

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

Library and Information Services

Annual Report 2014/15

Over the past year Library and Information Services have seized every opportunity to identify ways to reshape our service delivery to ensure that we continue to meet the needs of our broad customer base.

This has been particularly evident in our services to support people through the changes brought by welfare reform. We became the first library service to provide dedicated welfare reform support linked with health and wellbeing through the Opportunities Project. This has been nationally acknowledged as an excellent example of how services should be delivered, with local authorities from across the UK looking at how to develop similar models. In 'Digital Participation: A National Framework for Local Action' published by Scottish Government in 2014, Dundee was the only public library service to be featured as a case study, highlighting the key points of success of the project as part of national recommendations. The way in which library staff have adapted to provide this new service, gaining new skills and refocusing traditional priorities to meet the change in demand has been significant.



Further evidence of how our staff have positively and determinedly addressed challenges to the service can also be seen in the response to the proposal to build a cinema in the Wellgate Shopping Centre. Plans for the cinema have major implications for the Central Library and the uncertainty surrounding the proposals has been of great concern. However, library staff have not allowed conjecture to cloud their work and have proactively identified ways in which the proposals could bring enhancements to the service, whilst continuing to develop service provision in the absence of any confirmation of timescales for the work.



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Recent reports have highlighted that the ability to read is essential in terms of addressing the impacts of poverty, with evidence showing that children who live in poverty are less likely to be able to read well. To support national efforts to address this, over the past year we have delivered an extensive programme of events and activities to stimulate the love of reading to children in Dundee. Last summer saw the best ever Summer Reading Challenge take place with over **700** children completing it. The theme of 'Mythical Maze' was always going to be popular but at the heart of its success was the enthusiasm and commitment of library staff across the City. Every primary school in Dundee was visited by staff who promoted the challenge and created a feeling of anticipation and excitement which was sustained on each visit to the library throughout the summer.

These strategies to promote reading have not been limited to children. An extensive programme of author talks has taken place in libraries across the City, including extremely high profile writers such as Peter James and Peter May, and Eleanor Catton, Man Booker prize winner, ensuring that Dundee and its library network continues to be seen as a vibrant and exciting destination.

Although some performance figures are down on previous years, this can be directly related to library closures during the year, including a three month closure at Arthurstone Library for the creation of accessible community facilities. Dundee Library and Information Services are looking forward to an exciting year ahead and will continue to put service innovation alongside traditional service delivery to ensure that the needs and aspirations of our communities continue to be met.

Facts and Figures

	2012/13	2013/14	2014/15
Attendance Figures	1,346,402	1,332,787	1,316,173
Loans	621,854	531,446	527,627
Requests for Library Items	22,131	20,636	24,495
Reading Events	4,697	4,774	4,545
Enquiries	136,621	129,687	127,407
E-Books and E-Audio Books Downloaded	6,555	8,047	6,179
E-Magazines Downloaded	0	4,380	4,153
PC Logins	171,497	167,994	171,047
PC Users	17,613	17,715	17,265
Digital Literacy Sessions	1,208	1,771	6,005
Volunteer Hours	1,452	1,720	3,839



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Opportunities Project

Since our initial launch in October 2013, the Opportunities Room has progressed into a successful working project, providing ICT support to people who do not have personal digital access. The service is now an integral part of library provision and core to our delivery.

The demand for assistance with job searching and digital training has continued to rise, with staff and volunteers assisting an average of over **300** customers per month (a three-fold increase on the previous year's figures). In October 2014, an additional **16** PCs were added to the Opportunities Room to help cope with demand and to allow us to offer group training sessions. Over the past year, library staff and volunteers have provided workshops on a number of topics including energy comparison websites, e-learning, apps and gadgets, tablets and employability websites. The additional PCs have also enabled ICT trainers to deliver ECDL classes in the Opportunities Room.



Opportunities Project Volunteers

The volunteers provide digital support and training for library customers with a focus on working with those affected by the current welfare reforms or who are looking for assistance. The volunteers provide an ICT drop-in service in the Central Library Monday to Friday each week. During 2014/15 there have also been a number of Opportunities drop-ins set up in community libraries. Along with the drop-ins volunteers have also delivered workshops for small groups.

Between April 2014 to March 2015:

- **31** individuals volunteered with the project
- Volunteers provided a total of **2905 hrs** support to customers
- The Opportunities Project has provided digital support on **3,509** occasions
- Volunteers have delivered workshops on energy price comparison and the My Job Scotland website



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Of the customers accessing the service, **82%** report an increase in their confidence in using ICT, and **83%** felt their ICT skills increased as a result of the support they received. Customers provided feedback about the impact of the service, with one of the customers commenting that the confidence and skills he gained through attending the Opportunities Project drop in was key in enabling him to successfully apply for vacancies. As a result of this the customer had two offers of employment and was able to choose the position that he felt was most suitable for him.



