

Libraries, Registration and Archives



Update Report (July to Sep 2017)

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Introduction

Work is now progressing against the Service Plan for 2017/18. A major project for this year is the work to define the future ambitions for Libraries, Registration and Archives. We have completed the workshops for staff and are now working with a cross party group of Members, this is also being followed up by some targeted customer and non-user focus groups. Feedback is being collated and will feed into and influence the proposed LRA ambition statements.

We continue to work with the local councils at Tunbridge Wells and Southborough Town Council to develop the Tunbridge Wells Cultural Hub and Southborough Community hub projects. This period is a key time in particular for the Tunbridge Wells hub project with the submission of the Heritage Lottery Fund bid in November 2017. Plans for a mini refurbishment at Tonbridge Library are also progressing with works expected early 2018. We are also looking to progress proposals for modernisation of Herne Bay library. Following some IT issues Meopham library will open in its new premises in early December and Bearsted should be ready to open in a new temporary location early in the new year.

Q2 is a very busy time for LRA with the peak period over the summer for weddings ceremonies conducted by our staff, over 18,000 children taking part in the Summer Reading Challenge and archive exhibitions and programme of talks at KHLC.

We have also completed consultation with staff and the public around realigned new library opening hours. These have been now introduced at 20 libraries that will provide a better service for customers while also allowing our staffing model to be more efficient.

The installation of new self service machines has now been completed and chip and pin and contactless payments is in the process of being rolled out ensuring we keep pace with the ways customers now expect to be able to pay for any charges.



Executive Summary

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 2% respectively on the previous year. Recent results released for the Taking Part Survey 2016/17 shows that nationally fewer people are visiting libraries and that they are visiting less frequently with more engaging digitally. LRA is finding that this is the case in Kent with more customers taking up our digital offer.

LRA's performance for this quarter against the key performance indicators shows some areas of improvement over Q1. The colours represent performance against the agreed KPIs.

Visits and issues - compared to the same quarter last year figures are up **+0.23%** and **+0.7%** up although the year to date is slightly down.

Online contacts - as is being found nationally these contacts have increased by **+22.2%** on the same quarter last year.

Wi-Fi usage - is continuously growing with a **+20%** increase on Quarter 2 last year. Despite this increase our **PC use** has also increased by **+1.35%** this quarter.

Over 64,000 people attended **events** in libraries during the summer—an increase of **+18%** on the previous year.

Visits to **the archive search room** are up **+6.3%** on the same quarter last year.

In terms of **active borrowers** there was a **-3.6%** decrease on the same period last year. We are looking at ways we can improve this.

Community outreach – there are less customers receiving our home library service with a decrease of **-7%**. We are reviewing our offer to make it more accessible to a wider audience.

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 balanced result. We are reviewing the results for birth and death registration to identify areas we can improve for customers. Given a lot of Archive customers access the service remotely as well as those customers who use the search room we also survey these customers and are awaiting the results of the 'distance archive' survey which should give us a better picture of Archive satisfaction.

Birth and death registration **93%** (936 replies)

