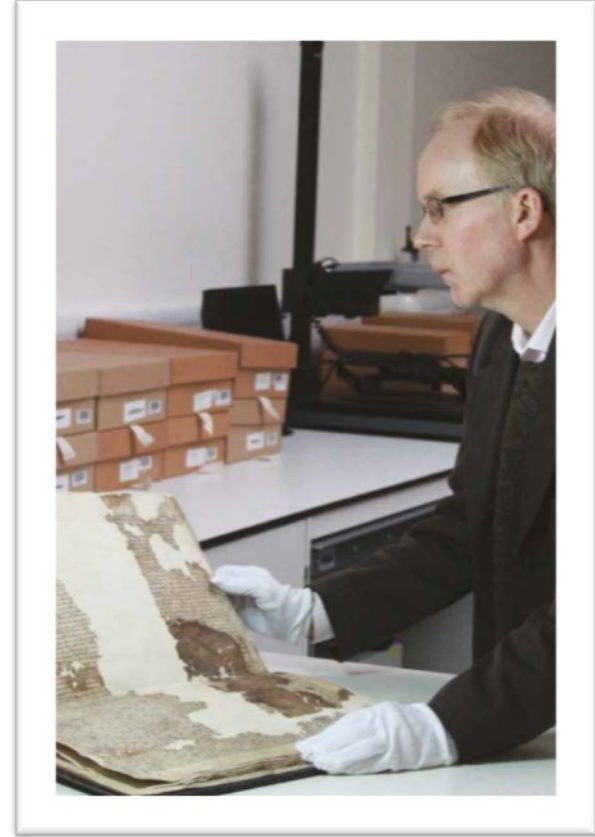


## Libraries, Registration and Archives



**Update Report (April 2016 to March 2017)**

**Report authors:**

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## Introduction

This is the 2016/2017 end of year update report produced by Libraries, Registration and Archives (LRA) as an internally commissioned service, one of the pioneer services alongside Community Learning and Skills to put this model of operation into practice. This report is to the agreed format for the monitoring of the service against the specification.

This report outlines how LRA is performing against the outputs/outcomes set out in KCC's service specification and defined in LRA's service plan to ensure that LRA is meeting the standards and requirements set. LRA developed its service plan to enable it to focus resources against customer need and to focus on the quality and impact of its delivery. Using customer profiling and mosaic profiles LRA has identified where its interventions are most needed and designed its service plan accordingly.

The service specification and service plan have been built with KCC's vision in mind which is to 'improve lives by ensuring that every pound spent in Kent is delivering better outcomes for Kent's residents, businesses



	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	1,313,115	1,390,367	1,226,311	1,266,311	Upper 5,051k Lower 4,616k	5,196,104	↓
KPI 1b	Visits to the Archive search room	1,232	1,211	1,087	1,152	n/a	4,682	↓
KPI 2	Library issues	1,200,690	1,334,326	1,143,589	1,163,661	Upper 5,025k Lower 4,595k	4,842,266	↓
KPI 3a	Events across LRA venues	6,027	5,326	5,575	6,069	n/a	22,997	↑
KPI 3b	Attendees at LRA events	53,638	54,824	48,004	54,364	210k	210,820	↑
KPI 4	Active Library and Archive Borrowers (rolling year)	168,208	167,334	163,079	162,792	n/a	162,792	↓
KPI 5a	Customer Satisfaction – Libraries					95%	95%	↑
KPI 5b	Customer Satisfaction – Archives					90%	86%	↑
KPI 5c	Customer Satisfaction – Births and Deaths					95%	95%	↑
KPI 5d	Customer Satisfaction – Ceremonies					95%	97%	↓
KPI 6a	% of Registration appointments booked online	31%	35%	37%	30%	n/a	33%	↑
KPI 6b	% of birth appointments booked online	68%	68%	71%	71%	75%	72%	↑
KPI 6c	% of death appointments booked online	36%	36%	40%	41%	n/a	38%	↑
KPI 7	PC Use in Libraries	125,529	123,021	118,853	125,948	n/a	493,350	↓
KPI 8	Library Community Outreach	1,511	1,494	1,458	1,438	1,600	1,438	↓

## Executive Summary

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LRA's performance for the year to date against the key performance indicators provides a mixed picture.

**Issues** are **-3% down**, this is within the specification parameters which is also in line with national trends for 2015/16 of -6%

**Visits** show a **-0.7% decrease** over the same period. This compares well with the national trend for 2015/16 of -6%. Taken with the figure above this may well demonstrate the developing role of libraries to meet a range of local needs which is wider than just book borrowing. Books are the core of what we do but this statistic testifies to the wider value of LRA services.

Online contacts—we count these in a slightly different way this year to include social media so cannot compare to previous years, however since Q1 they have increased by **+5%**

**Wi-Fi usage** has increased by **+108%** on last year. This reflects the significant benefit that has been achieved through the national funding that we received increasing Wi-Fi access from 33 to all 99 libraries.

**PC use** is a popular element of the service; however there has been a **decrease of -4.5%** over the last year. Evidence suggests this is due to increasing Wi-Fi usage on personal devices both in the library and in other commercial premises.

