



Library and Information Services

Annual Report 2013/14

2013 began with the fantastic news that Dundee Libraries had won the prestigious Bookseller Library of the Year Award.

On 13 May Tanya Duthie, Maureen Hood and Sandra Westgate, from Leisure and Culture's Library and Information Services, travelled to London to attend the Bookseller Industry Awards. Leisure and Culture Dundee had been shortlisted along with 6 other library authorities competing for The Bookseller 'Library of the Year' Award.

The awards ceremony, held in the Hilton, Park Lane, began with a champagne reception where library staff met and chatted to some of the 700 guests, sponsors and nominees.

The Dundee team were thrilled to find that they were placed at a table directly in front of the stage. Presenters for the evening included broadcaster Stuart Maconie and Alexandra Heminslay, author of 'Running Like a Girl'

The Library of the Year award was to be announced in the early part of the evening ceremony and many speculative texts were flying back and forth between London and Dundee. After a very tense ten minutes when the seven nominees in the category for best library were introduced and their contribution to the service recorded, it was announced that, due to the very high standard of nominees, there would be two joint winners. Devon was called first for its ongoing developments and commitment to library and information services, and then to great delight and much applause it was announced that the joint winner was Dundee for their innovative work including their digital participation projects. When the trio ascended the stage to collect their award from Ursula Mackenzie of Quick Brown Publishers they received great support from the audience.

Facebook and Twitter then lit up with enthusiastic relays of the great news that the Library of the 2013 Year Award was coming to Dundee.

The team in London continued to enjoy the gala event, meeting guests such as popular author Adele Parks and bookseller chain founder Tim Waterstone. The momentum of positive energy generated among the staff created by winning such a prestigious award was maintained when Lord Provost Bob Duncan, hosted a civic reception in the city chambers in recognition of such a significant achievement. The civic reception was attended by the stakeholders, trustees and library staff. This evening gave everyone the opportunity to celebrate the achievement and success.



At Dundee City Libraries

leisure & culture DUNDEE



This is tremendous news. Yet another accolade for this outstanding service provider (Iain Luke to L&CD Board)

A massive congratulations for your win last night. The judges definitely had their work cut out for them this year, with some brilliant entries, so your trophy was really well deserved. (The Bookseller staff)

I have always been impressed with the standard of service in every library I have visited and would ask you to pass on my personal congratulations to everyone involved. (Ken Guild, Leader of the Administration DCC)

Many, many congratulations to Judy and the whole team from me and the gang at Radio Tay!! (Gary Robinson)

Excellent news and sincere congratulations. Can you please pass on my congratulations on to all the staff. (David Dorward)

...and from FaceBook

"Go Dundee Libraries!"

"You're a fabulous service who do a lot of good work for vulnerable groups as well as the traditional public libraryCongratulations to all the staff who work so hard to do an inspiring job. Cake all round!"

"Congrats. VERY well deserved"

"Wonderful news"

"Provide a great service! Well deserved"

"Hearty congrats"

"Brilliant"

"Well done guys!"



Facts and Figures 2013/2014

531,446	items borrowed
20,636	requests for library items
129,687	enquiries
1,332,787	visitors
27	volunteers working 1,720 hours
4,774	reading related events



At Dundee City Libraries



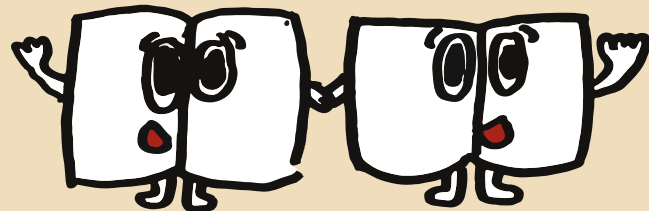


Library and Information Services Stakeholder Group

The Library and Information Services Stakeholder Group continued to meet regularly throughout the year to discuss library developments. A pilot roadshow was held in Lochee Library on Friday 14th March to promote membership of the group.



FRIENDS OF BROUGHTY FERRY



LIBRARY!

