

Overview and Scrutiny



Safer Stronger Communities Select Committee Supplementary Agenda

Tuesday, 21 September 2021

7.00 pm, Council Chamber, Civic Suite - the public are welcome to observe via the Council's website at <https://lewisham.public-i.tv/core/portal/home>

Civic Suite
Lewisham Town Hall
London SE6 4RU

For more information contact: Katie Wood - 0208 3149446 (Tel: 02083149446)

This meeting is an open meeting and all items on the agenda may be audio recorded and/or filmed.

Part 1

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Safer Stronger Communities Select Committee

Report title: The Lewisham Library and Information Service 2019 – 2021 update

Date:	21 September 2021
Key decision:	No
Class:	Part 1
Ward(s) affected:	All Wards
Contributors:	Liz Dart, Director of Culture, Libraries and Learning Antonio Rizzo, Head of Library and Information Service

Outline and recommendations

The purpose of the report is to update Safer Stronger Select Committee on the activities of the Service in the last two financial years.

Timeline of engagement and decision-making

Last report to Safer Stronger Select Committee dated 9 October 2019
Public consultation carried out in June – September 2021

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1. Summary

- 1.1. Given the absence of a report to this Committee last year, this paper offers a view of the Service over the financial years 2019 – 2021 (See appendices for details).
- 1.2. The analysis of performance is based on information recorded between April 2019 and March 2021.

2. Policy context

- 2.1. The Library and Information Service supports all of Lewisham's four strategic themes:
- 2.2. An economically sound future – The Service supports residents and businesses through free public access to WIFI, computers, reference resources and partnerships such as Start-up in London Libraries delivered with the British Library, and much more.
- 2.3. A healthy and well future – The Service actively support social prescribing, hosts health lectures, promotes national programmes such as Reading Well and unique initiatives such as the Reading Friends aimed at combating social isolation. The Service further encourages people to be actively involved, supporting their physical and mental well-being, including opportunities to access free sessions in the libraries, such as Tai Chi, sitting down exercise, yoga and more.
- 2.4. A greener future – The Service hosts regular events by external agencies that support residents on identifying greener utilities providers, insulation solutions, etc. The Service consistently encourages people to take personal action to reduce carbon emissions and improve air quality.
- 2.5. A future we all have a part in – The Service played an active part in engaging residents during the pandemic through supporting the Test & Trace provision, maintaining the Home Library Service, and developing a survey – presented as part of this report – to re-engage audiences as services resume following the lockdown. Libraries are a free, statutory, universal service and provide access to information and support for residents to become digitally engaged.

3. Background

- 3.1. Public libraries have changed substantially and Lewisham Libraries are no exception. What is exceptional, however, becomes apparent when looking back. Since the year 1999-2000, our libraries have been on a substantial transformation journey.
A major shift happened after 2010 with the introduction of the Community Libraries model (see para 7.1).
In 2016-2017, the Service went through the most profound change process in its history, which produced a lean and responsive service that can proactively respond to the challenges ahead.
In 2017-2018, the Service embedded the changes and completed the work on the savings targets.

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The pandemic has had an impact on the Service both profoundly impairing operations and forcing a transformation that has been embedded into a full reorganisation that will be implemented in the year 2021-2022.

4. Key elements of the last two years' work Main service provision and performance

- 4.1. With one of the highest levels of footfall in the country prior to Covid-19, the Service reaches all socioeconomic groups. It supports children's literacy with physical books, and for adults of all ages it also provides access to information and much-needed space for study and work. The library buildings with their deep reach among the most disadvantaged residents and rich community-focused programmes, stand out as a model from which to build across the Service.
- 4.2. Compared to previous years, the main indicators of performance, visits to our buildings and issues of books (particularly physical books) suffered, as Appendix 1 shows.
Compared to the previous year, in 2019-2020 Issues grew by 20.5% from 593,899 to 715,778, but dropped back to 377,704 in 2020-2021. The closures impacted the number of visits more severely. Compared to the previous year, in 2019-2020 visits dropped only 6.6% from 2,012,709 to 1,880,321. But in 2020-2021, they plummeted to 58,680.
- 4.3. In spite of the closures, over the past 18 months, library staff have re-created much of their activities and events programme using online platforms. Many staff have been re-deployed to support Lewisham's shielding services, providing advice and support to the most vulnerable. Over the autumn staff were also assigned to deliver local Test & Trace, contributing to Lewisham achieving some of the highest reach-rates in London. For the library service, the Covid-19 response has revealed untapped potential: to reach new audiences and increase impact, to use digital platforms more effectively, and to benefit from staff skills not previously utilised.