Over **210,000** people attended **events** in libraries during the year—an increase of **+3.5%** on the previous year.

Visits to **the archive search room** are **down -8%** on the previous , although over 2,800 customers have used our distance enquiry service throughout the year.

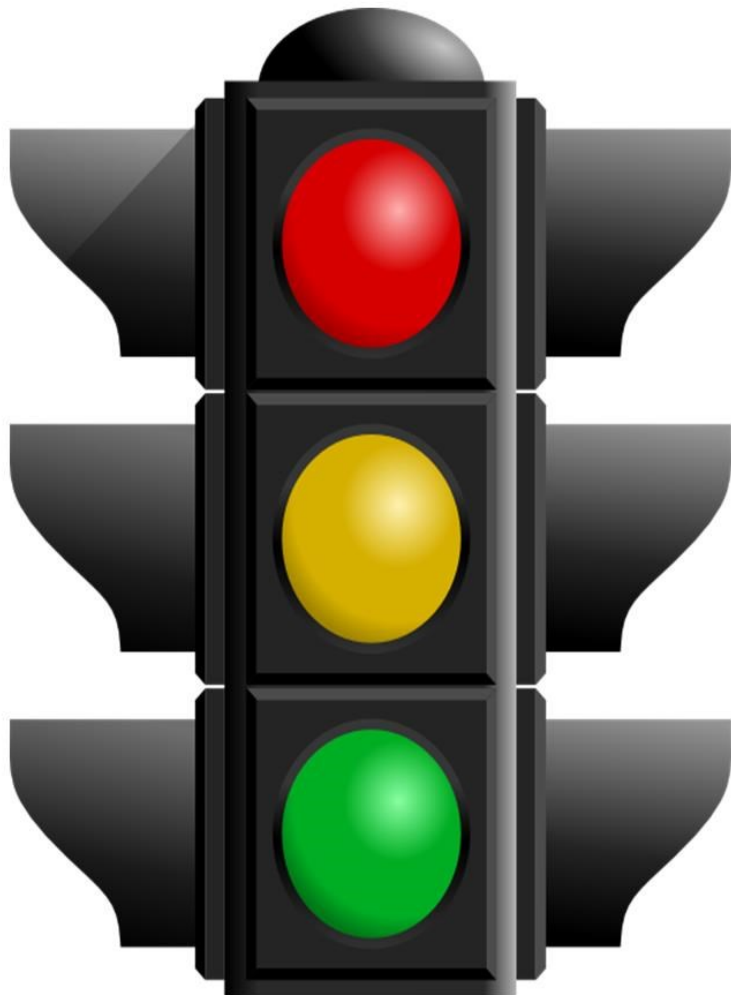
In terms of **Active borrowers** there was a **fall of -3.8%** over the year.

**Community Outreach** – the take up of the home library service did not match our expectations at the start of the year. We overestimated the number of people that would take up the home library service as part of the mobile redesign. We did not collect data on TANW (Touch a New World) in the previous year so we are unable to give a % change.

Results of customer satisfaction rates :

Birth and death registration	<b>95%</b> (annual target 95%)
Ceremonies	<b>97%</b> (annual target 95%)
Libraries	<b>95%</b> (annual target 95%)
Archives	<b>86%</b> (annual target 90%)
Citizenship— <b>new</b>	<b>98%</b> (annual target 95%)

## The Service Plan traffic light—activity at a glance



### Actions

### Outcomes

- Additional homework clubs
- Coffee Cart
- Work with CLS to develop a Young Adults – Passport to the library
- Recruit volunteers to run Job Clubs
- Deliver careers advice through partnership working
- Introduce a new Talk Time at Lydd library

- Halted due to lack of interest
- Community partner unable to deliver due to insufficient customer take-up
- On hold due to changes within CLS
- Decision to use professional partners
- No response from Careers Service to date
- Unable to secure a volunteer to run the group

- Modernisation project at Dartford
- Tunbridge Wells Cultural Hub and Southborough hub
- Develop Code Clubs
- Introduce enhanced register office ceremonies
- License internet agreement to digitise archive

- Project completed to incorporate Good Day Programme and enable access to the Museum
- Both projects progressing well
- Successful bid for funding to roll out in 2017 across 5 libraries
- Rolled out across the County
- Tender process successful. Work commences in 2017

- **89 Activities in the Service Plan - 83 Green, 0 Amber, 6 Red**

## KPI 1 – Visits

The latest national figures available (CIPFA 2015/16) show visits to libraries going down by –6% on the previous year. In Kent our visitors have gone down –1.12% down on last year, therefore comparing favourable to the national trend.

Visitor numbers have increased in Gravesend and Sevenoaks. In quarter 4 visitors to the refurbished Dartford library have increased by 10% on the previous year.

In terms of digital visits, LRA is doing very well. The numbers of visits to the LRA webpages on kent.gov.uk are increasing and more customers are choosing to renew their items on-line with over 955k renewals in 2016/17, 19% of our total issues.

**Search Room visits at Kent History and Library Centre** have been declining . More customers are accessing archive services online through websites like ‘Find Your Past’ and ‘Ancestry’. We also receive over 2,800 enquiries by email and post from customers requesting that we access documents on their behalf. We are working to move more of our services online through the implementation of a programme of digitisation of some of our records, so this is a trend expected to continue.

