope it's the first of many. The new document ordering, website and all the functionality that brings with it together with the digitisation project will bring Kent Archives firmly into the 21st century as one of the leading Archives in the country." Jon Barker—Archive Collections Officer*

### **Digitisation of Parish Records**

The contract to digitise our Parish Records and make them available to the public online has now been signed with Find My Past. Two digitisation assistants have been appointed and work has started to digitise each of the over 2,500 parish registers that we hold. The first batch of images have been sent to Find My Past and have been approved.



## LRA Focussing on Outcomes

*"I was/am recovering from a complete breakdown – I still suffer from Anxiety and Depression but this group has made a real difference in helping with regaining social skills I'd lost." .....*  
Attendee at Adult Colouring Group in Broadstairs.

*"We started going to the library as we were new to the area and as a new mum I've met loads of local Mums through the Friday story and singing sessions. ....I feel that the library has helped us settle into the area with a real sense of community."* New customer at Borough Green

*"Very good - Reading books has given me more confidence and helps to pass the time; I now look forward to reading to keep my brain active."* Inmate at Elmley prison

Over the past year the service has worked to implement a system to collect, collate and categorise customer feedback to be used as a reporting tool for Outcomes . Staff have been encouraged to collect as much feedback as possible which shows the difference that LRA makes to the lives of its customers. In 2017/18 we collected over 580 "stories". Each story has been categorised against the KCC Outcomes, and the Libraries Ambition priorities. Details of the stories are all stored in a spreadsheet so that they can be easily accessed. The framework has been used to provide evidence of the work that we do most notably the information has been shared with the Libraries Taskforce as evidence for the new Minister for Loneliness.

This has been a complete change of direction for staff and to help them understand what is needed we have produced a webinar, gone out to meetings to talk to staff and volunteers and fed back to them via the weekly Staff Briefing examples of what a "good story" looks like.

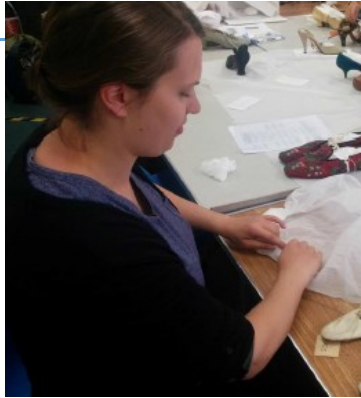
In March Darren Smart and Sarah Bottle showcased the framework to the annual national gathering of the Libraries Innovators network in Manchester. Participants requested a copy of the framework as an excellent good exemplar.

| KCC Outcome   |     |        |
|---|-----|--------|
| Children & Young people in Kent get the best start in life  | 59  | 26.70% |
| Kent Communities feel the benefits of economic growth by being in work, healthy & enjoying a good quality of life | 83  | 37.56% |
| Older & vulnerable residents are safe and supported with choices to live independently                            | 103 | 46.61% |

*'Talk Time makes a big difference to me, as I wouldn't bother getting out of the house otherwise' Borough Green Talk Time attendee*

*'Roy is an 88 year old widower. His wife died suddenly after he had looked after her for 8 years. Most of his friends have now died. He says he felt lonely and had never been alone before. He now goes to Talk Time at Swalecliffe where he meets interesting people and they have talks of different subjects. He has met lots of different people there. He says that he feels less lonely and its nice to have something to look forward to.'*

# Apprentices and Trainees



Hannah Whibley, Conservation Technician Trainee

Hannah has now completed her traineeship. She has been working on a variety of projects from conserving old shoes to a wide variety of documents. She has now been appointed as an Archive Collection Assistant at Kent History and Library Centre



Outcome 1 — All children and young people are engaged, thrive and achieve their potential through academic and vocational education.

As part of the KCC Apprentice programme LRA employs apprentices across the service. We currently have 15 apprentices in post. They work across our services and are supported by their local line manager and their Growth for Skills tutor.