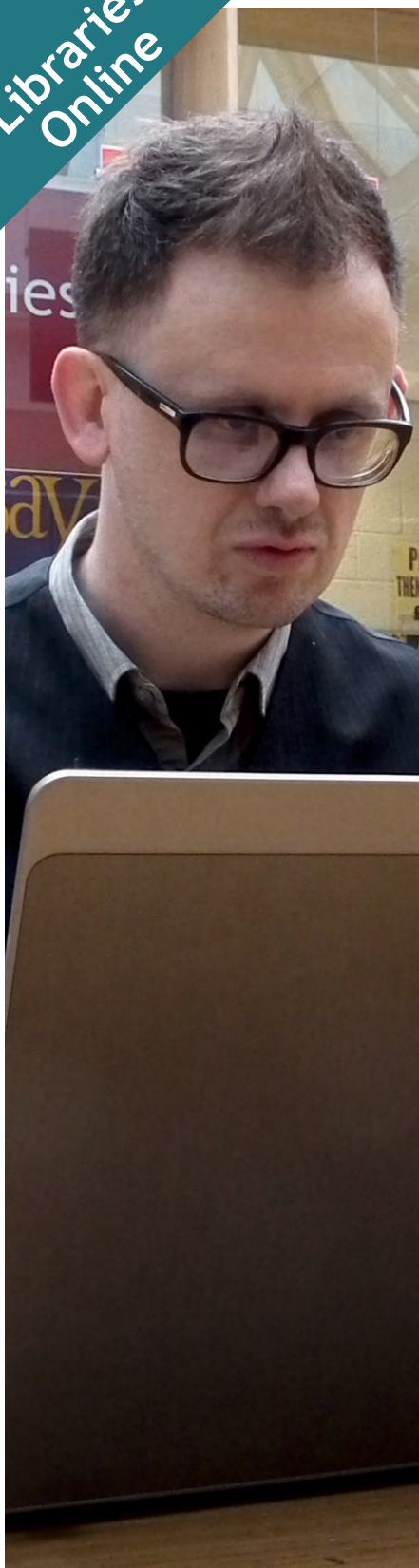
Friends of Broughty Ferry Library

The Friends Group is now well established and have supported the library with a number of fundraising activities and events, including a quiz night which raised over £450. They also produce a regular newsletter called Bookmark. Children aged for 4 to 12 entered a competition to design a logo for the group, and this won by Carmen from Barnhill Primary School.



At Dundee City Libraries





Opportunities Project

The Opportunities Room was launched in October 2013 in response to the anticipated new demands on the Library Service to support communities through welfare reform changes. The aim of the project is to provide digital support for job seekers, benefit claimants and those requiring I.T. assistance. A network of staff and trained volunteers are available to provide support in the Opportunities Room as well as satellite services in community libraries.



The department houses a range of services and facilities including Internet/Wi-Fi, supported access to online resources, comfortable seating areas and space for advice surgeries, as well as printed resources on a range of subjects including employability, computing, personal finance, health and well-being, sport, learning a language, art, and music. A number of external agencies also use the space for advice clinics, drop-ins and workshops, including DWP, Welfare Rights Team, Discover Opportunities, Dundee Social Media Surgery, and Skill Share.

The demand for assistance with job searching and digital training has been rising steadily since the launch in October. The number of customers assisted by our volunteers between Oct 2013 and March 2014 was 468. This figure has already been exceeded in the first 3 months of the current financial year and we anticipate a steady rise in demand as Universal Credit is rolled out. We worked with 18 volunteers between Oct 2013 and March 2014, with several trained volunteers finding employment during this period. This is a positive part of the process as the volunteers gain skills and use them to progress their own lives.

The Opportunities Project provides a clear and structured framework for the delivery of I.T. support and training for people who do not have digital skills or access. It is a working model which illustrates the benefits achievable through joint initiatives, sharing knowledge, skills and resources to ensure the most effective and efficient service provision for local communities. With the introduction of an additional 18 PCs the Library will be better placed, we hope to meet the anticipated increased demand for I.T. support and encourage new partnerships.

