

Leisure & Culture Dundee is a Scottish Charitable Incorporated Organisation No. SC042421

Library and Information Services

Annual Report 2015/16

Introduction

It has been a busy year for the Library and Information Services, with 1,268,929 visitors across our libraries borrowing 501,861 items and attending almost 5,000 reading events and activities including Bookbug sessions, class visits and reading groups.

We have continued to evolve our service delivery to ensure its relevance to local communities as well as introducing new aspects to our offer. This report can only illustrate a snapshot of the year's achievements and challenges given the extent of the work undertaken by our library staff.



In June 2015 'Ambition and Opportunity: A Strategy for Public Libraries in Scotland 2015-2020' was launched with the support of the Scottish Government and COSLA. This sets out a vision for strengthening the role of libraries in communities and responding positively to the digital and information age, aiming to reinvigorate the role and perception of libraries. Dundee was involved in the consultation process for this document, and has a case study on the Opportunities Project featured. Through the Head of Library and Information Services we are leading the implementation of the Reading, Literacy and Learning strategic aim for public libraries across Scotland and are working to ensure that our service priorities meet the aims of this strategy. The six strategic aims of the National Strategy have been used as the framework for this report:

- Strategic Aim**
- 1: Reading, Literacy and Learning
 - 2: Digital Inclusion
 - 3: Economic Wellbeing
 - 4: Social Wellbeing
 - 5: Culture and Creativity
 - 6: Excellent Public Services





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A major challenge for the service has been the ongoing uncertainty created by the Wellgate Centre cinema proposals, which would involve major impact on the Central Library including a period of closure. We were informed in February that the agents for the owners had confirmed it was unlikely redevelopment would be proceeding in the short term due to difficult market conditions. They advised it is still their intention to undertake redevelopment of the Centre at a future date, market conditions allowing. Library staff have risen to the challenge of maintaining a positive and forward-thinking outlook despite the uncertainty of the building work. The Board has agreed that bookings should be recommenced on a rolling 12 month forward basis and it is hoped that the Weaver's Café will re-open.

Last year we were delighted that the Board released funds to invest in a new pc booking system for the 216 public access computers in libraries across the City. This was fully installed earlier in the year to a very enthusiastic welcome by both staff and our customers. The new system enables our pc users to book onto the pcs independently and has a 'repeat booking' feature which is especially popular and enhances the visitor experience. This development has been particularly appreciated after a long period of operation with a system which no longer met our customers' expectations.

The Opportunities Project to support people experiencing the impact of welfare reform with the involvement of a network of volunteers has continued to develop, delivering 8,179 digital literacy sessions with 4,163 volunteer hours.

The Stakeholder Group has continued to support the work of the Library and Information Services and has provided invaluable input, asking key questions to ensure that services are developed in the right directions for our communities and that we have continued to embrace feedback from our customers.

Library and Information Services also provides the Marketing, Communications and Design functions for Leisure & Culture Dundee. The team has made significant progress over the last year in establishing a clear brand identity and in raising the profile of the organisation.

The new responsive L&CD website was launched in November and already traffic to the site is up by 12% compared to the previous year. Social media training has been delivered across all service areas. A new platform 'periscope' has been used on a few occasions to live stream events and has proved very successful with people following events from Russia, China and Scandinavia.



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Performance Figures

	2013/14	2014/15	2015/16
Visitors	1,332,787	1,309,796	1,268,929
Loans	564,210	527,627	501,861
Requests for Library Items	20,636	24,495	27,704
Reading Events	4,774	4,545	4,979
Enquiries	129,687	127,407	128,571
E-Books and E-Audio Books Downloaded	8,047	6,179	7,859
E-Magazines Downloaded	4,380	4,153	4,416
PC Logins	167,994	171,047	159,641
PC Users	17,715	17,265	20,391
Digital Literacy Sessions	1,771	6,005	8,179
Volunteer Hours	1,720	3,839	4,163
Class Visits	569	443	431

Highlights of the past year have been:

- 1,268,929 visitors to Dundee's public libraries borrowing 501,861 items.
- 6500 hours of IT support provided by the 23 volunteers and staff through the Opportunities Project.
- 159,641 PC logins made by 20,391 different users.
- 4,979 reading related events across the City involving local schools, third sector organisations, families and individuals.
- Over 1000 attended the Remembering Loos national commemorative event in the Caird Hall on 25th September.
- Almost 1,000 children registered to take part in the Summer Reading Challenge with over 64% completing the challenge.