The Archive “Hopping down in Kent” exhibition at KHLC



*“Just joined the library – very interested in starting family history. Really enjoyed exhibition about hops”.*

-New LRA customer

*“I’m writing to say a very big thank you for all of your help. I came in with my support workers to register for my very first library card. I have a learning disability and I am blind, which means that sometimes I get anxious in new environments but you were very patient and kind to me, as well as very helpful. I really appreciated how you speak directly to me when helping me and not just to the ladies who were supporting me. Having access to the library has opened up some new and exciting opportunities for me, I just love listening to audio books through my headphones and before I only had a few cassette tapes to listen to, now I have access to so much more!”*

-Imogen from Margate

## KPI 2 - Issues

The national trend for issues is a decrease of -6.6% (CIPFA 2015). In Kent Issues have decreased considerably less with a % decrease of -3.4%. In Snodland issues have increased on the same period last year by 13.75% following a refurbishment project.

In the move towards a greater digital presence, book renewals online continue to increase month on month and this is a trend we expect to see continue long term. LRA has introduced e-books, e-magazines through Zinio and an app to make utilising library resources easier for the customer. E-magazines issues since they began in May 2016 are over 36,000. If our e-offer were a library it would be our busiest location.



The library app and Zinio are providing new ways of interacting with library collections.



*"This is an absolutely brilliant service, which allows me, my husband and my children to download books onto my e-reader (which was a present), and to take all of our books with us everywhere".*

-Customer commenting on the e-book service

*"I love borrowing books in the middle of the night for going on holiday but I still borrow 10 real books a month. This service is perfect for books on the go".*



### KPI 3 – Events



Left: Staplehurst’s Knit and Natter group show off their wonderful toys.

Right: Staplehurst’s Baby Bounce and Rhyme



“This afternoon at Story Time I am going to read Snow White and the Seven Dwarfs and enjoy using my new props”.

-Jackie, Customer Service assistant, Staplehurst

Customers from our Knit and Natter group in Staplehurst (above) have knitted a selection of fairy tale and nurse rhyme characters to use at Story Time and Baby Bounce and Rhyme. Each set of characters have a labelled drawstring bag to keep them in.

As part of our celebrations for the Queen’s 90th birthday we welcomed new British Citizens at Danson House. The 90 people originated from places such as New Zealand, Brazil and South Africa. Mr Tom Gates, Chairman of KCC, welcomed the new citizens over 3 ceremonies during June.

*‘It was one of the most important moment of my life, and the ceremony team did a wonderful job!!! Well done to everyone and keep giving the same excellent moments to the futures citizens. All the best!!!! ‘*

Participant at Citizenship ceremony



Outcome 2: Kent communities feel the benefit of economic growth by being in work, healthy and enjoying a good quality of life.

## KPI 4 - Active borrowers

There has been a decline in terms of active borrowers but again, this is in line with national trend. Although we are seeing active borrowers decrease. It is important to remember that events such as Storytime and Talk time are popular with customers who may not necessarily wish to borrow books. Many customers use the library for purposes that may not be recorded in active borrowers figures or PC usage such as private tutors, studying, reading or attending events.



LRA customers utilising Library and Archive spaces for activities which may not necessarily show up on our 'Active borrower' figures

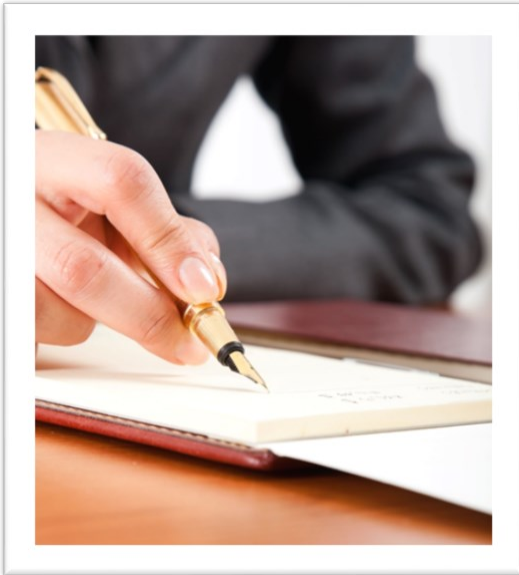


"I just want to thank you so much for letting me know that the mobile library would be delayed last week ( and for sending it out at all in the snow!!).

Diane - Ashford Mobile user



The mobile library will provide you with books...whatever the weather!