Customer feedback

- *I feel more confident about sending a cv to future employers*
- *I would recommend to any one in similar position*
- *Lady took lots of time taking me through issues step by step*
- *I found it very helpful and I now know a bit more about accessing the computer system and the job sites in particular*



At Dundee City Libraries





Volunteer Feedback

- *First of all, I would like to thank you for giving me a chance to be a volunteer with your opportunities project For me it was a step in the right direction as I had lost most of my self confidence due to being bi-polar. The training that I received alongside a fantastic team at the library who were willing to help me on any occasion really helped me find myself again.*
- *As you were aware Grant I went to a job club twice a week, but after almost a year I was starting to get despondent as the results i.e. interviews were few and far between. Being a volunteer made me realise that I was certainly not the only one and with perseverance I would eventually succeed. Thanks to your friendly advice and encouragement from, both yourself, and the library staff, along with the title "volunteering at the central library" I know that it has helped me, gaining me three interviews in as many weeks; one of which I have accepted. John (volunteer).*
- *Helps with my confidence and self-esteem and while looking for work portrays me in a good light to prospective employers. Gail (volunteer).*



E-safety for all ages

Lots of our activities promote the value and benefits of getting online and celebrate the amazing potential of the virtual world. However, as with everything, there can be a down side and we also offer support to people to help them enjoy these online activities safely.

In the past year the library service have run sessions on how to toddler proof your technology and spoken to Primary 5 pupils from Rowantree Primary School about knowing the difference between private and public information, thinking about what you would be happy to share with absolutely anyone and what facts you'd like to keep close and personal. It also gave us a chance to explain why library PCs are set up with filtering systems and passwords – we're not just being mean!

There was a highly successful event at The Steeple in February as part of Safer Internet Day briefing young people on how to stay safe online. Library staff were there with iPads along with colleagues from community safety and youth work teams.

A student studying ethical hacking and computer security at Abertay University asked us to share his survey on older people and their use of the internet. The Silver Surfers group at the Hub library took part, resulting in a spirited discussion. One lady, 81 years young, was "quite shocked at the barefaced cheek of people" which probably sums things up quite succinctly.



At Dundee City Libraries





Coder Dojo Dundee

Dundee Libraries were delighted to tie-up a new partnership with Coder Dojo Scotland. At a CoderDojo, young people can learn how to

code, develop websites, build apps, games and much more. It makes learning to code a fun and sociable experience. Coder Dojo was launched in the Connections Department Central Library with experienced mentors from Coder Dojo Glasgow coming through to share their knowledge with young people from Dundee. IT professionals mentored the young people in the hope of inspiring the next generation of digital makers.

Coder Dojo Dundee builds on the success of the well established Video Games Coding workshops for teens that have been running in Central Library over the past year.



At Dundee City Libraries



Facts and Figures 2014

1,001	IT taster sessions
622,500	visits to library website
7,415	e-books and e-audio books downloaded
4,836	e magazines downloaded
2,668	launches of the library app



CILIPS Award for Mobile Library Driver

Mobile Library Driver/Library and Information Assistant, Alan Kennedy was highly commended in CILIP's (Chartered Institute of Library and Information Professionals) Branch & Mobile Libraries Group award for Mobile Library Champion of the Year. This award recognises outstanding achievements and contributions to the service by mobile library workers who make a real difference to the people who use their service.



Alan delivers a mobile library service at over 200 locations, each fortnight, throughout the Dundee area. Alan's customers wrote glowing testimonials in support of his nomination, and praised his "Exceptional service" "Friendly manner" and his ability "To go the extra mile", for his mobile library users.

Alan, who has worked as a Mobile Library Driver/ Library and Information Assistant for over five years, was presented with the commendation certificate for his outstanding commitment to the mobile library service and its users.

Working in Partnership with PAMIS library

PAMIS is an organisation working with people who have profound and multiple learning disabilities, their family, carers and professionals who support them. They have been loaned multi sensory resource packs, which had been used in the Central Library Connections Department to help with storytelling sessions for groups with additional support needs. Holding the collections at PAMIS's Perth Rd library means that, working closely with PAMIS, we can now reach a wider audience of people who can benefit from borrowing these packs.



At Dundee City Libraries



Midlin

Staff from Community Library manned a stall at the Midlin Day Centre Information Day in February. The event was very successful and library staff were able to promote library services and resources available, particularly those of interest to elderly people or people who have additional support needs. There was great interest shown in the library stand by those attending the event, including the Lord Provost.



Remembering Michael Marra

Staff at Lochee Library were thrilled to be approached by the Marra family and asked if the library might be willing to display a painting in memory of Michael Marra, the renowned local musician.