5. Key elements of the last two years' work New ways of working (digital), ICT, infrastructure and service reorganisation

- 5.1. New approaches to digital inclusion, business support, and self-checkout, some pre-dating the pandemic, provided exciting potential for the service to increase reach, impact, and efficiency.
- 5.2. Library staff developed their skills to engage new and existing audiences online through Facebook, Instagram, Twitter, YouTube. Staff demonstrated the ability to develop creative engagement skills and work remotely, in ways that have been embraced by the upcoming reorganisation, reflecting the work that the Service is doing to embrace modern technologies.
- 5.3. The Service has been working with the ICT Shared Service to plan and deliver a complete overhaul of its ICT infrastructure including new computers, better internet connectivity, better Wi Fi, new print and payment solutions across the

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Hub Libraries. This project is likely to be delivered before the summer of 2022.

- 5.4. The Service is delivering a full staff reorganisation – to be completed by December 2021 – which will
- deliver the savings agreed for the financial year 2021-22 (£300,000) and
 - contribute to the share of additional corporate savings (£68,000) resulting from new ways of working.
- 5.5. It is hoped that the combination of the three factors, the new digital skills of staff, an improved ICT infrastructure, and the new staffing structure will support the council's efforts to develop its Customer Experience and Digital Inclusion objectives.

6. Key elements of the last two years' work Catford and Lewisham

- 6.1. The Service has developed an approach that will deliver the refurbishment of the Lewisham Library building and the move of the Catford Library. The council has confirmed an investment of £960,000 into libraries in Catford and Lewisham town centres, as Lewisham looks ahead to its year as the Mayor of London's Borough of Culture.
- 6.2. Catford
The investment will include a new seven-day a week library in Catford Shopping Centre, with services moving over from Laurence House – it is hoped that the new library will be more accessible, with shoppers encouraged to pop in for a browse, to access services or take part in activities.
- 6.3. The space will be similar in size to the existing Catford Library and will offer improved services for residents, including more study space, new computers, improved Wi-Fi and flexible space for events and activities. Opening hours will increase to include Sundays, which was not possible at Laurence House.
- 6.4. While the rest of the borough's libraries have reopened following the lifting of COVID-related restrictions, Catford Library has remained closed as Laurence House, which accommodates most of the Council's desk-based staff, has not fully reopened yet. The building is set to be remodelled, including space for residents to meet with staff on the ground floor, when the library moves.
- 6.5. Work on the new library will begin in the coming weeks, and is expected to complete in the New Year.
- 6.6. Lewisham
The Council has also confirmed investment in Lewisham Central Library, with essential maintenance and refurbishment works set to take place early next year. The works will require the library to temporarily close for up to six months, so work will not begin until the new Catford Library has opened.
- 6.7. The Service will be seeking opportunities to support the council's investment in Lewisham through a bid to the Arts Council England – Library Improvement Fund. The outcome of an application will be confirmed by March 2022.

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7. Key elements of the last two years' work Community Libraries

- 7.1. Since 2010, Lewisham has established eight community libraries with community groups, namely Blackheath with Age Exchange, Crofton Park and Grove Park with Eco Communities, Forest Hill, Manor House, and Sydenham with V22, New Cross with New Cross Learning and Bold Vision, and Torridon Road with the Archibald Corbett Community Library, Arts and Heritage Centre.
- 7.2. The council leased the assets (the library buildings) at no cost to the partner organisation, in exchange for the continued support for the provision of library services in the building.
- 7.3. In practice, the management of the council building is transferred to a community group that uses it to achieve their objectives. The council does not charge rent and does not contribute funding in relation to the provision of library services, but it will continue to buy books, train the community library staff, and maintain responsibility for the self-service infrastructure that allows the issuing of books.
- 7.4. All the partner organisations – as the voluntary sector at large – experienced severe difficulties linked to the scarcity of volunteers during the pandemic. Many, who used to dedicate their time to supporting their local community, were forced to stay at home. As each individual volunteer and community library assessed their risks it has stretched their resources and impaired the service delivery at the community library.
- 7.5. However, despite these limitations, the role of the community libraries has remained integral to the service provision and to the support of local communities with relevant services during the most challenging times of the lockdowns. Many introduced supporting services for those most at risk during the pandemic. Adapted to the government recommendations to sustain essential service delivery. And took the opportunity during the forced closure to improve their buildings, too.
- 7.6. The details of the community libraries' achievements during the last two years is available as Appendix 3.