## **KPI 6 - % of appointments booked online**

### **% of registration appointments booked online**

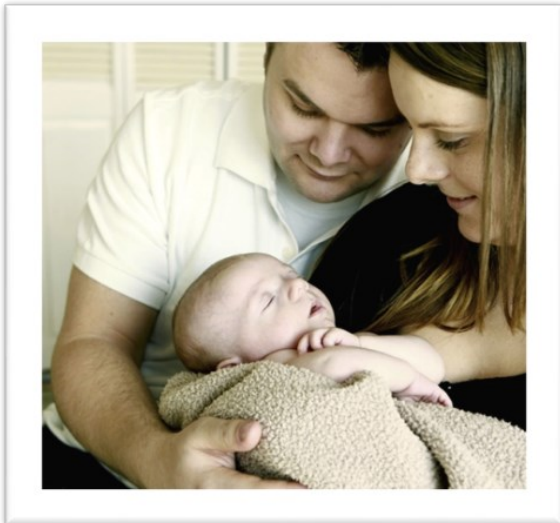
This figure fluctuates throughout the year dependent upon the type of appointments being booked. Appointments for notices of marriage need to be booked in person due to the complicated nature of the appointment and they tend to peak after Christmas which brings the % booked on line down. This will be monitored and we will look at new ways to encourage people to move to online.

### **% of birth registration appointments booked online**

The overall % for the year is 70% which is an improvement on 69% for 2015/16. We are working with digital services and external partners to improve the customer experience on the website which we hope will translate into improved customer journeys.

### **% death registration appointments booked online**

The overall % figure for the year is 38% with Q3 and Q4 seeing 40% and 41% respectively. The percentage of death appointments booked online is slowly increasing but due to the sensitive nature of this matter, customers generally prefer to speak to a member of staff. While we are aiming to increase this, the scope for this is more limited than with other registration appointments. LRA is working with digital services to improve the website for all elements of LRA.



“We think it’s brilliant to be able to register the birth of our son here rather than having to go to another office in another town!”

- Registration Customer

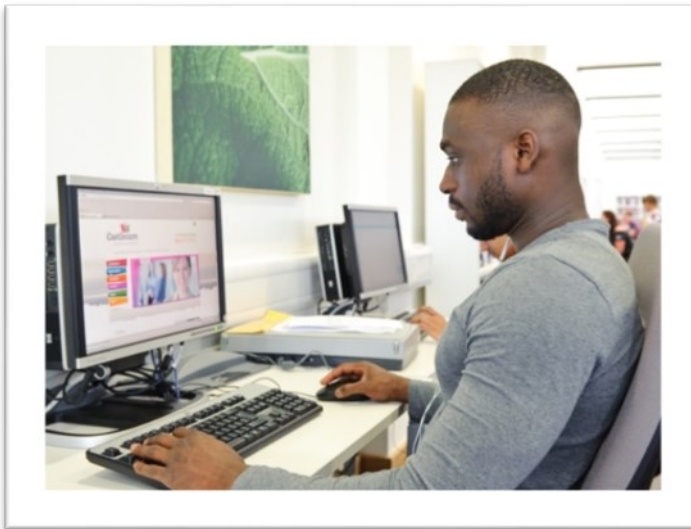


## KPI 7 - PC use

PC use is a popular element of the service, however the overall usage for this year is 4.5% down on the previous year. We believe that in part this is due to increasing Wi-Fi usage on personal devices both in the library and in other commercial premises. For example, PC hours were down 23,000 sessions but conversely Wi-Fi sessions were up over 51,000 (a PC hour equates to 60 minutes but a Wi-Fi session is any length of time the user is logged in for). Wi-Fi usage has increased by 108% over the year which reflects the fact that it is now available in all libraries as opposed to only 33 last year. We would anticipate that PC usage would continue to decline, but we would expect to maintain our core users.

“ Thank you to the staff for your help on the computer and scanner last week”

-Christine, a Broadstairs customer



“I would just like to thank the staff at Tenterden for help with the computers. I have now found a new job...better than my last! “

- Michelle, a Tenterden customer

# Kent gets online - Wi-Fi usage soars

In quarter 3 over 23,000 people logged onto our Wi-Fi in our 99 libraries!

I've just left school and I'm using the library's Wi-Fi to search for apprenticeships and other jobs.

*Wi-Fi usage* has increased by 108% on last year. This reflects the significant benefit that has been achieved through the national funding that we received increasing Wi-Fi access from 33 to 99 libraries. Customers love using our Wi-Fi for all manner of reasons and it is fast becoming one of our most popular features. Customers use our services from everything from searching for jobs, researching family history and checking their social media.



Cllr Hill and customers demonstrate the variety of ways customers can interact with the internet in Shepway library

*James says:*  
 "Arts council funding has enabled us to install Wi-Fi in all our libraries. I see it as a key part of the service going forward"  
 Head of Service



*Sophie says:*  
 A lady and her husband were on holiday from Australia. Her daughter had set her phone to aeroplane mode so that it would be unable to receive data whilst she was holidaying and the couple had been unable to reach their family back home. So through the powers of technology and our Wi-Fi she was able to contact home for the first time in a week! All were very excited to hear each other and that they were all okay! I was able to set her up with a temporary card  
 Customer Support Officer, Broadstairs



I use the library Wi-Fi because I can't concentrate at home!

I use the library Wi-Fi to check my emails in between meetings

# Touch a New World—Doris' story

*'I am so grateful to this service. All HLS customers should take advantage of it. You feel of value again. Once you start using an iPad [or other internet device] you feel empowered. Go for it. It doesn't matter what your age is....Try it.'*



Touch a New World volunteer Della assisting Doris on her iPad

Outcome 3—Older and vulnerable residents are safe and supported with choices to live independently

Library volunteers are trained to give customers help to get started on the web. We offer this service to housebound or customers who may have accessibility issues so they cannot visit our premises. The volunteer loans the customer the use of an I-pad.