The portrait and accompanying plaque were unveiled on October 23rd, the first anniversary of Michael's untimely death, at an event in the library. It marked a poignant day for the family but they chose the date specifically to give focus at a very emotional time. They were joined on the evening by wider family, friends, local councillors and politicians who came together in singing 'Hermless', probably one of Michael's best known songs. The lyric includes the words

***'Ah go tae the library an' tak' oot a book
Then Ah come hame for ma tea'***

Michael's sister, Mary, said *"I can't think of a more fitting place than Lochee Library for the painting to be hung"*.

The engaging portrait by Fife artist, Donald Smart, will hang in the library on indefinite loan.



Reminiscence Packs

Reminiscence Packs continue to be in high demand from groups across the city who want to hold reminiscence sessions, to help stimulate conversation, aid recall and encourage people to share their memories. Twenty of these packs, which incorporate materials from Local History and Connections as well as, are already on loan to various care home and sheltered housing throughout Dundee. Such is the demand for them that an additional twelve packs are being assembled to satisfy requests for these packs.



Read	Relax	Rediscover
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At Dundee City Libraries





Photopolis and Dundee

Rory MacLeod a student on the Scottish Internship Graduate Certificate (SIGC) course (run by the Careers Service at the University of Dundee) worked with Dundee Central Library for six months. His work involved a project looking at the photographic material contained in the Local History Centre and helping develop and expand it's usage.

Materials range from photographic collections, maps of the city across the centuries and theatre and cinema posters from the early 20 century.

Rory said *"Through the course of the project, I've generated a collection of contemporary images of Dundee, focusing on the city centre and the development that has occurred over the last six months. This includes the demolition of Tayside House and the Hilltown multis (a tense but enjoyable Sunday morning some 400 feet from two buildings rigged to collapse), the University Graduations and the general atmosphere and sight of Dundee across one of the hottest summers on record."*

This project also documented the areas that appeared in the images featured on Photopolis - and generated a collection of modern photographs that are designed to 'mimic' their Photopolis counterparts. When placed against each other, differences between these times are readily apparent but what he has found more surprising is how much of "Auld Dundee" still exists. "The Murraygate alone is a veritable gallery of Victorian, Edwardian, Art Deco and modern architecture, despite the level of development that has occurred in the last 50 years. I wanted to showcase is that the Dundee that is seen on Photopolis is not simply a forgotten and mythical place, but one that still exists within the structure of the modern city."

An exhibition, "Photopolis and Dundee" looks at five areas of Dundee ran in Central Library in August 2013.



At Dundee City Libraries



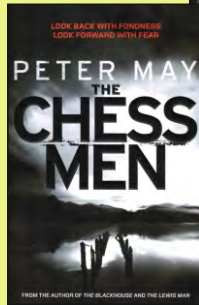


Author Events

Dundee Libraries were host to more than twenty author events in 2013/14. Events took place in Broughty Ferry, Whitfield, Fintry, Charleston and Lochee Libraries as well as Central Library and more than 1100 people took advantage of the opportunity to meet local and international authors. Lynda La Plante's visit to the Steps Theatre



attracted a capacity audience of 250 and Peter May's return visit bought over 150 readers out to Central Library on a chilly January evening. Dr Fred Freeman was the first author to use the newly refurbished meeting room in Blackness Library where he gave an interesting talk on The Scots Language in song for Burn's Night. Our association with Literary Dundee has brought us Tracy Thorn, Rebecca Sharp and Bill Herbert and evenings of poetry and chat.



Peter May



Dr Fred Freeman

Man Booker Prize evening at Broughty Ferry Library

As one of the contenders for City of Culture we were invited to take part in a Reading event around the Man Booker Prize shortlist. Reading Groups form across Dundee each read a shortlisted title and met up in Broughty Ferry Library on 15th October to share their thoughts and watch the award ceremony live from the BBC. The Prize organisers donated a signed copy of each of the shortlisted titles as a prize for our Booker Prize quiz. Eleanor Catton's novel The Luminaries was the official winner but the Dundee audience voted for Testament of Mary by Colm Toibin.