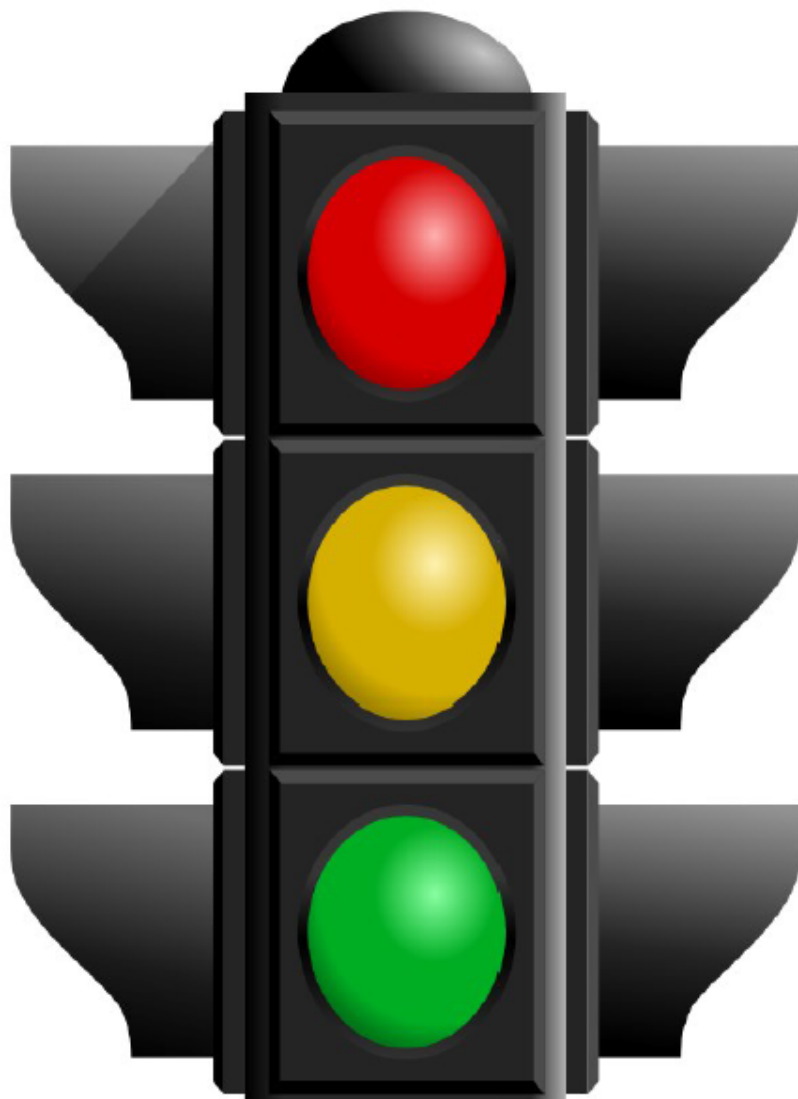
Ceremonies **97%** (159 replies)

Libraries **97%** (704 replies)

Archives **87%** (37 replies)

Citizenship—**new** **97%** (149 replies)

The Service Plan traffic light - activity at a glance



Actions

Outcomes

- Ashford relocation to ground floor
- Archives – generation of income

Delays to implementing while options considered LRA progressing with Infrastructure

While Archives has generated income, our proposals for digitisation and IT development have taken longer to develop. We have covered this financially this year

- Tunbridge Wells development
- Southborough development
- Commissioning of Birchington Parish Council to deliver library service
- Self Service upgrades
- Asset collaboration projects
- Pop up artisan shops

Negotiations continue re staffing, temp premises identified so will go green once HLF bid submitted.

Project still in development

Options and discussions with Birchington in progress

Final phase of rollout now taking place

Programme & next steps being looked at across KCC

Our pilot is being evaluated to see whether we continue

Some highlights to date...

- Social prescribing
- Social events for volunteers
- Refresh LRA presence on kent.gov.uk
- Procure and deliver archive collections management systems

Working with Red Zebra to promote engagement with socially isolated

Well received and appreciated by volunteers

Progressing well, implementation due in November

Go live of new system, including website, in November

78 Activities in the Service Plan
– 70 Green, 6 Amber, 2 Red

Customer Service Excellence Award

LRA are assessed against 57 criteria covering all aspects of customer service from customer insight and engagement through to the culture of the organisation. 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.”

The assessor said *“There were good examples of the impact of the services on local communities. There were some good examples of insight into customer needs’ at local level and at a strategic level through the Library Ambition project..... Partnership working is at the crux of the service and crucial to how it is delivered locally for the benefit of customers.”*



“Collecting the evidence and taking the assessor to see our service points is my favourite job of the year. It makes you feel good to see what a very good service we provide to customers.”
Carol Westwood,
Customer Insight and Engagement Manager



“We are very proud to have held the CSE award since 2010. It reinforces the fact that we put the customer at the centre of everything we do and is something every member of staff contributes to and can be proud of. Thanks to everyone for the efforts day to day for our customers.”