One of the success stories of the "touch a new world" scheme is 95 year old Doris from Deal. Doris had owned a computer years ago and loved it.

Doris really valued the help she received from volunteer Della in learning how to use the iPad. *'I must thank you so much for sending me Della as my volunteer. She has been so helpful and kindness itself.'* Doris received help from Della over a number of weeks, until she gained the confidence to use it by herself. Doris learnt how to access her emails, shop online and to keep in touch with family and friends. She valued this as she *"can't get out much, so this is a very convenient way of keeping in touch. I don't feel so isolated"*.

The iPad has given Doris lots of new interests and has opened up a new world to her. *'The world can come into my life. Now that I am 95 I can't do what I did. I used to love travelling and with the iPad I can explore the world from my armchair.'*

## KPI 8: Community Outreach

Adverts recruiting volunteers in the Maidstone area

### Library volunteers can change lives

Tuesday, 28 February 2017 By Sigrid Sherrell in [Community News](#)

0  
Post a comment

A remarkable tribute from a woman who benefits from Kent's home library service has highlighted the impact the scheme has on people across the county.

One of the volunteers who delivers books to housebound people said a client had told her: "I have numerous helpers, including cleaners and a gardener, but if I had to choose just one it would be the library service because I just cannot live without my books. I am so grateful for the service you provide."

Helping with the home library service is just one of a broad range of ways in which volunteers support Kent's Libraries, Registration and Archives (LRA) service.

While some teach IT skills to library users, others host events, encourage children to get involved with the UK-wide Summer Reading Challenge or even keep the library gardens tidy at locations that have them.

The volunteer development programme for the service is being run by West Kent Housing Association, which is determined to help the county council maintain its place at the forefront of library based volunteering in the UK.



Library volunteers are needed across Kent

Carol Westwood shared Kent Libraries, Registration & Archives's photo.  
26 February at 14:42 · 🌐

Kent Libraries, Registration & Archives  
26 February at 13:00 · 🌐

Home Library Volunteers needed in the Maidstone area. Could you help deliver books and resources to customers unable to travel to a Kent library? For more information and to apply online click the following link:  
<http://www.kent.gov.uk/.../volunteering/volunteer-in-libraries>

Like Comment Share

"I hope someone will do the same for me when I can no longer manage the trip to the library"

-Bob, volunteer who delivers books to two elderly ladies

The number of customers using the home library service has slightly decreased during this quarter. This decrease can perhaps be attributed to the fact that we need more volunteers to be able to reach more customers. We are now actively recruiting for more volunteers so we can reach more customers.

## Volunteering Changes Lives

Home Library Service volunteer selecting books for a customer



*"I would like to thank you for this wonderful service, without which my mother's life would be almost unbearable".*

*Mrs S Barlow*



Customers enjoying one of the library's popular "Beyond Words" events

*"Just a note to thank you first all for such a good service, the books you have sent to me have given me a lot of enjoyment". Mrs M Peek*

*"My wife wishes to express her gratitude and enjoyment of the selection of stories you have sent. She particularly likes the family sagas, she cannot enjoy TV and I must admit I myself look forward to listening to the books".*

*Mrs & Mrs St Pierre*

Outcome 3 – Older and vulnerable residents are safe and supported with choices to live independently



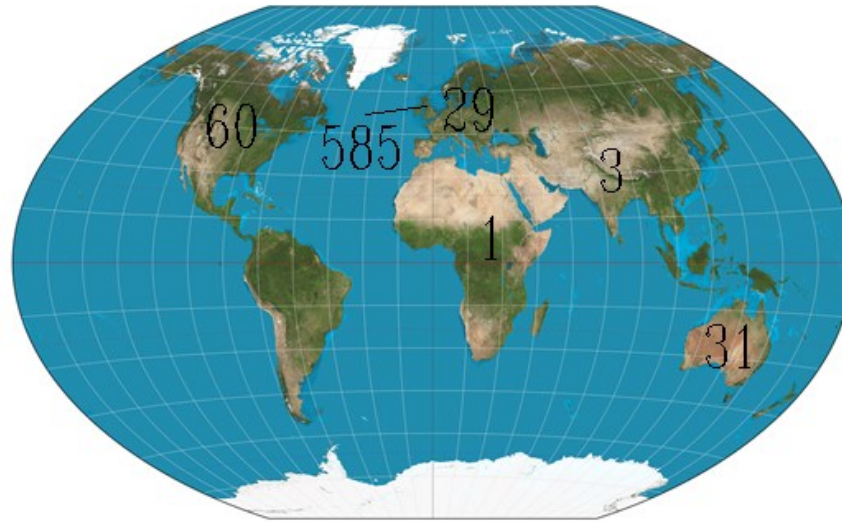
# Archive's enquiry service

Where did Archives' customers come from this quarter?