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Strategic Aim 1: Libraries Promoting Reading, Literacy and Learning

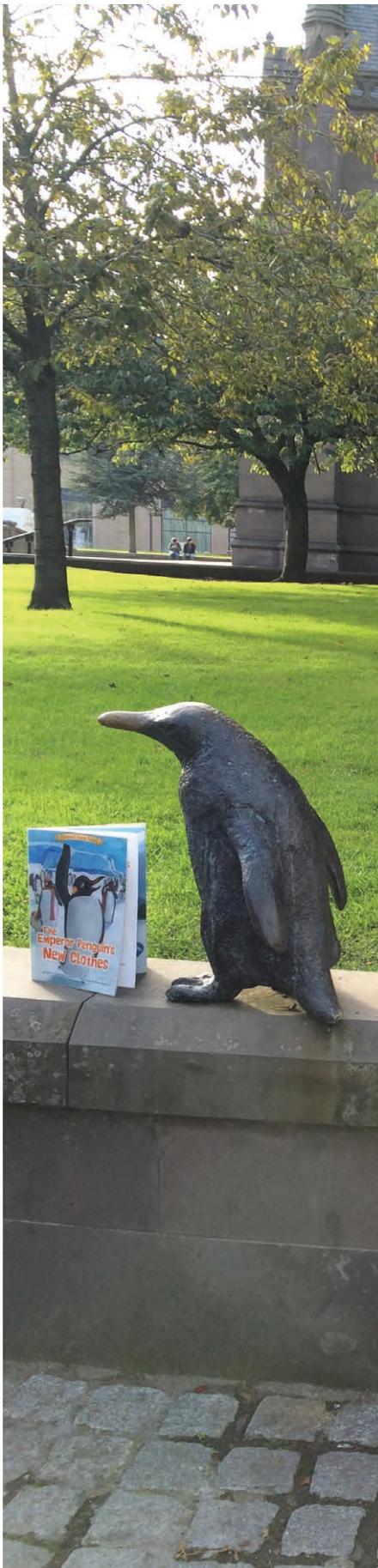
We promote education and learning for all, develop a culture of reading for pleasure, offer support for everyone from early years to older people, and enable people to make informed choices.

Library and Information Services have delivered a comprehensive programme of activities throughout the year which focus on inspiring people of all ages to embrace books and reading. The attendance and feedback from these events has illustrated the positive impact on participants.

We have been a key partner in the delivery of the **Read, Write, Count** Scottish Government initiative supported by Education Scotland, the Scottish Library & Information Council and Scottish Book Trust which aims to improve literacy and numeracy skills among children in Primaries 1 to 3. Through this scheme we have helped parents and carers bring fun and learning into everyday activities with their children. To help raise awareness of the initiative, we were awarded additional funding to support work with families.

To mark National Libraries Day and to highlight the **Read, Write, Count** initiative, family entertainment group Funbox hosted an exclusive reading of their favourite children's books on 6th February in Lochee Library. Dundee families packed into the library for a noisy and fun storytime session and left with an increased sense of the impact reading has on a child's life.





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To ensure that people living in Dundee have opportunities to access local and national author events to enhance their knowledge and experience of reading, the Service delivered an extensive and exciting programme during **Book Week Scotland** during November 2015. Almost four hundred people took part in these events with local authors Eddie Small and Tina McGuff, well known nature writer Jim Crumley, children's author Lari Don and international best selling author of *The Girl on the Train* Paula Hawkins.

A Blackness reader at the Mary Lily Walker talk commented, *"As a newcomer to Dundee I'm delighted to learn more about women who worked so hard to improve the lives of others."*



A local Primary School Head Teacher observed that Lari Don's performance had been *"A fantastic opportunity for children to hear someone speak so enthusiastically about books and writing."*

A first time visitor to the Steps Theatre said *"Lovely venue first experience of coming to hear an author - found it very exciting interesting and engaging."*



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There is significant evidence to suggest that the educational attainment of children who have regular access to books is increased. To meet our responsibility to ensure that children have supported access to reading material throughout the year, Libraries in Dundee deliver the **Tesco Bank Summer Reading Challenge Scotland** supported by The Reading Agency in partnership with Tesco Bank and Guinness World Records. Almost 1,000 children registered to take part in libraries across the city with over 64% of them successfully completing the challenge to read six books over the holiday period. This activity was also accredited by The Children's University.

The launch event was held in Arthursstone Library with pupils from Clepington Primary School where Macastory retold stories of record breaking heroes of old with many opportunities for audience participation as Ancient Greek, Irish and Norse characters.

As part of the summer programme, prize-winning author Lindsay Littleton visited Blackness Library to talk about her debut novel *The Mixed-Up Summer* of Lily McLean. Lindsay chatted about her writing journey and the process of creative writing to inspire children to follow in her footsteps.



Award ceremonies for children and their families were held at all libraries to celebrate everyone's success.