8. Key elements of the last two years' work Public consultation

- 8.1. Lewisham's libraries have been substantially closed for over a year, with efforts to provide some level of service through Click & Collect, which have been interrupted repeatedly due to COVID restrictions.
- 8.2. As most of our lives gradually returned to normal, we were keen to re-engage with our audiences to hear if their priorities have changed. We wanted to know – through a survey and a series of focus groups – what it is that is most important to them, to make sure our libraries remain as relevant as possible going forward.
- 8.3. The library service resident survey was conducted over June-July, generating 1,113 responses most of which came from library users; a full analysis of the

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survey is included as Appendix 5 to this report. The survey asked whether respondents used the library service, when they last used it and what they used it for. The survey also captured demographic details including age, gender, ethnicity, postcode, and respondents' housing tenure type. In terms of how survey respondents say they use libraries the most common uses stated by respondents in descending order are:

- a. borrowing or browsing books or other materials
- b. accessing online resources
- c. using free Wi Fi
- d. using computers and printing facilities
- e. using the space to study
- f. visiting the library to meet someone
- g. taking a child to an event
- h. taking part in an event
- i. using the archive and local history

- 8.4. The most common reason given by respondents for using a library, by some margin, is to borrow or browse books and other materials. Beyond this there are important differences in the ways respondents with different demographic characteristics use library services. These differences are important to maximise benefit and focusing the service on strategic local needs.
- 8.5. Age
those aged 34 or under are more likely, proportionately, to visit to use Wi-Fi, or to find study space, while those aged 35 and over are more likely to take a child to an event. Those 34 and under are also more likely to use the library service to get help with applying for a job, or improving their digital skills (although these are less common types of use overall).
- 8.6. Housing tenure type
those who do not own their own homes are more likely than owner-occupiers to use libraries to access computers and printing facilities, for space to study, and for free Wi-Fi. Children's events on the other hand are more likely to be used by owner occupiers than those in other forms of housing.
- 8.7. Ethnicity
White respondents are proportionately more likely than other ethnicities to say they used libraries for borrowing or browsing books, accessing online resources, free Wi-Fi, visiting the library to meet someone, children's events, adult events, and using archives and local history. Conversely, non-White respondents are much more likely than White respondents to say they had used libraries to get help to apply for a job, improve their digital skills, or get help to apply for a government or council service online (although these are less common types of use overall). Using libraries to access computers and printing and space to study, is equally common among all respondents regardless of ethnicity.
- 8.8. Gender and socio-economic status of respondent postcode seem to have little influence overall on how respondents say they use libraries.
- 8.9. Taken together this suggests that while book browsing and borrowing is used by all respondents to an equal extent, younger respondents and those who do not own their own homes, are more likely to use libraries to access computers

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and printing, for space to study, and for free Wi-Fi.

In a way, these appear to be 'life essentials'. There is a similar pattern with ethnicity in that non-White respondents are proportionately more likely to use the library service to get help to apply for a job, improve their digital skills, or get help to apply for a government or council service online.

- 8.10. In addition to the survey we convened two focus groups, one with BAME community networks and services, and one with networks and services focused on young people. These were held after the survey closed, to account for the under-representation of young people and BAME residents among survey respondents.

The focus groups provided additional insight and detail to the survey results, and there were striking similarities in the messages from both groups.

8.11. BAME focus group

People facing severe disadvantage often use libraries for things 'which support survival rather than for leisure or pleasure' for example free Wi-Fi, safe comfortable environments, and privacy. Access to printing is also vital for individuals needing to access services but with limited personal documentation, or for immigration applications. Printing and computer access is available elsewhere but often at limited times, or with limited capacity, whereas the library service has hours of operation and professional infrastructure which make it reliable and trustworthy.

Many BAME residents however, are unaware of what the library service offers because information does not reach them, especially non-English speakers, refugees and migrants. It was also suggested that the library service's group activities (for adults, families, or children) could potentially be of help to many BAME residents, but those residents might be discouraged to join because of language barriers or because they take place during working hours.

Some refugees, asylum seekers and migrants may have concerns (albeit misplaced) about having to register or give details in order to access library services, and more could be done to reinforce the fact that the service can be used without having to provide any information. It was suggested that some people may be happy to sit near a library entrance to use Wi-Fi but feel wary of venturing in further. There was optimism that making libraries part of the Borough of Sanctuary programme and introducing the ground breaking link to ProxyAddress could enable the library service to increase its impact on those in the greatest need especially if information could be spread by word of mouth.