At Dundee City Libraries





Book Week Scotland

Once again Dundee Libraries took part in Book Week Scotland, the national celebration of books and reading and added a local dimension as local writers Joyce McKenzie, Tam Samson, Chris Longmuir, Mark McGowan and the Nethergate Writers took part in events across the city where they shared the bill with James Oswald, Russel D. McLean, Gordon Brown and Lesley McDowall. Charleston Library invited a Camperdown Primary School to see Macastory perform a mixture of stories, poems and songs. 526 people took part in the 17 organised events.



Donation of Bird Sculptures to Broughty Ferry Library

During the Edinburgh Book Festival 2013 thirty magnificent paper bird sculptures created by the enigmatic Edinburgh Book Sculptor were delivered to the Book Festival Book Shop and given away to visitors who could meet the requirements on the labels.

Lucy Neville a former Broughty Ferry member, was lucky enough to receive one which invited her to 'Set the bird free in a library you love'

Lucy, now an Edinburgh resident, spent many happy childhood years using the Broughty Ferry Library to borrow books and study for her Highers, so the decision to give the bird sculpture to Broughty Ferry was an easy one.

We're absolutely thrilled to receive one of only thirty of these fantastic sculptures and are delighted that Lucy chose Broughty Ferry Library for its home.



At Dundee City Libraries





Creepy House

The Tesco Bank Summer Reading Challenge Scotland 2013 was our best year to date with 1,040 children registering to take part and 579 finishing. We raised awareness by getting into as many schools as possible to talk about The Reading Agency challenge and staff went to town in decorating local libraries in appropriate fashion.

Tesco Bank funding enhanced what we were able to deliver including an event with Allison Galbraith, storyteller, towards the end of the summer that doubled as award ceremony for Central Children's finishers.

It also funded an e-reader as prize for a citywide treasure hunt style competition and popcorn and juice to accompany the film shows of "Paranorman" running on 3 Saturdays in the Steps Theatre for all finishers from across the city.

Each library held its own award ceremony to present the medals and certificates to children with parents coming along to enjoy the celebrations too.

Quote from Head Teacher of Our Lady's PS who took part in the launch at Children's Centre

"Thank you SO very much for this! The pictures look fabulous and our children absolutely loved the afternoon spent with you!"

Thank you for your continued support of these types of events and for giving our pupils the opportunity to take part!"

Dundee's Most Borrowed Books 2013-2014

Adult Books

1. Dan Brown	Inferno	295 loans
2. Jeffrey Archer	Best kept secret	268 loans
3. Ian Rankin	Standing in another man's grave	257 loans
4. James Paterson	12 th of never	220 loans
5. Michael Connelly	Black Box	219 loans
6. James Paterson	Merry Christmas, Alex Cross	215 loans
7. David Baldacci	The hit	209 loans
8. Harlan Coben	Six years	203 loans
9. Alex Gray	The Swedish girl	200 loans
10. James Paterson	Alex Cross, run	199 loans