Kent's Digital Den—progress to date

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

Digital Dens are now being developed across the county.

Gravesend—set up with a waiting list

Sheerness—first session on 4 November with 7 attendees

Ashford—promotional day in October with over 50 children signed up

Swanley and Newington are organising their promotional days for the New Year



micro:bit



We have also received from the Micro:bit Foundation 190 micro:bits. These small boxes contain equipment that can be used for coding. Customers will be able to borrow these to use at home to practice their coding skills.

"Amazing activities, so different from anything else on offer. Thought we'd be here for half an hour and 2 hours later we were still here! Boys loved it...bring on the clubs" Many thanks. Ashford parent

My daughter really enjoyed them and is keen to take part in an after school or Saturday club. She's particularly interested in learning to code! Ashford parent

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.

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.

Quote from a participant in the Storybook Dad scheme (prisoners record a story onto a CD that their child can listen to at home)

"I would like to apply for the next story book dads please, I have found that it has helped by son cope better with me being in prison as he listens to the story books I've already done for him every single night before he goes to sleep, thank you"

Quotes from participants on a story writing course at East Sutton Park

"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."

"Reading makes me forget about my problems and increase my knowledge."



Reading Ahead facts

- Reading Ahead has reached more than 275,000 people over ten years.
- Survey respondents say it **boosts their reading confidence**
- The programme is designed to help people improve their reading skills and develop a love of reading.

Social Prescribing—Swalecliffe Library

Social prescribing is defined as “a means of enabling primary care services to refer patients with social, emotional or practical needs to a range of local, non-clinical services, often provided by the voluntary and community sector.”

Outcome 3—Older and vulnerable residents feel socially included

Canterbury CCG is running a social prescribing pilot where they work closely with Red Zebra to identify people who may benefit more by being socially engaged to improve their wellbeing and/or underlying health issues. Red Zebra is a charity that works closely with organisations and individuals to build stronger local communities.

There are Talk Time groups in 72 libraries across the County. In 2016/17 29,256 people attended the groups. Each group has evolved in its own way to suit the needs to the attendees. We have had 9 referrals from Red Zebra since the pilot started in July 2016

Roy 88, lost his wife and all his male friends were gone too. He was very lonely and was finding life depressing. His GP put him in touch with a group called Red Zebra. They work with individuals to find activities for them that could help their situation. One of the activities they suggested was Talk Time at Swalecliffe library. The group meets weekly on a Wednesday morning. Roy went along to the group where he met lots of different people. They have a cup of tea and talk about all sorts of topics. Roy now says that he feels less lonely and he looks forward to going to the group. [Link to video](#)



Archive Exhibition

During Q2 Archives staff delivered

3 exhibitions visited by 3,365 people 9 tours of the Archives for 50 people

6 talks to 124 people

All this as well as providing documents for over 1,200 visitors to the search room and answering over 750 distance enquiries

Heritage Open Day

As part of the national Heritage Open Days weekend Kent History and Library Centre offered free behind-the-scenes tours of the history areas together with a special display of some of our most interesting books and documents.

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

Barbels, Bawleys and Owlers: Life along the Kent Coast exhibition

An exhibition exploring stories of the Kent coast: from oyster farming to sea-bathing, and shipbuilding to smuggling. Original Screen Archive South East film and documents from Kent's local history and archive collections.

During the summer we delivered a series of talks to compliment the Coast exhibition. Nearly 1,500 people visited the exhibition and in addition 47 people attended the associated talks.



Summer Reading Challenge

The Summer Reading Challenge encourages children aged 4 to 11 to read six books during the long summer holiday—The Reading Agency

This year 18,129 children registered for the Summer Reading Challenge - 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.