The Archives service recently also employed 4 HLF trainees. 3 of the trainees have gained employment outside of KCC within the sector and the 4th now has a permanent contract with Archives as a Conservation Technician Trainee

*"Being an apprentice provides you with invaluable skills and experience. Apprenticeships are a great way to learn different trades, and to learn all about the working environment. Being an apprentice at Herne Bay library involves serving customers, helping the public with a variety of enquiries, and tidying the library. Working here is a wonderful experience, full of enjoyable days with great people."* - Honor Woollams Herne Bay library



*"I enjoy the unpredictability of the role which makes the job far more interesting than attending any university lecture. I think this experience will strengthen my CV and overall has enhanced my communication skills as well as other skills such as decision-making."*  
Henry Hudson,  
Apprentice at Gravesend Library



*"It's been really great getting to work with a supportive team every day, plus it's lovely helping customers and meeting interesting people as part of my job."* - Emma Ryan Canterbury library

## *Modern Records have moved!*



Archive Storage

Over 71,000 boxes of documents which equates to over 1,500 cubic meters of records

In 2017/18 we retrieved 3,265 files and moved 3,395 boxes into storage.

LRA is responsible for the storage and administration of Modern Records for KCC. All records that need to be retained are stored securely off site. These records must be accessible by KCC staff at short notice. For example should the case notes for a child be required by the court we are obliged to access them at very short notice.

A total of over 71,000 boxes have been safely transferred to our new partner The Hill Company.



Transport



# Prisons

LRA delivers library services for Kent Prisons through a relationship with the Ministry of Justice. There are 5 prisons in Kent holding approximately 3,500 inmates. The Ministry is currently reviewing the provision of prison libraries. We have been able to supply them with evidence of the impact we have on prisoners lives using our Outcome Framework.

Not only do we supply books and DVDs in many languages but also a range of newspapers including foreign editions for foreign nationals. The books are used for recreational reading but we also supply inmates with the resources they need to be able to complete their studies. Inmates are not allowed to access the internet so they are a valuable resource for them.

## Reading Ahead Award

The Reading Ahead Award is a scheme that is run by the Reading Agency to support young people and adults by changing their perception of reading, opening up opportunities and building their confidence.

HMP Maidstone is a prison for 600 foreign nationals. This year the prison library has been awarded the Silver Award for the 6 Book Challenge as 115 of the inmates completed the challenge.

Shirley Sheridan, Service Manager, Victoria Barnett, Prison Library Development Manager, Liz Gibson, Prison Library Assistant and James Pearson, Head of Service with the Read Ahead Award



## Feedback from prisoners

*"My writing has improved and my vocabulary has expanded, all thanks to reading. I now enjoy a good book more than boring, mind-rotting daytime TV."*

*"The Library is a good source for information and relaxing materials both audible and visual, always a small break from the house block in a calm pleasant environment, a chance to escape the normal environment of prison life, a valuable asset and service"*

# Accreditations and Awards

## Customer Service Award

In September 2017 LRA successfully renewed its Customer Service Excellence Award. This year we achieved 2 new Compliance Plus criteria in “understanding the characteristics of our current and potential customer groups...” and demonstrating “how customer-facing staffs’ insight and experience is incorporated into internal processes, policy development and service planning.”



Visitors enjoying the 1950s Childhood exhibition

## Sevenoaks Museum awarded Museums Accreditation

**Accreditation** is the UK standard for **museums** and galleries. It defines good practice and identifies agreed standards, thereby encouraging development. It is a baseline quality standard that helps guide **museums** to be the best they can be, for current and future users assessing the services for visitors and how the collection is cared for.

## Archives Accreditation

Archives are working towards the Archives Accreditation. They have been busy this year submitting their evidence. The standards schemes and frameworks help archives to manage and improve their efficiency and effectiveness through external validation, and by identifying good practice.

The next stage in the process is a visit from an Assessor which was completed in May 2018.



# Registration

## Birth and Death Registration

During the year our staff registered the births of over 18,500 babies and 15,900 deaths at our 28 registration venues an increase of 1.3% on the previous year



### Feedback from a customer

*"The place was easy to find. It was a nice venue and we had use of a quiet room.*

*The Registrar was very helpful and took the time to explain things carefully to me and my wife. Especially as my wife is Filippina, the registrar was ensuring that she fully understood. I would give the registrar 10 out of 10 for the service he gave us that day."*



### Danson House

As part of our income generation opportunities Danson House has been promoted as a location for films and this year it has been used to film a TV programme called Quacks and a film called The Favourite





# Registration

It was a really busy summer for the Ceremonies team in 2017. In total the team officiated at 6,801 ceremonies a 7% increase on the previous year. 2,906 of these ceremonies took place In July to September alone.