*Patricia says:*

An enquirer requested some research to locate a female ancestor, Margaret C, who had remarried but he was unsure of her new name. I searched the probate records of another woman, Elizabeth, who may have been her daughter, who died in 1687. Searching the will I found that Elizabeth left to her cousin Ann a silver spoon marked "MC". Along with other information that the enquirer already had, this proved as close as possible that Elizabeth was Margaret's daughter, and provided another link in the enquirer's family tree.

*-Community Heritage Services Officer*



Customers are able to access archives' content wherever they are in the world, from Sandwich in Kent to Sandwich, Cape Cod, Massachusetts.

Not only are we sharing Kent's unique heritage with the world but it also provides the service with extra income.

Enquiries are very wide ranging, not only in subject matter but also in terms of historical period. Customers can enquire about anything from searching for their family's past or simply out of personal interest.

This is a much valued part of the service and is very rewarding for the archive staff who are able to assist our customers in a personal and meaningful way.



*Helen says:*

We hold the Whitbread collection in the archives, which contain the brewing records of Fremlins Ltd. These technical records indicate the quantities of ingredients used and the brewing process, and are the nearest equivalent records to beer recipes. A brewer from a local Kent brewery was recently able to use these records to successfully reconstruct a close equivalent to the original Fremlins beer.

*-Community Heritage Services Officer*

# Kent's top issuing library is now... online

Since their launch in May 2016, e-magazines have become a core and well utilised part of the service.

In fact, if e-magazines, e-books and e-audio were a 'branch' they would be the top performing branch in Kent, in terms of issues.

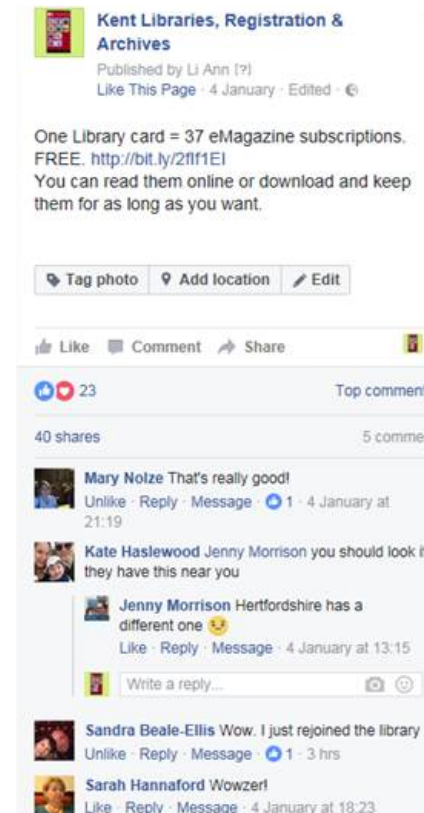
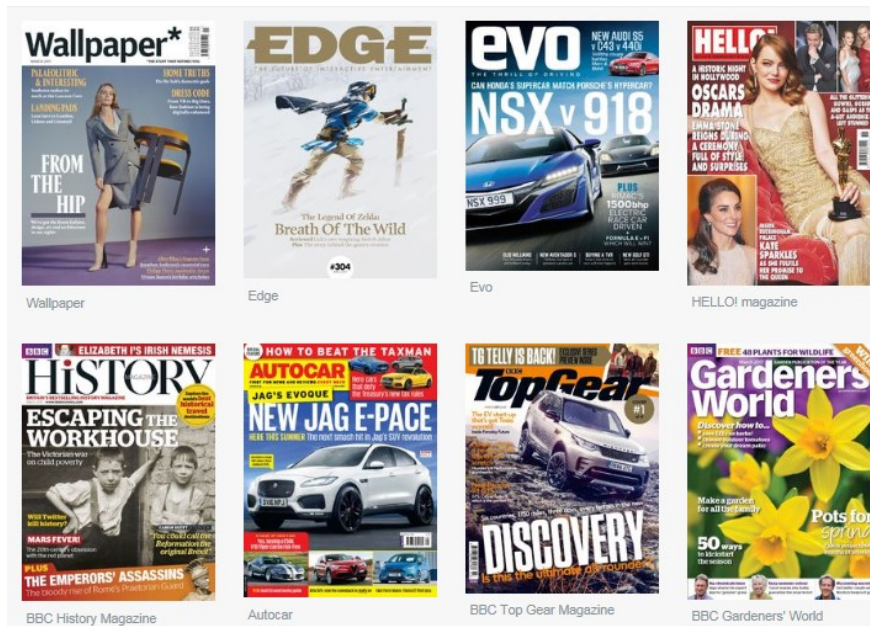
In Quarter 3, 5% of our issues were e-issues - that's 59,015. This is a trend that is set to continue as Kent embraces accessing our collection online. The Zinio pilot is up for review in May 2017.



Sarah says:

*"Our online provision is our busiest 'branch'. You can flick through your favourite magazine or get lost in a novel without even entering a library and many of our customers do just that!"*

*Service manager for service innovation, digital and libraries*



# Dartford Library refurbishment update

“My son was so excited when he first walked into the newly renovated library. He didn’t quite know where to start first! The new children’s area is open and an accessible space with lots of light streaming in from the park. The selection of children’s books appears to have doubled in size. Every other book we take out is brand new! There is so much more additional seating (both sofas and desk) for the kids”.