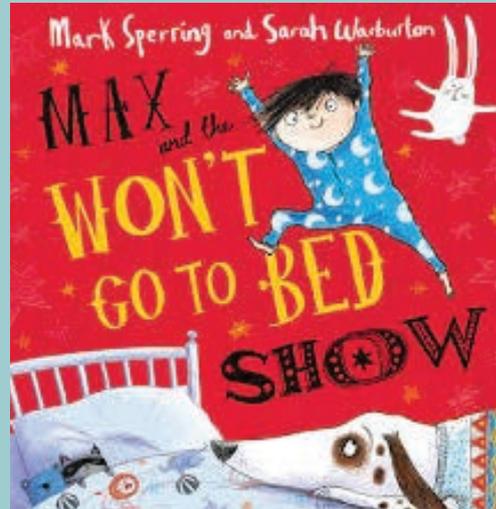
Quote from a satisfied parent *"Hannah really enjoyed the summer reading challenge. I used to read to her; now she reads to me!"*





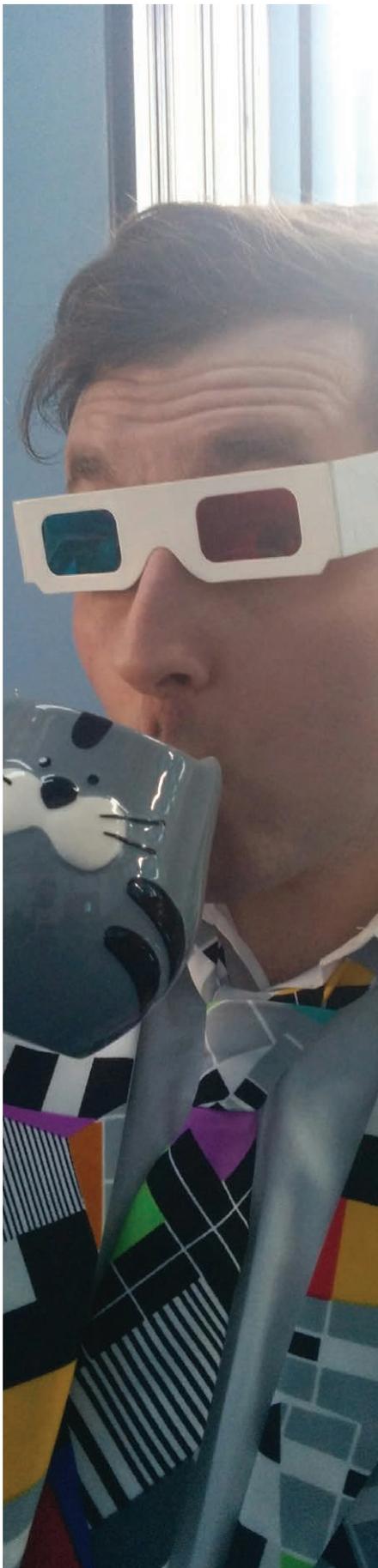
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Through strong links with the Education Department, the Library Service works closely with local primary schools to engage with children and provide opportunities for them to increase their awareness of the value and impact of reading. As part of this, the **Dundee Picture Book Award** provides a structure for fourteen enthusiastic P6 classes to read and share the four shortlisted titles to their P1 classes and talk about the content, illustrations and storylines.



The award ceremony was held in June in the Whitehall Theatre at an event hosted entirely by the P6 pupils, giving them new skills in public speaking. Every P6 and P1 class in the 14 Primary Schools involved voted for their favourite story with Max and the Won't go to Bed Show the eventual winner. Children from St Andrew's RC Primary School hosted the ceremony and recorded the voice overs for each of the stories. Next year sees the Dundee Picture Book Award in its 10th year. Here's to the next 10!

People living in our local communities have an expectation that libraries should provide venues, resources and encouragement to facilitate opportunities for them to discuss books and reading with the aim to widen reading choices.



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Reading Groups remain in demand and take place in all libraries. During the past year groups have been established on Saturday mornings at Charleston and Central Library aimed at the 8 to 12 age range. Participants are helped to feel comfortable using the library and talking in peer groups about literature, to create a sense of fun around reading and to highlight collections of children's fiction.

When choosing which **authors** to invite to our libraries, we consider a wide range of ages and interests. Applications to the **Live Literature** scheme administered by Scottish Book Trust provide financial support.

On 27th January, Holocaust Memorial Day, Elizabeth Wein came to Coldside Library to talk to S3 pupils from Harris Academy. Her presentation based around her novel *Rose Under Fire* was personal, passionate and thought-provoking.



Pupils from Morgan Academy celebrated World Book Day on 3rd March with Young Adult author Kirkland Ciccone in Arthurstone Library. Kirkland is a passionate supporter of reading and libraries and his talk was as exciting as his jacket!

Libraries play a strong role in supporting new and upcoming authors, particularly those from our locality.

An example of this was local author Sandra Savage who delivered her first ever library event on 16th June at Central Library. Sandra has based the story of *Annie Pepper* on real life events using family memories to create an absorbing tale of the life and times of working women in Dundee.



Library users are always interested in books based on local events from the past so the launch of Andrew Nicoll's *The Secret Life and Curious Death of Miss Jean Milne* drew a crowd of nearly 90 people to Broughty Ferry Library, only



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streets away from the location of the murder itself. Andrew's interpretation of the possible sequence of events is based on his research of primary sources held in the Local History Library.

Libraries have long recognised the importance and value of promoting stories to children from birth through the delivery of the Bookbug programme.