Many of the volunteers have also commented on the positive impact that volunteering with the Project has had on their lives. One of the volunteers who had recently moved to Dundee commented that, *'Volunteering helped me adjust to my new environment and understand the community and people better'*.

Volunteer feedback:

- *'It helped me learn more how to communicate and assist people from different walks of life'*
- *'Volunteering is incredibly rewarding and the fact that it is in the library is just an added bonus'*
- *'What I get out of volunteering is a feeling of self worth, being able to contribute and do something useful to help others'*

An integral part of the Project is providing space for external agencies to utilise, delivering additional on-site support for customers in a neutral environment. For example, Welfare Rights, Working for Families, Discover Opportunities, E-zone, and DWP all hold weekly sessions in the department. Partnership working is a very effective part of the project, with Welfare Rights citing us as the most successful venue for their service and DWP increasing their presence to twice a day, five days a week. Dundee Social Media run monthly surgeries in the department and many other agencies use the facilities on an ad hoc basis.

We have also embarked on a social prescribing pilot with Maryfield Medical Centre ('Librarian on Prescription'), providing non-medical support for referred patients. This assistance is tailored to the individual and looks at ways to improve a person's wellbeing. This service also links in with our health and wellbeing self-help items.



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Over the coming year we will be introducing **MAKLab**, an open access digital fabrication studio, to the Opportunities Room. This will give our customers the opportunity to learn new skills and improve their employment prospects and health and wellbeing. We will continue to work with external agencies to provide on-site support and extend our 'Librarian on Prescription' service by working closely with the NHS and local health centres. We hope to increase volunteer opportunities in our community libraries and prepare staff and volunteers for the rollout of Universal Credit by providing information, training sessions and regular updates from experts in the field.

Customer comments:

- *'Really nice environment and everyone in the library is nice and willing to assist'*
- *'Could not have managed without your help. Big thanks'*
- *'Having more computers is excellent'*
- *'Relaxed environment makes it easier to learn'*
- *'I have gone away with a good knowledge of how to continue my search for employment'*

Gadget Drop-In Sessions

Over the last year programmes providing support and training on how to use digital and mobile devices continued to prove extremely popular. Drop-in surgeries were held to assist users with tablets, laptops, mobile phones, digital cameras, MP3 players, eBook readers, Apps and operating systems.

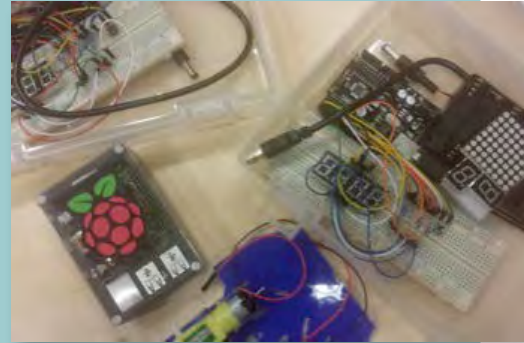


Many of the people attending were new to computing and as such required basic training in how to use their devices, how to use email and surf the net, along with more advanced help with social media, shopping online and installing software. The emphasis of these sessions was to offer training in a relaxed and informal atmosphere where people could drop in based on their needs and availability.

Robot Making and Electronics Workshops

In response to customer demand, Dundee Library and Information Services has been running workshops to help young people build robots and understand electronics.

Games coding sessions have been delivered for the past three years and the current sessions are a natural progression as learning code is still central to success. The sessions are run with the help of 'ethical hacking' students from the University of Abertay who volunteer their time every two weeks to facilitate the sessions.



The informal learning opportunities offered are often not available in formal education and the offer is one that is both popular and different. As the City of Dundee strives to compete in the digital economy, the Library Service has recognised it is essential to help young people learn about coding at the earliest possible age.

Funding for equipment was awarded from the Bank of Scotland Community Fund and now includes the latest technology such as Raspberry Pi, Arduino kits and robot parts.

Science Festival

Dundee Libraries participated in the Dundee Science Festival in November 2014, putting on a live drawing and animation show in Central Library, introducing a younger audience to various software and tablet Apps which would help bring their creations to life. Library staff demonstrated techniques to project drawings directly onto surfaces, and then animate the characters that had been created. These sessions proved popular with the audience, and encouraged some of the young people to become more involved in this medium of art and design.



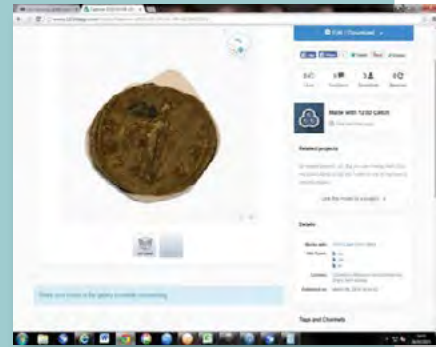
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3D Printing Potential

Libraries have been working with Cultural Services staff at The McManus testing applications for 3D printing and scanning. A major project involved 'printing' replica Roman coins for use in workshops for the Roman Empire Exhibition. This offered visitors the opportunity to see how coins had been replicated in the past and how, with new technologies, they could be copied today. 3D scans of artefacts from the McManus collections were taken to look at the possibilities of recreating the object using 3D printing. This offers endless possibility towards making accessible many interesting and important artefacts held in the museum.