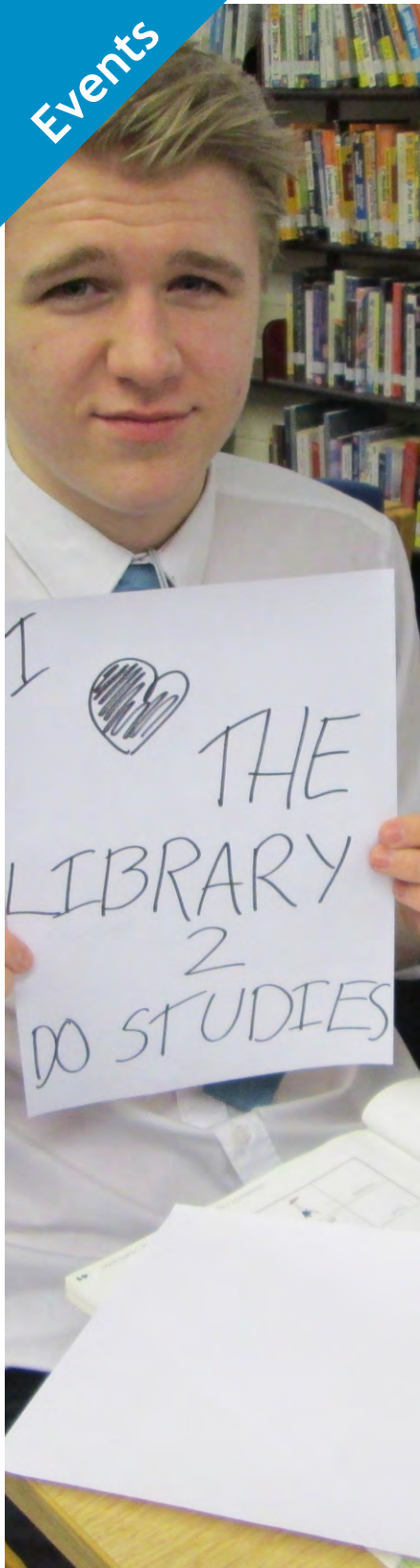
Children's Books

1. Chae Strathie	The loon on the moon	219 loans
2. Julia Donaldson	Stick man	192 loans
3. Elizabeth Baguley	Ready steady ghost	186 loans
4. Tracey Corderoy	Shifty Mcgrifty and Slippery Sam	156 loans
5. Emma Dodd	I don't want a cool cat	149 loans
6. Mij Kelly	Where giants hide	137 loans
7. Tracey Corderoy	The grunt and the grouch	131 loans
8. Tony Milton	Spookyrumpus	129 loans
9. Julia Donaldson	Jack and the flumflum tree	127 loans
10. Rachel Bright	Love monster	127 loans



At Dundee City Libraries

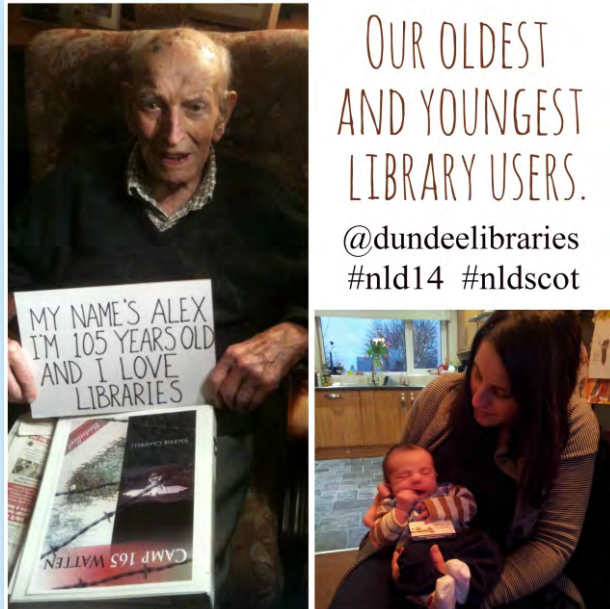




National Libraries Day

On Saturday 8 February 2014 Dundee libraries took part in National Libraries Day which is the culmination of a week of celebrations in schools, colleges, universities and public libraries across the UK. It's all about promoting how fabulous libraries are and the extensive free services they offer. Our participation last year was such a success, that other authorities were encouraged to use our template this year. This was important in keeping Dundee Libraries profile high following our prestigious Library of the Year award. Across the city our customers and staff got involved to promote our services. We got all social and shared our love of libraries and our customers with the nation. We tweeted and facebooked all day, sharing some wonderful photos and film clips of our customers promoting our services.

On the day we had 155 retweets, including some from well-known authors and even STV came onboard, giving us some timely promotion on their website. Everyone loved our photos and videos, but there was one photo in particular that captured everyone's imagination. It was a photo of one of our youngest members who was just a few days old next to our oldest member who recently turned 105.



On National Libraries Day February 8th 2014

"it's quite a sociable place to be.....where you meet people from all around the world.....it's a community based place now"

"I'm practising a poem for Burns night"

A comment of our own

"When we reach 900 likes on Facebook we'll give everyone a free book loan"

On Twitter we had 155 retweets, 82 favourites, 26 mentions, 13 new followers. Some of those retweets were from authors with thousands of followers.

On Facebook we reached 2726 people so far with posts from the day, had 216 likes, 29 shares and 16 comments.



At Dundee City Libraries





Bookbug's Busy Year

The adventure theme for Bookbug Week 2013 took 65 babies and 63 adults out to explore at Camperdown Wildlife Centre on 20th and 23rd May. A marvellous time was had by all with action songs, rhymes and stories!

"Had a great time lots of fun!"

"Good day 😊"

2 members of library staff attended Train the Trainer sessions in Edinburgh which then allowed them to deliver very successful Bookbug training locally here in Dundee to 9 additional members of staff.