Throughout the year, parents, babies and toddlers attending sessions in libraries across the City were encouraged to read stories, sing lullabies and make puppets. The importance of these sessions is recognised by a range of professional partners, who often request to attend sessions to share their expertise with parents in an informal setting.



Dundee was one of the first local authorities in Scotland to benefit from the additional funding for Bookbug Assertive Outreach. We have built on the partnerships and links created through that development. Our Bookbug Coordinator delivered training to over 50 early years' professionals and volunteers during the year. These included Health Visitors, Social Workers, Speech and Language Therapists, Discoverin' Families Workers and volunteers, Homestart volunteers and staff from the Children's Carers Centre.

Across the city, classes from local schools regularly visit libraries seeking support with both classwork and reading for enjoyment. These are opportunities for staff to talk about all the resources we hold on the library shelves and online and the facilities we offer. The emphasis is on promoting the benefits of reading to all ages.

Any chance to raise awareness of library services in unusual venues is explored. During 2015 we worked with the Countryside Rangers to deliver storytimes and activities as part of their programme for families. Library staff began the Spring in a warm and sunny Duntrune Garden, spent a damp Friday in Camperdown Park during the summer, a session devoted to bugs at Broughty Ferry Nature Reserve, a drier day at Trottick Ponds before ending with an audience of over 100 children and parents at Templeton Woods in October.



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Strategic Aim 2: Libraries Promoting Digital Inclusion

We make best use of digital technologies to deliver high quality, efficient and responsive services, enabling access to information and services wherever and whenever citizens want them

Universal access to digital information is key to the delivery of library services over the past year we have made significant progress in addressing the digital divide. Dundee Libraries have a national and international reputation in actively seeking new ways to develop and deliver services.

Throughout 2015-16, the **Opportunities Project** has continued to support customers in developing their IT skills and enabling them to engage with online employability resources. Over 6500 people were given digital assistance in the department during this period and we have continued to work with a variety of partners, such as DWP, Welfare Rights and Discover Opportunities, to provide a range of advice and help on-site. Enable Scotland and E-Zone are two of the new partnerships established this year.

A dedicated group of volunteers has continued to play a pivotal role in providing IT assistance to customers. Approximately 3000 volunteer hours have been undertaken over the course of the year. In February 2016, a member of our volunteering team was awarded 'University of Dundee Award for a Volunteer Based in a Community Setting' and four others have gone on to gain employment.

A Project Scotland volunteer, Niki Aikenhead, worked alongside the Opportunities Project volunteers within the IT drop-ins, and helped to deliver Windows 10 workshops and IT taster sessions to customers. Following his placement he has secured employment.

In Oct 2015, as part of 'Get Online Week' we provided a range of digital sessions, including e-learning, gadget drop-in, social media training etc., and library staff have continued to offer IT tasters, tablet training and assistance to customers accessing our e-resources. In response to a number of general IT enquiries, we have now set up a monthly drop-in service where staff, volunteers and customers trouble-shoot and share their IT knowledge.

We have received a number of visits from interested local authorities over the year who are keen to implement services based on our model. Alex Neil MSP, Cabinet Secretary for Social Justice, and Ross James, DWP's Head of Universal Credit, also paid a visit to the department to see our employability and partnership working in action.



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In June the Scottish Libraries Digital Champions Group visited Central Library to see a demonstration of the 3D printer, and hear about the work taking place in the Opportunities Department.

A group of staff from Stirling Council visited Dundee in May 2015 to look at adult learning and library work in relation to welfare reform, in particular our plans for support with Universal Credit rollout. They visited the Opportunities Room, in Central Library as well as Job Shops in Finmill, Kirkton and Charleston.

The 3D printer was working overtime in the run up to the Festive period as it printed out Christmas decorations in various sizes, designs and colours. A group from Orchard Court in Balbeggie helped to develop some bespoke decorations for their own Christmas tree while the Connections staff worked with members of groups who attended the Connections Film Show to create hanging decorations and key rings.



Dianne Brown, Senior Support Worker commented on the impact of a demonstration of the 3D printer on her client.

'Sometimes concentration can be poor and interest can be lost quickly, but not in this instance, together we sat for twenty minutes patiently and wide eyed almost mesmerised watching the key ring appear from thin air in front of us. On completion his face was beaming with delight and with a loss for words he tentatively picked it up and turned it over. Even whilst having his photograph taken for the group he couldn't take his eyes off it, it was delightful. Thanks so much, we can't wait to come back!'



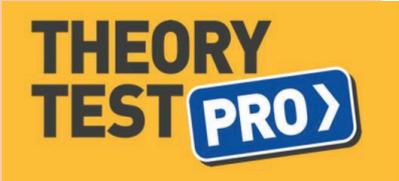
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Classes of S2 Design and Technology pupils from Morgan Academy were given instruction in TinkerCad. Pupils were then able to personalise their own designs which were then printed in 3D.