Internet Librarians International Conference

Dundee Central Library was the first Public Library in the UK to incorporate 3D printing into their library services for groups with additional support needs. The 3D printer was funded by the Scottish Library and Information Council as part of their Training in New Technologies project. Dundee library staff began using this cutting-edge technology to provide a new level of interaction for children and adults who have learning or physical disabilities. These groups, who already use the library for ICT, storytelling and creative writing sessions, are now using 3D printing to produce resources to help the library and its users.



Representatives from Dundee Library and Information Services, Maureen Hood and Kevin McGinley, were invited to give a presentation and workshop on 3D printing for people with additional support needs, at the Internet Librarians International Conference in London.

This was an immensely high profile event for libraries and a prestigious accolade to be invited to showcase the exciting work being done in Dundee. This event was a resounding success and very well attended, with many positive comments and feedback left on social media sites.

As a result of this conference Maureen Hood had an article published entitled '3D printing therapy for users with additional support needs' in the publication 'Information Today Europe'.



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Ake Nygren @akenyg · Oct 21
Me 2! Thanks @sweetguts! RT @jmcfarlane16: Really enjoyed @dundeelibraries talk on supporting social outreach with 3D printing! #ili2014

3 4

John McFarlane @jmcfarlane16 · Oct 21
Really enjoyed @dundeelibraries talk on supporting social outreach with 3D printing! technology making a real difference to people! #ili2014

2 1

Heather Moorefield @actinginthelib · Oct 21
@kevinmcginley16 showing off Dundee Library's Makerbot Replicator 5th Generation. #ili2014 #ILLapp

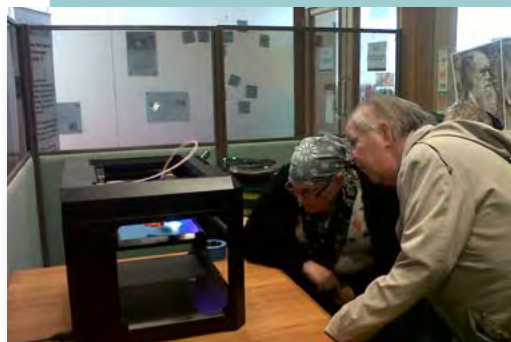


Jennifer Summers @jennifersmith · Oct 21
Lovely talk about how 3D printing helps a library in Dundee engage with users with support needs #ili2014

3 5

Jennifer Bayjoo @epicbayj · Oct 21
#ili2014 Such an inspirational use of 3D printing enabling people with learning difficulties feeling useful from Maureen Hood 😊

4 5





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Dundee Photographic Survey Social Media Project

The Dundee Photographic Survey of 1991 became a viral hit as the photos moved from the library archives on to social media.



The survey, originally undertaken to celebrate the City's 800th anniversary, was digitised and the photos uploaded to its own Facebook page. This page has subsequently received over a quarter of a million views. Personal insights from visitors to the page also reinvigorated the stories behind each picture.

The project started in May 2014 with the help of a student placement studying history who sorted and digitised all the photographs and uploaded them on to Facebook. The archived photos were already available at the City's libraries, but, by putting them up on social media it improved access to the images.

With current developments transforming the face of Dundee, it was an ideal time to explore and encourage engagement with the City's recent past. The photos document how far the City has changed in a relatively short time period.

The original photos were taken within the living memory of many of the people in the City who were able to contribute first-hand knowledge of what was taking place at that moment in time. Many identified where the pictures were taken or revealed the identity of old characters. In adding this information the public added much-needed detail that may otherwise have been lost.

The Dundee Photographic Survey 1991 was originally a project commissioned from the Dundee Photographic Society by the Dundee City Libraries. The survey was to show the change after Dundee's first photographic survey at the beginning of the 20th century in 1901.

All the images and comments can be viewed by visiting facebook.com/Dundee1991.



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Media Coverage

The newly structured Marketing and Communications Team is having a positive impact on press and media coverage for Leisure & Culture Dundee's events. The organisation now uses social media to engage and inform audiences on a daily basis. Exhibitions and events are strongly supported by marketing and design teams to produce enticing art work and content, targeting distribution to receive maximum attention and to draw crowds to events.

The Roman Empire: Power and People exhibition had excellent reviews and the launch was featured by both STV and BBC as well as local and national newspapers including The Herald, attracting almost **50,000** visitors. Dundee's new UNESCO City of Design status allowed us to get involved and stage an event on 'How design can change a city' that was attended by over **300** people and reached thousands more on social media as part of the launch celebrations.