"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

Summer Reading Challenge—continued

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



A child discovering what a giant cockroach looks like at Kent History and Library Centre

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%202013.pdf>

"Brilliant way to get children involved in reading during the summer holidays"—Parent Coldharbour

"I loved the summer reading challenge because it was really fun and I discovered some great new books"—Girl aged 8 Dartford

Summer Reading Challenge

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

"I enjoyed the reading challenge and liked trying to figure out how the granny did it. The agents were cool" – Boy aged 4 Rustall

Comments from a family at the Eden Centre

Granny: *'Archie has only just reached the status of 'free reader' at school. He can now choose which books he reads and the SRC is helping him to become more confident in choosing the books and pushing himself.'*

Archie: *'I like the SRC as it makes me try harder. I like reading books about facts and these are counted in the SRC 😊'*

Lily (older sister): *'I find reading easy and I have already finished the challenge. I'm going to keep coming to the library with Archie to help him read more books. I am keeping the clues a secret so that I don't spoil the challenge for him.'*

We had 13% more new borrowers in the age range 0-11 during July 17 than we did in July 16



Zoolab visited libraries during the challenge to show children different animals



A wall of books made by the children from Coxheath library

ANIMAL AGENTS

SUMMER READING CHALLENGE 2017
animal-agents.org.uk



Illustrations: © Tony Ross, 2017

Tell us what you think...

Please tell us what you thought of Animal Agents 2017.

Name Lana Mullins age 9 boy ☐ girl ☒

I really enjoyed this year's summer reading challenge. It was fun and even got my little brother into reading. Can't wait to see next years!



Sevenoaks Museum Accreditation

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

The Museum has recently been 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.

Sevenoaks Museum is part of Sevenoaks Kaleidoscope (library, museum and art gallery). Our exhibits and activities include:

- a programme of events and activities.
- a film about the town's history or our current exhibition
- crafts, quizzes and activity sheets for children
- displays of local interest (eg. hop-picking, World War 2, cricket)
- objects to handle with Braille labels
- oral history telephone to listen to a blacksmith, a brewer and a veterinary assistant
- regular exhibitions



“Painting of a woman in Tudor dress” by John Downton



Victorian pram in the collection



Visitors enjoying the 1950s Childhood exhibition

Comments from a children who attended a school session on The History of Sevenoaks.

‘I liked trying to guess what things were’

‘I learnt that SER stands for South Eastern Railways’

‘I learnt that Sevenoaks used to be under the sea.’

“I learnt that the R (on a WW2 helmet) stands for Rescue’ and that the helmet was worn by people rescuing people from bombed buildings.”

Service Innovation

In Q2 we issued over 70,000 e-books, e-audio and e-magazines, an increase of 12% on the same period last year. We have 7,635 borrowers who use this facility. If our e-offer were a library it would be our busiest service point.

"Love borrowing books in the middle of the night for going on holiday but still borrow 10 real books a month minimum from my real library as I prefer actual books but this service is perfect for books on the go."

Facebook user



I love the emagazine collection'.

Facebook user



COMING SOON!

We will soon be offering customers the opportunity to read their newspapers online.



Service Innovation - continued

As part of our improved offer to customers using our self service in some locations customers can now pay any monies due by using our self service machines.

In Q2 over 711,000 items were issued or returned using our self service machines and 203,000 items were renewed using the web.

In some locations customers can also pay fines and charges using our chip and pin and contactless machines at the counter and self service machines.



RFID +

We are working with Bibliotecha to pilot a scheme in 3 libraries, Deal, Paddock Wood and Higham, whereby customers will be able 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.



New improved websites

We are working with Agilysis, KCC's digital transformation partner, to improve our website presence to make it more user friendly. We hope to launch the new library site in December.

Archives have launched their new look site together with their new, easier to use catalogue. [New archives website.](#)

A Summer of Ceremonies

From July to September 2017 KCC staff officiated at 2,906 marriage ceremonies a 4.4% increase on last year. This peaked in August with 1,110 ceremonies



Customers appreciate the work that our staff do to make their day the best it can be:

"Thank you to Rona & Kerry for making our wedding day extra special."