Dundee was one of the first 8 local authorities to receive additional funding to deliver Bookbug Assertive Outreach. Since summer 2012 libraries have been working in partnership with colleagues in education, health and third sector to introduce this outreach programme to more vulnerable families across the city.

Our success in developing contact with families was recognised when we were asked by Scottish Book Trust to give a presentation at the national Bookbug conference in Glasgow in March 2014. The three speakers were Fiona Macpherson from Libraries, Louise Simpson from NHS Tayside and Lynn Blair from One Parent Families Scotland who described the impact of the programme. We don't believe there's a magic answer to making things work: the most important factor appears to be a willingness to communicate across service boundaries and be open to sharing opportunities to collaborate.



X-Box FIFA

In April, 70 young people joined in the Xbox 360 FIFA13 event on a cinema screen in the Steps Theatre. Dundee United players Ryan Gauld and John Souttar, even showed up to see the tournament in action.

The event, to promote library facilities, also showcased the Show Racism the Red Card campaign.



At Dundee City Libraries



Coming Soon



Great War Dundee Children's Book Prize

We made a successful bid to the Scottish Library and Information Council for funding to support a children's book prize competition, marking Dundee's experience of the Great War.

We're looking for entries from published and unpublished authors for a book about Dundee and the First World War aimed at children aged 9-12. School children from across the city will help select the winning novel from a short list of three. Our celebrity judges have been confirmed as bestselling authors, Theresa Breslin and Alan Burnett, who will be teaming up with Scottish schoolgirl blogger, Martha Payne.

The winner will receive a cash prize of £2,500 as well as having their book published by Cargo Publishing, our partners in this exciting project. Copies of the winning title will be given to all libraries and schools in Dundee and made available as an e-book too. The closing date for entries is 31st August 2014.

It would be tremendous if we discovered a new writing talent as a result of this competition and all the news regarding the judging process and announcement of the winning title will be included in next year's Annual Report.



Wellgate Centre Development

Major plans for the redevelopment of the Wellgate Centre were approved in September 2013. These feature an eight screen cinema, new restaurants, shops and leisure facilities and new glazed entrance areas. The Central Library remains a key asset to the centre, and will benefit from enhancements as part of the improvements. Work is expected to start early in 2015.

New Zealand born writer Eleanor Catton won the Man Booker Prize with her first novel *The Luminaries* in October 2013 and will include Dundee Central Library's Steps Theatre on her World Tour on 10th April 2014.

LITERARY SALON

ELEANOR CATTON **FREE**

THURSDAY 10TH APRIL, 6PM-7.30PM,
STEPS THEATRE, DUNDEE CENTRAL LIBRARY

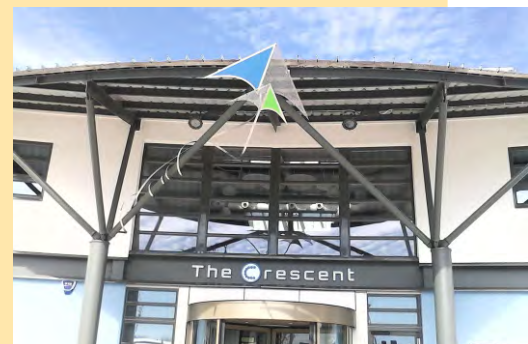
Eleanor Catton was born in 1985 in Canada and raised in New Zealand. Her debut novel, *The Luminaries* (2013) was shortlisted for the Guardian First Book Award and the Dylan Thomas Prize, and longlisted for the Orange Prize. It has since been published in 17 territories and 12 languages. Her next novel, *The Luminaries* (2013) won the 2013 Man Booker Prize.

LITERARY DUNDEE works with writers, readers, book reviewers and other partners in Dundee and beyond to produce the Dundee Literary Festival, Dundee International Book Prize, weekly literary salons, New Writing Dundee and other projects and publications. Literary Dundee is part of the University of Dundee.

For full info see www.literarydundee.co.uk
@literarydundee @london

Whitfield Library

Whitfield Library will move to its new location in The Crescent early summer 2014. The new facility will contain NHS services, a GP surgery, Social Work offices, community rooms as well as the library and café.



At Dundee City Libraries