Kerrin Evans from Library and Information Services used library online resources to unearth the remarkable tale of a balloonist who visited Dundee as part of a carnival 120 years ago. The donation of an original copy of The New York Herald reporting on the Tay Bridge Disaster made the STV evening news.

The solar eclipse event provided the biggest crowd at Mills Observatory since the moon landing, as the media pack flocked to cover the show in the skies. The BBC News at Six even opened their lead story of the day from the venue, highlighting that it was one of the best



places in the UK to view the eclipse. There was also national coverage on radio, STV and press as staff and experts were on hand to help the public view events safely.

Caird Hall received national media and television exposure thanks to Susan Gillan and the Caird Hall autograph book, with the signature of Sir Paul McCartney appearing alongside that of the Queen Mother. A pair of the world's largest macaws grabbed attention, featuring on the STV evening news and other media outlets, as they settled into their new surroundings at Camperdown Wildlife Centre.

Leisure & Culture Dundee social media sites have seen a **20%** increase in usage over the past year and this success is hoped to continue, with the Marketing and Communications Team exploring the use of other digital platforms, such as Instagram and Vine, for future engagement.



Memory Exchange

We would like to welcome anyone over the age of 60 to join us for a cup of tea and a chat. We'll provide photos and themed objects from our archive to inspire trips down memory lane.

Free, just come along!
13 May 2015
10.30am

Scotland's jute museum @ Verdant Works
 West Henderson's Wynd, Dundee DD1 5BT.
 Contact: 01382 309089
 verdantlearning@dundeheritage.co.uk

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 Scottish Book Trust
 Dundee Heritage Trust
 VERDANT WORKS

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Reader in Residence

In August 2014 we were successful in our bid to Scottish Book Trust for a Reader in Residence and Zoe Venditozzi started working with us in September. Her brief was to promote reading and libraries to groups who were not already familiar with our library offer.



She was thrown in at the deep end helping to deliver our Book Week Scotland Programme and since then has continued to assist with library events, as well as developing her own programme.

So far she has worked with senior pupils at Morgan Academy and started a creative writing group in Arthurstone Library, worked with the Young Mums Group at Menzieshill High School to develop their confidence in using library services, and worked with ESOL classes at Dundee and Angus College to encourage library use and connection with our services.



Zoe has also worked with local writing groups that meet in Central and Blackness Libraries and organised a publishing workshop in Broughty Ferry Library and a 'Reading in Public' workshop with performance poet Jenny Lindsay. She has also visited the Allsorts Group at the Shore and led sessions on creative writing and reading for wellbeing.

Zoe will continue to work with us until September 2015.





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Great War Dundee Partnership

The Great War Dundee Partnership was established in 2013 to commemorate the First World War. Partners include local cultural, educational and commercial organisations, with L&CD as the lead partner.



In April 2014 the Partnership was awarded **£77,400** from the Heritage Lottery Fund to deliver a range of events and activities to mark the centenary of the Great War and raise awareness of Dundee's involvement, including the following purposes:

- To raise awareness of the impact the First World War had on Dundee by documenting relevant material and capturing oral histories from local people.
- To ensure the information gathered is publicly accessible via the website, exhibitions and other media, enabling the heritage to be better interpreted and explained.
- To enable a wide range of audiences to learn about their First World War heritage by participating in engaging activities, creating personal connections to the City's past.
- To target specific community groups such as young people, elderly and disadvantaged groups.

As part of the funding, Suzanne Paterson was appointed Project Coordinator in August 2014 and her first role was to facilitate the WW1 in Dundee event which was held in partnership with the BBC to highlight the importance of the Great War to the people of Dundee.



This involved two days of talks, live stage shows, family history, music, stalls and interactive activities. Skill Share Dundee, a community-led project involved in sharing practical skills, ran a series of workshops for children to learn forgotten crafts. A series of talks took place in the Marryat Hall, with the Wighton Singers performing songs from the era. Local History staff and volunteers invited members of the public to share their family memories and have their treasured documents recorded for future generations. The event was attended by an estimated **10,000** people over the two days and gained considerable media coverage.

The success of this event was followed up in December with an event at Discovery Point 'Remembering: The Christmas Truce'. Experts from the Black Watch Museum and Castle provided guidance on researching family military history, and a talk on the impact of the Great War on local football clubs proved particularly popular. Over **120** people attended the event.



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Great War Dundee Children's Book Prize

John Fulton was announced as the first winner of the Great War Dundee Children's Book Prize competition at a ceremony in the Steps Theatre, Central Library, on 25th March. Theresa Breslin, Vice President of CILIPS (Chartered Institute of Library and Information Professionals in Scotland) and Carnegie Award-winning author, announced the winner and presented him with his prize of a cheque for **£2,500**. The winning story, *The Wreck of the Argyll*, will be published by Cargo Publishing later this year on 25 September.