- Jen, Dartford resident via [dartfordliving.com](http://dartfordliving.com)



*Matthew says:*

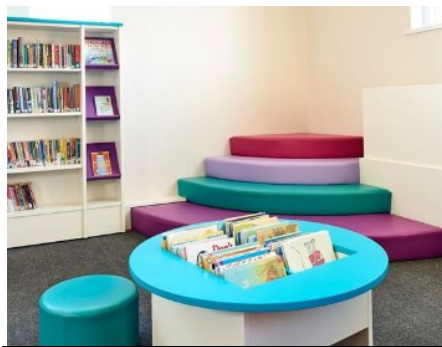
Colleagues in the Day Service who, are now co-located within the library, have given positive feedback on the working relationship between library staff and social services staff.

There is evidence of good partnership working with Dartford Borough Council, not least by the newly set up Friends of Peter Blake Gallery group, containing local councillors and officers from KCC LRA and DBC.

Customer comments have shown a positive response to the new décor and layout of the library. Staff are enthused by their new surroundings which again is reflected in the customer feedback.

- Service Manager for Dartford

“Very impressed—well done and didn’t take that long either!!”



“A mountain of children reading!”  
Remarked a teacher commenting on the pupils sitting on the pyramid seating in the new children’s library.



“Beautiful—fresh but still retained the essence of the building

“Money well spent”

“The library looks lovely, with lots of new books available. Found all the books very easily for my sons project for school.”

# Snodland's refit

Snodland has received a much needed refit this quarter.

The library reopened on 21 December and was well attended by members of the local community. The redesign is a success with customers reporting that they love Snodland's new look.

The library was opened by Cllr Mike Hill and Cllr Sarah Hohler.

The new library has improved disability access and a new community meeting space. It is set to offer a range of activities from Baby Rhyme to Crafting sessions to Computer access.

Issues up by 14% in Q4 compared to same period



*"Sometimes I feel like the book is coming to life and sometimes I sit there for hours. Sometimes I feel like they are real. I can't take my eyes off them. Sometimes the book is so good that I sneakily read under the covers because I want to read on. My imagination has gone wild."*

*Lacie, one of Snodland's younger borrowers*

Snodland's refit: The seal of approval from some of Snodland's older and younger borrowers!

Excellent service, always very helpful. New refurbishment is excellent, appears more spacious and a good library system. The elderly have been considered with the personal service.

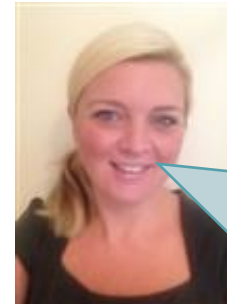
*Carol, One of Snodland's adult users*

Jennifer says:

We are so pleased to have refurbished Snodland Library in recent months. The library is now enjoyed by all and has a bright new look with improved access. We gathered as much input on the design from the local community in advance of the works and we are thrilled to see the new space being used by so many customers.



# Tea for Two: Danson House



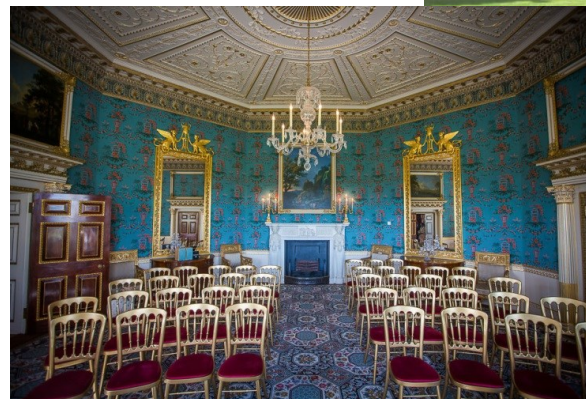
Jane says

“Customers are ‘pouring’ into the tea room. It is proving to be a very popular and well loved facility for customers”.

Service manager for Registration

As part of the partnership program with the London Borough of Bexley to deliver Registration services, Registration operates a concession at Danson House which has recently been renovated to include a tea room. This will hopefully bring in significant income to the service and provide our customers with a unique venue set in the grounds of beautiful Danson House.

The grade I Georgian Villa, built by Sir John Boyd in 1766 is steeped in history. As well as being a unique venue for ceremonies, customers can visit the new tea room and enjoy a heritage tour around the historic rooms .



# Award for the Website

Outcome 3: Older and vulnerable residents are safe and supported with choices to live independently

The staff are very helpful and friendly. Always have time for you. There is so much you can access on-line via this site. For people who like me who cannot always come to the Library it's a FANTASTIC SERVICE. I'm a better person in mind because of this service I've been able to research and find what the library didn't have to hand. Such a bonus"



Liane says:

"I felt very pleased that LRA got recognition for our contribution".

Information Services Support Officer

LRA was pleased to receive an award for the online Library service website, quite a feat when you consider that only 19% of the websites assessed achieved a four star rating, the maximum rating.

The libraries website offers our customers key Information such as opening times, contact information for our library services and details of library activities alongside time saving features such as the ability to join the library, renew and reserve books and download e-books.