During February, Central Library staff attended the Dundee **Smart Care Convention** to demonstrate products and services helpful to those who require and provide care. They highlighted the At Home Service, Dementia Library, reminiscence materials, the Library App, electronic resources and reading groups.

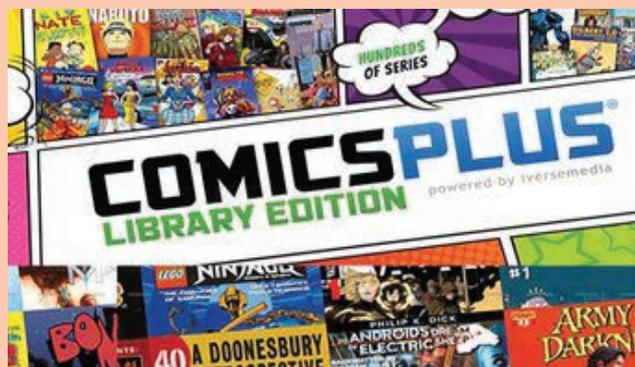
Libraries have a responsibility to identify those resources which can considerably enhance the lives of our customers but may not be affordable to individuals. Through this we offer a range of high quality, authoritative digital resources.

The Theory Test Pro resource was promoted to 5th and 6th year school pupils, as well as driving schools in the area and the Theory Test Centre. To register all that is required is a Dundee library card for access not just to the theory test questions, but also to the Highway Code plus sample hazard perception tests. The site is even suitable for people looking to prepare for HGV and motorcycle theory tests. As a result of the promotion, take up of the service has increased.

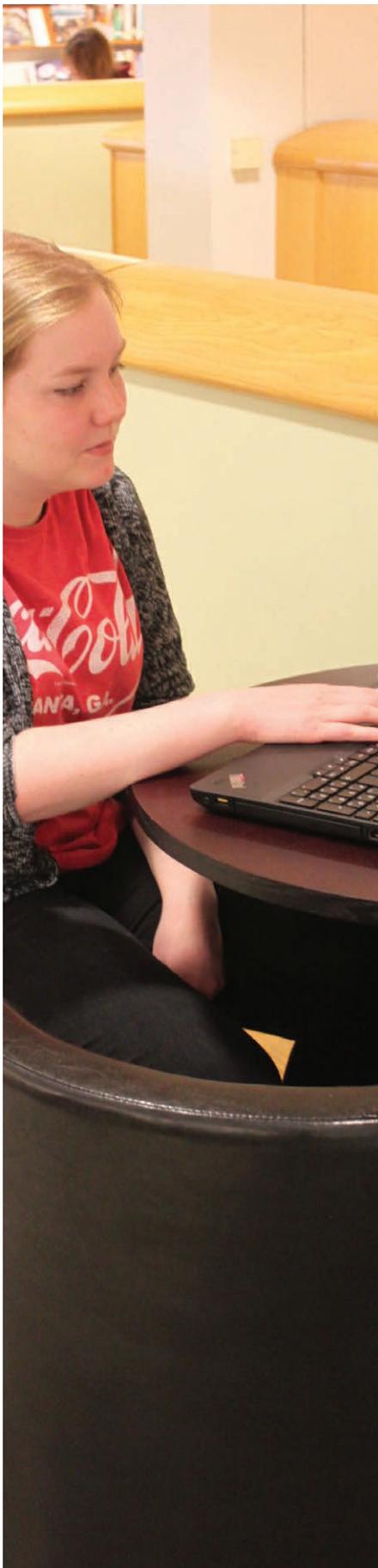


2015	Tests Taken	Questions Answered	2016	Tests Taken	Questions Answered
January	83	2946	January	229	9106
February	106	3951	February	203	8526
March	78	3381	March	471	17364
April	121	3150	April	433	14272

Promotional visits to Morgan Academy and St. John's took place to raise awareness of online and e-reference resources, e-books, databases including Oxford Reference, Universal Class and ComicsPlus. as well as the library app.



Dundee Libraries are in the top ten UK locations gauged by traffic generated to the Access to Research site. This provides free and easy access to over 10 million journal articles published by a wide number of scientific, technical and medical publishers worldwide.



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Strategic Aim 3: Libraries Promoting Economic Wellbeing

We contribute to Scotland's economic wellbeing, supporting jobseekers, offering courses in digital skills, language courses, and support for small businesses.

Throughout the past year, Dundee Libraries have made a major contribution to the economic wellbeing of our customers through a range of activities across all our services. We are aware of the importance of providing placements to people who require work experience, increased skills or simply confidence building.

Across the City, a range of volunteers have worked with us to deliver local history projects, IT training and children's activities.

Through the Opportunities Project previously highlighted, we have increased the options for job seekers to improve their job prospects, using our strong links with other agencies to provide positive signposting.

The Service recognises the added value volunteers have brought to both libraries and customers through joint projects and services.