The competition came about after Dundee Library and Information Service made a successful bid to the Scottish Library and Information Council for funding to support a children's book prize competition to mark Dundee's experience of the Great War.



During the ceremony, pupils from Braeview Academy introduced the authors of the three shortlisted titles to an audience of school pupils and invited guests, before championing each title in turn and asking the authors a few searching questions. The shortlisted authors also presented prizes to the three school pupils who were chosen as winners of the Book Jacket Competition.

Entries from published and unpublished authors were invited, writing for children aged 9 to 12. Schoolchildren from across the city voted for their favourite, alongside celebrity judges. Allan Burnett, one of the celebrity judges said, 'It was great to see the organisers getting so many kids involved and making it a real occasion, is very impressive and should really create a buzz around writing.'

The winning author, John K. Fulton, was born in 1970 in Scotland, the son of a lighthouse keeper, which meant that for the first eighteen years he lived all around the coast of Scotland, from the Firth of Forth to the Isle of Skye. These remote and lonely locations instilled in him a life-long love of books and the sea. He started writing at primary school, and has written for pleasure ever since.



Helen Sedgwick, Joint Managing Director of Cargo Publishing said, 'It's been wonderful to see the quality of writing that the Book Prize has inspired, and all three shortlisted entries were really strong. The Wreck of the Argyll stood out as such an exciting story - we're delighted to be publishing it as the winner.'

A pupil at Hillside Primary, Qynn Herd, produced the winning book cover for John Fulton's book. We have since heard that Cargo is planning to use the design as a basis for the final photographic cover, utilising the imagery and colours of the original and crediting Qynn for her original work.



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New Dementia Information Service at Central Library

A new Dementia Library Service has been developed to support understanding and self-management of the condition for people with a dementia diagnosis, families, carers, professionals and indeed anyone who has been touched by dementia or wants to learn more about the condition. This has been done in recognition of growing levels of dementia diagnosis, and with **2,741** people living with dementia in Dundee alone (Alzheimer Scotland, 2014).

In summer 2014, the Library Service applied to the Scottish Library and Information Council (SLIC) for funding to support a new service within Central Library through the Scottish Government Public Libraries Improvement Fund (PLIF) and received a grant of **£10,000**.

Since receiving PLIF funding, library staff have learned more about the condition and how people are living positively after diagnosis. In December 2014 a trainer from the Dementia Services Development Centre at the University of Stirling was commissioned to deliver training on dementia awareness to library staff. Colleagues from Fife, Perth and Kinross and Angus libraries were also invited to join and this helped extend awareness further. Since then, knowledge has been shared with colleagues in libraries across the City through workplace training sessions and staff have been encouraged to become Dementia Friends.



The new service provides access to relevant information and over **300** fiction and non-fiction books, reminiscence materials, books to promote understanding of the condition to children and two dedicated iPads. Items have been carefully selected to assist and inform people adjusting to their diagnosis and their carers, contributing positively to the health and wellbeing of our community. There is also a dedicated space to facilitate reminiscence and shared reading activities proven to stimulate communication and concentration, reduce social isolation and eliminate any perceived stigma associated with a diagnosis of dementia. We continue to make dementia-friendly adjustments, from layout to signage, on an ongoing basis.



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Based within the Leisure Reading Department of Central Library the service has a safe, relaxed, non-clinical and accessible setting. Our libraries are recognised as very important community hubs and with trained staff and specialist materials this initiative is positively contributing to the creation of a dementia-friendly local community.

The service offers opportunities for people to continue to participate as active, valued and involved members of the community and to continue to enjoy life to the full for as long as possible. For carers and professionals it offers free access to practical and specialist resources which actively enable supporting people with dementia. For members of the wider community it demonstrates that dementia is part of our society and provides opportunities to find out more about the condition in a relaxed and informal way. Overall the service benefits the entire community by raising awareness of and addressing stigma surrounding dementia.



The service is in its early stages but already we have seen a significant increase in borrowing of items, relating to dementia, in comparison with previous years' figures and that is a hugely positive indicator of interest in the service. In coming months we will begin to formally evaluate the service and the information gathered will inform future developments and improvements. Below are some testimonials received:

Feedback from library users:

- *'I'm not affected by dementia myself, but I know so many people around me who are. I just would like to find out more about how I can help them'*
- *'My husband has dementia so this will be really useful for me - it's good to know how where to find information'*

Feedback from the health profession:

- *'This is a very important initiative as we need community-based resources that are accessible, informative and of good quality that people with dementia and their families can use'*

Thilo Kroll, PhD, Professor of Disability and Public Health Research and Co-Director Social Dimensions of Health Institute (SDHI), Universities of Dundee and St Andrews.