## Citizenship Ceremonies

Throughout the year there were 100 citizenship ceremonies which were attended by 2,394 new citizens.



## Feedback from a ceremony

“We just wanted to say thank you for carrying out the celebrant duties at our wedding at Fraser’s last Saturday. Your cheerful and relaxed demeanour set the tone for the whole evening. We had a fabulous time and enjoyed saying our vows! Thanks again”

## Feedback from a citizenship ceremony

“I just wanted to send you a very big thank you for an excellent experience at my citizenship ceremony last Thursday (30 Nov), and for a brilliant service more generally.”

# Volunteering

Volunteers supplement the work of our staff by adding value to events and activities.

We have 1,166 volunteers across the County. In 2017/18 they provided 43,234 hours adding extra value to the LRA service. We had 114 volunteers (most of them young people) who helped with the Summer Reading Challenge this year.

## Feedback from volunteers

“Because I wanted to meet people and feel useful. I really enjoy it and it gives me something to look forward to.”

“I have enjoyed my role at the library. It's helped me too after the loss of my wife.”



Volunteers come from all age groups—this is Milly aged 12 who volunteers at Lyminge library



Volunteers at one of their social events during the year.

Digital Den volunteer uses experience to get a job

Outcome 2 — Kent residents enjoy a good quality of life, and more people benefit from greater social, cultural and sporting opportunities

# Summer Reading Challenge

In 2017 18,129 children registered for the Summer Reading Challenge - an increase of 2% on last year.

Outcome 1 — All children and young people are engaged, thrive and achieve their potential through academic and vocational education.

We issued 53,425 children's books whilst the challenge was on.

*“Animal Agents made a big difference to my child's reading. She was excited to read her books and to get the stickers to solve the mystery”—parent Deal*

*“Very helpful for my child to carry on with his reading during the summer holidays. It gives him the encouragement he needs to read because of his dyslexia”—parent Deal*

*‘I like the SRC as it makes me try harder. I like reading books about facts and these are counted in the SRC 😊’ child at the Eden Centre*



9,827 children completed the challenge by reading 6 books over the summer period.

## Proven benefits of reading over the summer

There are numerous studies and research articles which show that reading during the summer holidays holds numerous benefits for children. Children who read over the summer benefit from greater comprehension levels, greater ability to read independently and can build better communicative skills.

Research by the UK Literacy Association has demonstrated that the Summer Reading Challenge (SRC) helps to prevent the ‘summer dip’ in literacy skills for those who took part.

<https://readingagency.org.uk/children/Overall%20Evaluation%20Results%20-%202014%20Nov%2013.pdf>



## Service Innovation

We rolled out 108 new and improved self-service machines at 42 libraries across Kent. 21 machines now have chip and pin and contactless payment functions and can identify up to 15 items at a time, saving customers time. In some locations customers are also able to book PCs and to release their printing.

### Quotes from customers:

“Good if you are in a hurry“

“Saves time as not good at queuing“

“New RFID machines are a lot quicker“

“Children love them“

“The new machines are much quicker .....”



At the 42 branches offering self-service

81% of all issues are made using our self-service machines

88% of all items returned are made using our self service machines



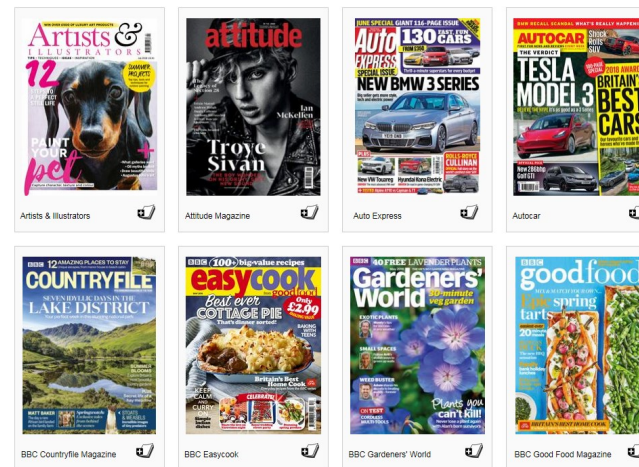
### Open + Pilot

The equipment and software has been installed at Deal, Paddock Wood and Higham that will enable customers to use their library card to access the library out of normal opening hours. They will be able to use the PCs, Wi-Fi and issue and return books using our self service machines.