Over the summer holidays we provided the opportunity for several young volunteers to support the holiday programme in the Children's Centre. Lily Pall used her time with us to work towards a 'Saltire Award'. Having already achieved an introductory ten hour award in 2014, she was keen to build on her achievements and experience, setting her sights on a fifty hour certificate.

"I've really enjoyed my time volunteering here because it is so rewarding to see how happy the children are when they take books out and their creativity come alive during craft activities. I've gotten an insight into how this library does so much for the community and have learned a lot about how to work with both children and parents. Big thank you to the staff for being so friendly and patient with me and I hope they will have me again soon!" Lily Pall



As part of our collaboration with the University of Stirling, a PhD postgraduate placement was created with the successful applicant using the Local History Department's A. C. Lamb Collection and internationally significant holdings in Victorian Scottish poetry and song, and local newspapers to investigate how poetry and songs were used by writers and performers in Dundee and how this legacy impacts on the people and city today.

Strategic Aim 4: Libraries Promoting Social Wellbeing

We contribute to social wellbeing, tackling social isolation inequality, disadvantage, fractured communities and ill health.

The success of Dundee Library and Information Services over the past year has illustrated our key role in ensuring that improvements to social wellbeing in our communities are made.

The start of 2016 marked a rebranding for the Housebound Service. The Service has continued to change and evolve over the last few years and the name no longer accurately reflected what the service was. Potential new customers were reluctant to engage with the service, commenting 'I'm not housebound, I can still get out' when it was mentioned to them.

Now called **At Home Library Service**, it continues to support those who have difficulty getting out independently and can also accommodate customers who would benefit from a book delivery service to their front door as they would have difficulty carrying home a number of heavy library books or other resources.

Promotion of this and other library services is underway via Dundee Audio News and Sheltered Housing Wardens.

Family events took place throughout the year, including Christmas storytimes, craft activities and an opportunity to meet Santa to hundreds of children. Working with community partners we welcomed more than 480 children



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to Whitfield, Kirkton, Douglas, and Broughty Ferry over the festive period. Young children were introduced to the library in a fun and relaxed way and our facilities were highlighted to parents, carers and teachers to showcase the library as a focal point within the community.

We provide a strong service to individuals and groups within our communities who want to keep memories alive through the use of **Reminiscence Collections**.



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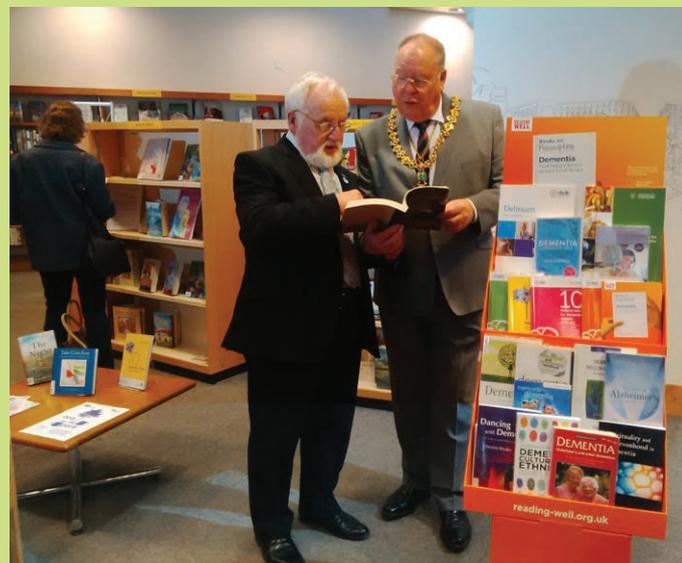
A range of new reminiscence packs have now been developed for loan to groups or establishments involved in conducting reminiscence sessions. Topics available include: The Royal Family; Growing up in the 50s and 60s; The Swinging Sixties; Transport and Killers and Supernatural Thrillers. Library staff have delivered sessions to a range of groups throughout the year.

Lochee Library took part in **Lochee Wellbeing Week** to encourage healthy eating and improved lifestyle choices. Activities for children were designed to make healthy eating fun. Adults were able to take advantage of the Relaxation & Massage sessions and find advice on the range of services available in the area. The Wii Fit was especially popular with adults and children.

Central Library provides services to people with additional support needs through the **Connections Service**. Groups and individuals have access to specialist software and resources to ensure that they have equal access to library services.

Connections staff have recently reviewed the Makaton Collection. Additional resources have been purchased to further enhance the breadth of the Collection.

A British Sign Language Collection is to be created in Connections over the coming months to further support those with hearing impairments



The number of people with a dementia diagnosis has increased considerably over recent years and is likely to continue to grow. The **Dundee Dementia Library**, funded by The Scottish Government's Public Library Improvement Fund was officially launched by L&CD Chair, Lord Provost Bob Duncan. The new area provides a specialised resource collection relevant to people living with dementia, carers and anyone wishing to find out more about the condition in a relaxed non-clinical setting. The service was a finalist in the Scottish Dementia Awards 2015.