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Author Events

Our readers love meeting authors and the feeling is reciprocated. This year we had **19** special author events in libraries across the City attracting over **800** people. Some featured local authors who have written about life growing up in Dundee or have set their novels here, like George Barton and Wendy H. Jones, and others such as Peter James and Peter May write international bestsellers.

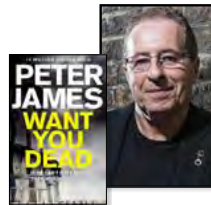


We also teamed up with Literary Dundee to bring Karen Campbell and Hannah Englekamp to Blackness Library and Booker Prize winner Eleanor Catton and Brian Taylor, BBC Scotland's political editor to The Steps Theatre and Coldside Library attracting capacity audiences.

In January, local author George Burton gave a vivid account of growing up in Lochee and Charleston to members of the Charleston Library Reading Group and members of the public. This coincided with the publication of his book 'Wee Georgie'.

An Evening with **Peter James**

talking about his latest novel **Want You Dead**



Tuesday 17th June 2014 6.30pm

Steps Theatre, Central Library, The Wellgate, Dundee DD1 1DB

This is a free event but booking is essential

or central.library@leisureandculturedundee.com



An Evening with **Peter May**

talking about his latest novel **Runaway**



Wednesday 21st January 2015 6.30pm

Steps Theatre, Central Library, The Wellgate, Dundee DD1 1DB

This is a free event but booking is essential

Free tickets for this event are available from Central Library and may be reserved by contacting Central Library on 01382 431500 or central.library@leisureandculturedundee.com



An Evening With **Wendy H Jones**
talking about her new novel
'Killer's Craft'



Wednesday 7th October 2015 at 7pm

Broughty Ferry Community Library
Queen Street, Broughty Ferry, Dundee DD5 2HN

To book your place at this free event
T: 01382 436919

E: broughty.library@leisureandculturedundee.com





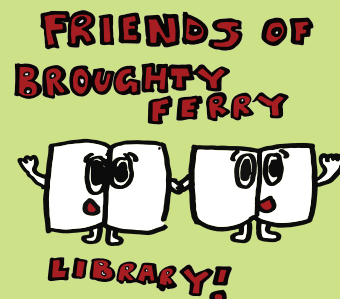
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Friends of Broughty Ferry Library

The Friends group has been running for two years and is now well established with a full committee which meets monthly in the library and has over two hundred members.

This is a community-driven, non-profit group that focuses its attention on promoting Broughty Ferry Library in the wider community and generating supplementary income to purchase items for the library.

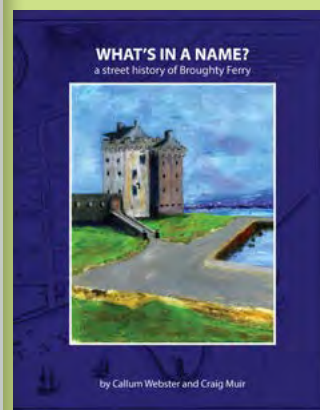
The Friends of Broughty Ferry Library have had a very busy fundraising year. They have purchased a table top book display stand which has been a great addition to facilities and allowed new stock to be promoted.

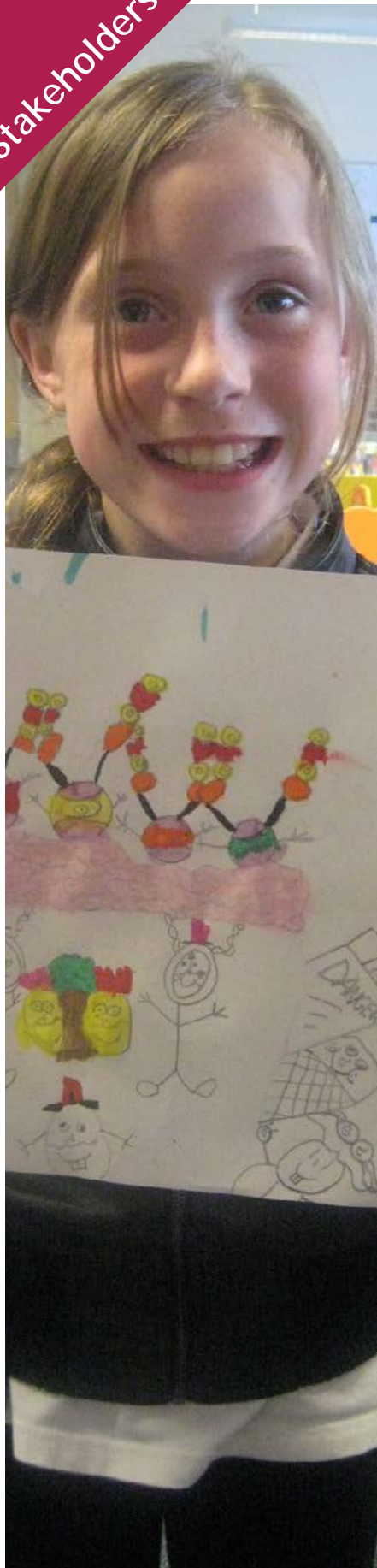


The Friends main project this year is to raise funds to refurbish the youth and PC area, and to date they have raised £900 by organising evening talks which are run on a bi-monthly basis. The past two events have been **'What's in a Name? - A Street History of Broughty Ferry'** by Callum Webster and **'Broughty Ferry seen from the City's Archives'** with Iain Flett, City Archivist. Both these events were very popular and were attended by **80-100** members of the public.