We work closely with our colleagues in Digital Services at Agilisys to ensure that our customers always receive up to date information in an accessible format. We are not going to be complacent with this award and we are working with our partners in Digital services to build on this success in the coming year.



# Customer Service Excellence Award

As part of our continuing rolling programme of assessment against this award we were assessed in July 2016, We are compliant in all of the 57 criteria of which we were rated compliant plus in 15. Feedback from our assessor said the following about the service:

## Customer insight

‘What was evident throughout was that managers and staff have a very good insight into the needs of their customers and deliver services to meet those needs through a variety of channels and library sites.’

## Delivery

‘There is a sound process in place for managing complaints within the agreed timescales.’

## Staff

‘..very impressed with the commitment of staff and that they went the “extra mile”.’

**CUSTOMER  
SERVICE  
EXCELLENCE**



## Culture of the organisation

‘Discussions with staff demonstrated that they felt valued, their Managers were visible and they provided positive feedback where they had delivered good customer service.’

## Customer insight

‘The commitment to ensure access to services for the harder to reach and more vulnerable was exemplified by local library staff developing services aimed at specialist needs within their local communities.’

# Ceremonies



“Was the best day of our lives”

*‘From start to finish we have had our every need catered for. There was never any question too frivolous or silly, no issue too big or small. All in all we were incredibly lucky and happy to be able to have such a wonderful experience’*

Couple who got married at Westenhanger Castle

*‘...We even had an email advising us of road works outside the registry office to help us avoid delay’*

Couple who got married at the Archbishop’s Palace

Citizenship ceremony

*I found the whole citizenship ceremony very well organised and it left me feeling special & welcomed.*

Participant at a Citizenship Ceremony

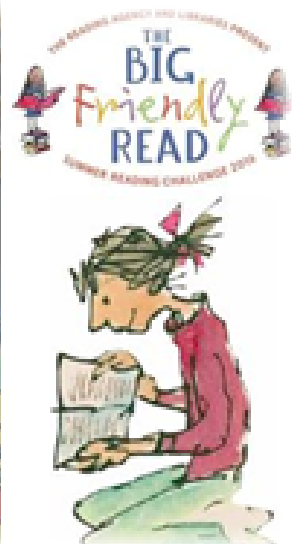
*‘We had a small problem that a seagull deposited on the grooms suit before the ceremony but the team cleaned him up and we were all very relaxed and happy. The team gave a lovely balance between making it relaxed and intimate but also conveying the importance of the ceremony.’*

Couple who got married at Aberdeen House, Ramsgate





# Summer reading challenge 2016



*"I thought it was really fun. There were lots of good books to choose from and the books I read were lovely. It was a good thing to be able to practise my reading for school during the holidays".*

Emma, 6, Tunbridge Wells



Elizabeth Miller This reading challenge is great. We go to the library regularly anyway but we've used it to encourage my just turned 5 year old to independently read a range of different books and we are now reading him Roald Dahl as well after being the sound of some of the extracts from the card. He has really enjoyed doing it as well, we just need to go back to get his medal this week!

Unlike · Reply · Message · 1 · 20 hrs



Kent Libraries, Registration & Archives Do send us a picture of your little one collecting his medal and certificate! We want to show him how much we appreciate his efforts. 😊

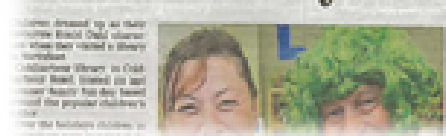
Like · Reply · 1 · Commented on by Li Ann (?) · 3 hrs

View more replies



1010 General King and Adam Green, eight, who completed the The Big Friendly Read challenge at the Sun Day in Canterbury library. Last year from 10 John Ambrose showing 1010 General King in Sun Day in Canterbury library. © Kent Libraries

## Look, there's an Oompa Loompa in the library!



Over 310,000 books were borrowed by children during the Summer reading challenge.

1,952 joined the library to be able to take part in the challenge

**16,769 children took part this year,  
an increase of 7% on last year**

*"This year's reading challenge definitely made a difference to my daughter's reading. We had more frequent visits to the library and she spent more evenings/early mornings reading to complete the challenge".*

-Mrs S, Cheriton



*"My son looks forward to the summer reading challenge each year and is very enthusiastic about visiting the library and choosing his books (and collecting his goodies when he completes each stage!). Great idea to keep in the reading routine during the school hols".*

Mrs I, Whitstable

*"My middle child completed your Summer Reading Challenge this year. Before the Challenge she was on Level 8 of the Oxford Reading Tree. After the summer holidays she was assessed as a Free Reader (normally you would need to be on Level 11 or above to be promoted to a Free Reader). I'm convinced that the Summer Reading Challenge inspired her to read more frequently and more confidently than she had done before. Thank you so much!"*

Parent, Canterbury

*"Fantastic! I liked all of it - especially getting the medals and the cards".*

-Samuel, 6, Riverview Park

### 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<sup>1</sup> has demonstrated that the Summer reading challenge (SRC) helps to prevent the 'summer dip' in literacy skills for those who took part.

<sup>1</sup><https://readingagency.org.uk/children/Overall%20Evaluation%20Results%20-%202014%20Nov%2013.pdf>