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The Library Service provides access to Beating the Blues, a computerised Cognitive Behaviour Therapy program which is now available in all libraries, allowing patients who do not have computer access at home to work through the course. No previous computer experience is required, but library staff are able to offer any assistance with the initial logging on process.

We have developed strong links with a range of agencies who provide support to people from minority ethnic groups to ensure that our resources meet their needs.



A group from the Amina Muslim Women's Resource Centre visited Central Library to find out more about what the service offers. Support was also given to a group of Syrian refugees who had just arrived in Dundee.

In response to customer demand, Library Services now provide LGBT+ collections.

The term LGBT+ encompasses Lesbian, Gay, Bisexual and Transgender identities, plus the inclusion of many other people on the spectrum of gender and sexuality (such as Questioning, Asexual and Intersex individuals). The stock is aimed at LGBT+ people, as well as the wider interested community. This provision reflects the diversity in our society and shows we are inclusive in supporting the needs of all our customers.

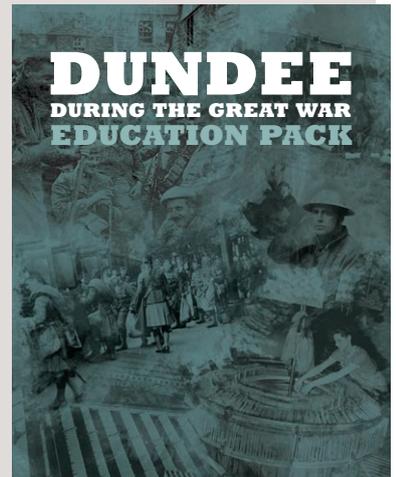
Strategic Aim 5: Libraries Promoting Culture and Creativity

We promote our role as cultural centres, inspiring people through books and literature, music, film and theatre, and encourage creativity.

Our libraries are increasingly used as spaces within which a wide range of cultural activities can take place. We also support Scotland's cultural heritage through our resources. In recognition of the City's commitment to the preservation of the Gaelic language, a new collection of Gaelic stock including adult, children's and language learning material has been purchased.

During the past year, the service has been a key partner in the delivery of the Great War Dundee Partnership Programme which is a Heritage Lottery funded partnership formed to commemorate the First World War and its impact on Dundee.

The Partnership worked with teachers and Education Scotland to create a Dundee During the Great War: Education Pack which will support and encourage teachers when teaching the history of the First World War to their classes. The Pack contains a teacher's guide, a pupil's workbook, six lessons and accompanying material on recruitment, conscientious objectors, living standards, jute industry, fundraising, rent strikes and culture and the arts and contains a mixture of activities, information and photographs. This pack can also be downloaded from the Great War Dundee website at www.greatwardundee.com



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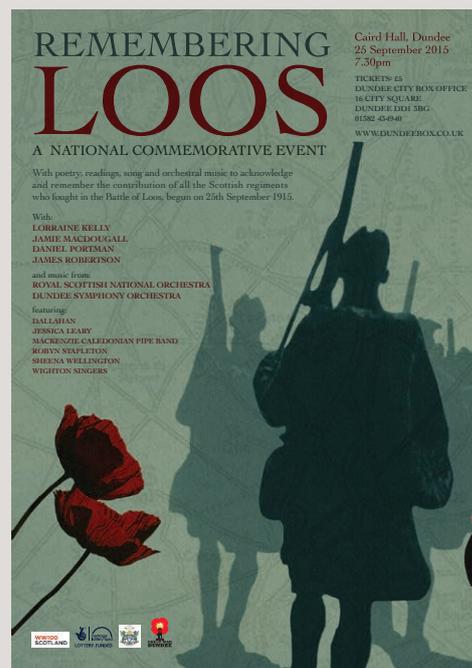
As a result of the achievements of the partnership, Dundee was chosen by the Scottish Government to host the national commemorations to mark the centenary of the Battle of Loos. On Friday 25th September Great War Dundee Partnership organised and hosted Remembering Loos at the Caird Hall.



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The event was presented by Lorraine Kelly, Jamie McDougall, Daniel Portman and author James Robertson. They used poetry, newspaper articles and letters to give a flavour of the times and used the words of those who were there to tell the stories behind the battle. The event saw a number of unique musical collaborations between the RSNO and the DSO together with Sheena Wellington, Robyn Stapleton (2014 Winner of BBC Radio Scotland Young Traditional Musician of the Year), Scottish tenor and BBC Radio Scotland classical music presenter Jamie MacDougall and rising stars on the traditional scene - Dallahan. Other musical contributions came from young soprano Jessica Leary and the Mackenzie Caledonian Pipe Band, as well as the amassed orchestra performing pieces in their own right to acknowledge and remember the contribution of all the Scottish regiments who fought in the Battle.

Much of the musical content of the event had been rarely performed and there was a first performance of a new setting of the Joseph Lee poem The Listening Post - which has been put to music by Dallahan especially for this event to create a moving and atmospheric experience as a fitting commemoration of events a century ago.