## Service Innovation—continued

We have increased our e-offer available to customers. They can now read books, magazines and newspapers on their own devices.

"Free daily e-newspapers - It's a great service, hope it lasts."



"I love the emagazine collection".

Facebook user

"The Overdrive app is simply marvellous! It has encouraged me to read so much more than before I discovered it and it is so simple! Thank you." - e-book borrower



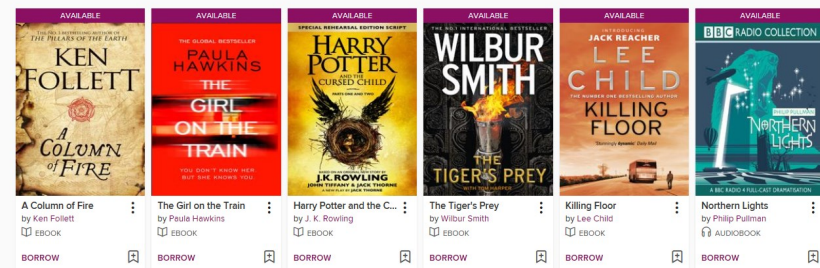
Welcome to Kent County Council! Read or download your favourite titles here via PressReader!

Select Publication



Top Titles Available Now >

SEE ALL



In 2017/18 we issued over 314,000 e-books, e-audio, e-magazines and e-newspapers an increase of 37% on last year. We have 8,204 borrowers who use this facility. Our e-offers issue twice the items than our busiest service point.

## KPI Summary

|        | Type of KPI  | Quarter 1 | Quarter 2 | Quarter 3 | Quarter 4 | Year-end target | Outturn   | Direction of travel |
|--------|--|-----------|-----------|-----------|-----------|-----------------|-----------|---------------------|
| KPI 1a | Visits to libraries and Archives venues              | 1,240,000 | 1,391,000 | 1,175,000 | 1,182,000 | 4,850,000       | 4,987,000 | ↓                   |
| KPI 1b | Visits to the Archive search room                    | 1,164     | 1,287     | 942       | 1,054     | n/a             | 4,447     | ↓                   |
| KPI 2  | Library Issues                                       | 1,167,000 | 1,343,000 | 1,081,000 | 1,083,000 | 4,485,000       | 4,674,000 | ↓                   |
| KPI 3a | Events across LRA venues                             | 5,829     | 5,373     | 5,306     | 5,244     | n/a             | 21,890    | ↓                   |
| KPI 3b | Attendees at LRA Events                              | 51,900    | 66,200    | 45,800    | 50,700    | 210,000         | 216,000   | ↑                   |
| KPI 4  | Active Library and Archive Borrowers (rolling year)  | 160,200   | 161,300   | 158,300   | 156,500   | n/a             | 156,500   | ↓                   |
| KPI 5a | Customer Satisfaction – Libraries                    | 97%       | 97%       | 97%       | n/a       | 95%             | 97%       | ↑                   |
| KPI 5b | Customer Satisfaction – Archives                     | 89%       | 87%       | 87%       | 92%       | 90%             | 91%       | ↑                   |
| KPI 5c | Customer Satisfaction – Births and Deaths            | 94%       | 93%       | 94%       | 94%       | 95%             | 94%       | ↔                   |
| KPI 5d | Customer Satisfaction – Wedding Ceremonies           | 98%       | 97%       | 96%       | 98%       | 95%             | 96%       | ↔                   |
| KPI 5e | Customer Satisfaction – Citizenship Ceremonies – NEW | 100%      | 97%       | 97%       | 86%       | 95%             | 93%       | ↓                   |
| KPI 6a | % of Registration appointments booked online         | 37%       | 40%       | 37%       | 30%       | n/a             | 35%       | ↑                   |
| KPI 6b | % of birth appointments booked online                | 75%       | 75%       | 74%       | 71%       | 75%             | 74%       | ↑                   |
| KPI 6c | % of death appointments booked online                | 44%       | 39%       | 36%       | 36%       | n/a             | 40%       | ↑                   |
| KPI 7  | PC hours used in Libraries                           | 117,700   | 124,700   | 113,000   | 111,800   | n/a             | 467,200   | ↓                   |
| KPI 8  | Library Community Outreach (rolling year)            | 1,407     | 1,371     | 1,369     | 1,322     | 1,500           | 1,322     | ↓                   |