Over the coming months the Friends plan to have a presence at Broughty Ferry Gala Day to champion the library and engage with members of the public to find out their views regarding the plans for a proposed community extension. They have also two evening talks planned: **'Mary Lily Walker: A Light in Dundee's Darkest Days'** by Eddie Small and **'Dundee's Suffragettes'** by Norman Watson.

For more information email the Friends at friendsofbroughtylibrary@gmail.com





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Library and Information Services Stakeholder Group

The Stakeholder Group is made up of library users from different backgrounds with a common interest in the Library and Information Service and a wish to contribute to its success.

In December 2014 Laura Mason was welcomed as new Lead Trustee for the group following Iain Luke's departure. Her first role was to support the group in undertaking a review of the aims and objectives as well, as identifying areas which were working well or could be improved. This resulted in the following being agreed:

- Maximise involvement of key stakeholders
- Provide a continuous focus on service improvement
- Inform the work of Leisure & Culture Dundee
- Share skills, knowledge and experience in the delivery of quality service provision
- Report to the Board and provide an annual overview of service area performance
- Provide a two-way channel of communication between the Board and key stakeholders

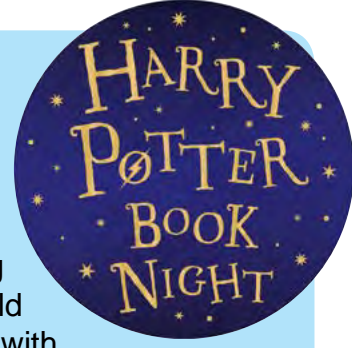
To achieve these aims, the Group has delivered a series of roadshows in a number of community libraries across the city, talking to library staff and customers to support the identification of service priorities. Members of the group have also attended a range of events held in libraries to provide an independent assessment of what has been achieved.

The Group is kept informed of new initiatives and challenges, and provides support to staff in their implementation.



Harry Potter Evening

Broughty Ferry Library hosted the first ever Harry Potter Book Night designed to introduce the next generation of young people to the magic of JK Rowling's writing and the world of Hogwarts. The event held in February 2015, was in partnership with Bloomsbury Publishing and included libraries, schools, community centres and bookshops across the UK and Ireland.



Library staff in costume decorated the library, designating the four house areas for Ravenclaw, Hufflepuff, Slytherin and Gryffindor. When the young people arrived they were greeted with The Sorting Hat song and sorted into their houses. There was a packed programme for the evening which included book readings from Harry Potter and the Philosopher's Stone, games and quizzes and appropriate refreshments.



As the evening drew to a close, the young people were given a goody bag which was provided by the Friends of Broughty Ferry Library. All the parents who stayed throughout the evening said it was an excellent event and hoped it would be held again next year.

This event also generated some great publicity in the Courier and the Guide & Gazette.



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Tesco Bank Summer Reading Challenge Scotland



Summer 2014 proved to be Dundee Libraries' most successful Challenge to date, with **712** children finishing the challenge representing over **4,000** books read.

Children between the ages of 4 and 12 are encouraged to read 6 books over the summer holidays and collect prizes as they go. Each library holds a special ceremony for the finishers where they are awarded their special edition certificate and medal.

This year's theme was Mythical Maze and the children enjoyed learning about Mythical Creatures such as the Minotaur, Yeti and our very own Nessie. Activities and crafts were held across the City to tie in with the theme. Our new 3D printer was employed with great success to create A Unicorn in your Pocket.

We also had visits from two popular children's authors who helped promote the Challenge. Lari Don came along to Whitfield to launch the scheme with her thrilling storytelling to enthralled classes from Longhagh Primary School. Later in July, Gill Arbuthnott appeared at Broughty Ferry to entertain both adults and children by talking about her work as a writer.

This year the Challenge was supported by over **30** young adult volunteers from local schools who gave up their time to help younger children take part and also achieve Saltire Awards for themselves in the process.



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Going the Extra Mile

Dundee library staff have completed several charity walks in the past year, raising funds for The MS Therapy Centre, Alzheimers Scotland and Cancer Research UK. In early 2014 a small group was set up to begin planning the next challenge. It was decided to create a walk which would highlight the literary talent of Dundee, past and present, and raise money for a local foodbank charity - so the Dundee Literary Trail was born.