Dundee Library and Information Services made a successful bid to the Scottish Library and Information Council for funding to support Great War Dundee Book Prize to mark Dundee's experience of the Great War. Entries from published and unpublished authors were requested, writing for children aged 9 to 12. School children from across the city voted for their favourite alongside celebrity authors Allan Burnett and Theresa Breslin. The winner was announced at the Steps Theatre in March 2015 at a ceremony hosted by pupils from Braeview Academy.



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On September 25th as part of the wider weekend of commemoration across Dundee, winning author John Fulton's *The Wreck of the Argyll* was officially launched at an event in West Park Centre. His book, which is based on events surrounding the HMS Argyll, is a war time spy thriller full of mystery and intrigue. Professor Norman Drummond CBE FRSE, Chair of the Scottish Commemorations Panel, spoke to the audience of school pupils and invited guests from the library world, publishing and education. During the event, Amy Sangster, one of the pupils in Braeview Academy judging team, read an excerpt from the novel that helped to set the scene and demonstrate why it was the winning title in the competition, judged primarily by school pupils themselves.

The accompanying Book Jacket Competition produced a winning entry from Qynn Herd, then a pupil at Hillside Primary School, whose original artwork was used by Cargo Publishing as the base for the highly effective final design.



In June Dundee MSPs Shona Robison and Joe Fitzpatrick came to the Local History department of the Central Library to present a donated boxed edition of the *New York Herald*, relevant to the Tay Bridge Disaster, to the Local History collection. The collection had been purchased by MSP Colin Beattie, who thought it would be most appropriately passed on to a public archive. This addition to the collection builds on the wealth of maps, books, documents, drawings and photographs on the Tay Bridge disaster already available in the library.





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Strategic Aim 6: Libraries as Excellent Public Services

Our public services are high quality, continually improving, efficient and responsive to local people's needs.

The Service recognises that one of our greatest strengths is the team of excellent, customer focused staff who deliver our library services to high standards across the City. To ensure that they are able to continually develop the skills needed to provide a responsive, effective, user-focused public service that is part of community life in the 21st century, they have the opportunity to take part in a professional learning and development courses and briefing sessions throughout the year.

Examples of these include:

- Oral History Archive 'Talking Dundee'
- Deaf Awareness
- Let's Get On Digital Skills Training
- Copyright Law
- Shelter Services
- RNIB Online Today
- Child Protection Awareness
- Welfare Reform
- 3D Printing
- Reader Development

The Service is committed to the How Good is our Public Library Service? A Public Library Improvement Model for Scotland. This is a self-evaluation framework which enables library service's to measure their performance and report on the impact and outcomes of library activities.

Reviews of service performance highlighted that although clear and accurate performance monitoring and reporting is taking place, the results of these are not necessarily being fed back into the organisation in a structured way which informs the planning process and to ensure that all possible remedial action is taken to address any downward trends.



Following a day of motivational training delivered by Quest to library managers, a series of workshops and briefing sessions were devised to target key areas for improvement and to ensure that library staff in all locations across the City



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have access to the range of information and support necessary to develop effective action plans.

Sessions were held with all library supervisors to increase awareness of the importance of planning, performance measures and benchmarking, and to discuss how we as a service measure and provide evidence of our performance. The sessions included overviews of How Good is Our Public Library Service?, Local Government Benchmarking Framework Indicators, CIPFA Public Library Statistics, Ambition and Opportunity: a Strategy for Public Libraries in Scotland 2015-2020 as well as L&CD performance indicators. Following these, supervisors were asked to discuss with staff and complete profiles and action plans for their locations.





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Forthcoming

Macmillan@Dundee Libraries Service: an application for funding to develop local hubs at three of our libraries is underway. These will provide locally-based signposting and support to people affected by a cancer diagnosis.

Weavers Café: following the closure of this facility in Central Library earlier in the year, we are actively seeking a new leasee to deliver this popular service.

Cultural Apprenticeship: through a successful application to the Creative Employer Incentives Programme – Scotland, we will be appointing a creative apprentice who will gain experience in a range of activities including marketing, design and promotion.

Broughty Ferry Library Community Extension: under the Scape National Minor Works Framework, a concept design and cost plan will be produced to enable us to apply for external funding for the work alongside the capital funds already committed by Dundee City Council.

Lochee Library Capital Project: work will begin on 24th October to improve the public accessible toilet facilities and staff area. This will involve a 4 week closure of the library during which library staff will carry out outreach in local nurseries, schools and church.

Ignite: Library staff are taking part in the Ignite Festival with a range of workshops covering orchard biodiversity, batik printing, 3D designing and making terrariums.

BBC Build It: this is a design competition for secondary school pupils all over the UK to recreate a local landmark using digital technology. We are working with pupils from the Morgan Academy to facilitate their entry.

Every Child a Library Member: with funding from Scottish Government via the Scottish Library and Information Council, we are working in partnership with the Registrars to give a specially designed library card to all new babies at the point of birth registration.