"A big thank you to the registrars, they were professional, helpful, kind and made our day."

"Emma Hughes and her colleagues made our ceremony so special, full of love and meaning."

The registration service is also required to provide ceremonies for those that are housebound, in prison or in a hospice or hospital. These types of ceremonies are completed under a special licence and with the Registrar General's approval. Couples are very grateful for this service as it can be at a time of challenging or sad circumstance. During July to September we conducted 27 of these ceremonies.

Volunteering

We have 1,148 volunteers across the County. In 2016/17 they provided 44,947 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.

"We came here for a talk about the library and we were told about how important volunteers were in helping to run all the extra activities," she said. "I was already a big fan of the library as I have been coming here since I was two and I love to read, so I told my parents I wanted to volunteer." Milly aged 12 who volunteers at Lyminge library



Broadstairs library volunteers enjoying a recent social event where they got together to talk about and share their volunteering experience.

Volunteers carry out various roles from delivering books to the housebound, to helping those who are struggling with using a computer, to hosting events. Our newest volunteer role is working with young people in the Digital Dens. We have volunteers of all ages and abilities. We are currently working with Children's Centres to develop a new role, Children's Centre Champion, which will promote the library service to Children's Centre users.

Modern Records are on the move



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. Our staff liaise between KCC departments and the external provider to ensure that any documentation that is required can be retrieved. Following a tendering process a five year contract for storage provision has recently been awarded to The Hill Company and the transfer of the records is now taking place.

There is a total of over 71,000 boxes that need to be transferred. As of the end of September a total of over 25,000 boxes have been moved with the completion of the remainder by 22 December.

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

In 2016/17 we retrieved 4,401 files and moved 6,676 boxes into storage.



KPI Summary

	Type of KPI	Quarter1	Quarter2	Quarter 2 Target	Year-end target	Year to date	Direction of travel
KPI 1a	Visits to libraries and Archives venues	1,241k	1,391k	1,380k	Upper 5,070k	2,632k	↓
				1,270k	Lower 4,630k		
KPI 1b	Visits to the Archive search room	1,164	1,287	n/a	n/a	2,451	↓
KPI 2	Library Issues	1,677k	1,343k	1,310	Upper 4,775k	2,510k	↓
				1,210	Lower 4,285k		
KPI 3a	Events across LRA venues	5,820	5,182	n/a	n/a	11,002	↓
KPI 3b	Attendees at LRA Events	51.9k	64.8k	n/a	210k		↑
KPI 4	Active Library and Archive Borrowers (rolling year)	160.2k	161.3	n/a	n/a	161.3	↓
KPI 5a	Customer Satisfaction – Libraries *	97%	97%	n/a	95%	97%	↑
KPI 5b	Customer Satisfaction – Archives *	89%	87%	n/a	90%	87%	↓
KPI 5c	Customer Satisfaction – Births and Deaths *	94%	93%	n/a	95%	93%	↓
KPI 5d	Customer Satisfaction – Wedding Ceremonies *	98%	97%	n/a	95%	97%	↑
KPI 5e	Customer Satisfaction – Citizenship Ceremonies – NEW*	100%	97%	n/a	95%	97%	↓
KPI 6a	% of Registration appointments booked online	36%	40%	n/a	n/a		↑
KPI 6b	% of birth appointments booked online	75%	75%	75%	75%	75%	↔
KPI 6c	% of death appointments booked online	44%	39%	n/a	n/a	n/a	↓
KPI 7	PC Use in Libraries	117.7k	124.7k	n/a	n/a	242.4k	↓
KPI 8	Library Community Outreach (rolling year)	1,407	1,371	n/a	1,455	1,371	↓

* Customer satisfaction survey results are cumulative throughout the year and although Citizenship is showing a decrease the previous number of response were so low it would not be considered to be statistically sound