Through research it soon became clear there would be no shortage of material as local connections to literary greats Mary Shelley, Agatha Christie and Robert Browning together with more recent links to contemporary authors including Jacqueline Wilson and A.L. Kennedy were identified. Library staff contacted as many of the living authors featured as possible, asking permission to include them on the growing map, beautifully designed and illustrated by Dawn Irvine of Central Library. Their responses were incredibly supportive, suggesting suitable locations for their individual landmark and many said they were very proud to be included.

Links were established with the local charity St. Salvador's Food Cupboard which would receive any funds raised and they were delighted to be included. Collection points were set up in all our libraries, allowing funds to be gathered through a combination of sponsorship money and food donations.



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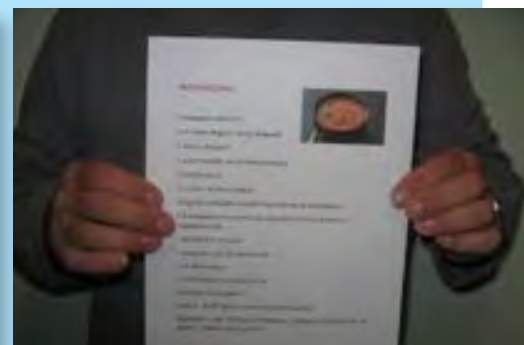


On a dry and clear Sunday 29 June 2014 a team of **23** library staff completed the Trail, covering 48 points of literary interest. Walking from Broughty Ferry to the west end of the City they covered approximately 19 miles. It took all day, yet everyone involved found it incredibly rewarding and enjoyable. Library staff were delighted to be joined by local authors Eileen Ramsay, Sandy McGregor and Chris Longmuir and by Peggy Hughes of Literary Dundee.



Throughout the day progress was regularly posted on social media and this generated very welcome support and encouragement from family, friends and followers along the way. By 5.30pm the finishing point was reached - the aptly named George Orwell pub.

The project raised approximately **£1,400**, gathered over **50** boxes of food and allowed library staff, library users and the community to offer practical support to a local charity. The Literary Trail Map has become a lasting resource and is available on our website. Library staff hope others may be inspired to walk all or part of it in the future and are very grateful to everyone who encouraged, supported or sponsored them.



The Wall 2 Group which meets in Central Library decorated cardboard boxes as receptacles to collect the generous and well received donations. To practice their ICT skills the group members searched for pictures of suggested foodbank items on the internet then pasted the images onto the boxes. A few of the members particularly enjoyed using the computers and so decided to further their keyboard practice by typing out simple, inexpensive recipes to supplement the foodbank donations.

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New Chronic Pain Collection available in all Dundee Libraries

A new collection of books on pain management was launched in Dundee Central Library on 26 March 2015. According to the NHS, 14% of the population suffer with chronic pain and over 56,000 people in Tayside are suffering with the condition.



Last year the local Chronic Pain Improvement Board made a successful application to the NHS Tayside Board Endowment Fund to provide readily accessible public information on chronic pain. As a result, a selection of approved books was purchased for every library and mobile library in Dundee, Perth and Kinross and Angus, in recognition that libraries are well placed within communities to offer access to quality health information.

Titles included:

- **‘Overcoming Chronic Pain’** by Frances Cole et al,
- **‘Coping Successfully with Pain’** by Neville Shone,
- **‘Managing Pain Before it Manages You’** by Margaret Caudill
- **‘Pain Management Plan: How people living with pain found a better life’** by Bob Lewin.

Sandy Watson OBE, Chair of NHS Tayside Board said: ‘These books on pain management will improve the health and wellbeing of many people and I’m delighted to see that they will be available in every library across Tayside.’





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National Involvement

Library staff in Dundee have taken a lead role in the implementation of the National Reading Strategy for Scottish Libraries. The Head of Service supported the coordination of an audit of all reading-related activities delivered by public library services across all 32 authorities in Scotland to identify a baseline of provision as well as agreement of a national calendar of events.

Reading Offers for children, young people and adults have been established and a framework for the implementation of the strategy agreed. Three national groups representing all Scottish public library authorities are now in place to support the strategy.

The vision of the strategy is: 'Through free access to the life enriching creative activity of reading, contribute to health and wellbeing, improved levels of literacy, inspiring reading across all interests and age groups, drawing communities together to bring reading alive'.

Judy Dobbie will continue to lead the implementation process, supported by other Heads of Public Library Services and chairs of the national groups.

Linked to this, Dundee has been involved in the development of a National Strategy for Scotland's public libraries through representation on the advisory group of Heads of Public Library Services. As part of this, the Chief Executive from Carnegie UK Trust and chair of the working group for the Strategy, visited Central Library in February 2015. This visit informed the final strategy and the library will feature as a case study in the final report.