8.12. Young people focus group

Young people in the group had been unable to, or had chosen not to attend libraries during the pandemic and responses were based on perceptions, or memory. In terms of young people's needs, 'safe space' was mentioned often; places to meet friends without being judged. Mental health and poverty were also major concerns. 'Hub spaces' for group study without being told off were prized, although it was unclear whether this is what they saw libraries as providing, or whether this is a need that is not fully met.

Experiences of the library service sometimes feel clunky and bureaucratic.

While young people saw libraries as important and saw opportunities to work with officers to improve the service, they also described frustrations about the quality of the service and there not being enough staff to help.

They were also frustrated by apparent restrictions on use of computers by under 18s in terms of timings, and permissible websites. They found the

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process of obtaining a library card difficult: having to provide proof of address was hard for some teenagers who do not have good relationships with their parents. This was at odds with the approach of other services to under 18s. Hence some might rather go to a friend's house to study or use Wi-Fi. Having to pay for printing was also seen as a disincentive.

It seemed that information about provision does not always get through to young people, as often the perceived difficulties do not actually exist, as in the case of printing, which is free for study and research, or limitations on computer booking that – unless demand is substantial – can easily be extended.

There was strong recognition of the books and reading offer but confusion about what was available around digital access, Wi-Fi, skills and study space.

- 8.13. A senior commissioner for young people's services echoed the views of young people, but additionally saw youth digital access as a major area of need that had become more apparent over the past year. She saw libraries as an 'an amazing resource' and believed the safe space, and Wi-Fi and computer access offered by libraries had untapped potential to enable service access, e.g. for Lewisham's new online counselling service which was text based and requires safe spaces with internet-access and privacy. The senior commissioner also suggested that the move of the Baseline service out of libraries was a missed opportunity, and that libraries could play a greater role as youth hubs. She urged the library service to consider ways to help children and families services reach more of their target audience, one example was ESOL families, but there were many more.

9. Priorities for the next 12 months

9.1. The Service's priorities in 2021 – 2022 include:

- Increasing the residents' awareness of its digital collections (books, audio, newspapers, and magazines) and improving both physical and digital collections.
- Reopening a hub library in Catford.
- Completing the Lewisham Library refurbishment.
- Delivering ICT upgrades in Hub Libraries through a programme of replacement for all the libraries PCs and iMacs, improvement of broadband connectivity to the buildings, improvement of Wi-Fi distribution, introduction of new technologies including a new computer booking system, a remote printing solution, electronic payment.
- Supporting Community Libraries to bid to NCIL and other funding as these become available.
- Supporting Community Libraries with volunteer recruitment.
- Contributing to the Borough of Culture programme using libraries both as cultural venues and as content creators.
- Continuing to ensure that the service reaches all residents and in particular the most vulnerable as suggested by the analysis of the survey

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responses.

- Complete the procurement of the Library Consortium Transport Contract. This will renew Lewisham as the lead authority on the Framework Contract that serves 18 library authorities in the provision of transport services, including the movement of books with the borough and across the Consortium.

10. Financial implications

- 10.1. There are no specific financial implications to this report. The community libraries use the book stock purchased by the Council and occupy their premises rent-free but otherwise receive no financial support.
- 10.2. In the year 2021-2022, the Service will be delivering savings of £368,000, £300,000 through a staff reorganisation and £68,000 as the Service's share of additional Corporate Saving (a council wide staff saving resulting from new ways of working). The service net budget in 2021/2022 is £2.6m of which £2m is staffing.

11. Legal implications

- 11.1. There are no direct legal implications arising from this report.

12. Equalities implications

- 12.1. As paragraph 8 exemplifies, the survey revealed areas that the Service will need to develop, especially in relation to the engagement of BAME communities and young people.
- 12.2. It is also essential that staff review the way that services are presented to new arrivals to the borough, as cultural barriers may impede them from taking full advantage of the wealth of resources available to every resident in the borough.

13. Climate change and environmental implications

- 13.1. As described in 2.4, libraries have a role to play in supporting climate action.

14. Crime and disorder implications

- 14.1. There are no direct crime and disorder implications arising from this report.

15. Health and wellbeing implications

- 15.1. As described in 2.3, libraries have a role to play in supporting the health and wellbeing of residents.

16. Background papers

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- 16.1. Budget Cuts report 3 Feb 2021
<https://councilmeetings.lewisham.gov.uk/documents/s77135/Budget%20Cuts.pdf>

17. Glossary

Term	Definition

18. Report author and contacts

- 18.1. Liz Dart, Director of Culture, Libraries and Learning liz.dart@lewisham.gov.uk
Antonio Rizzo, Head of Library and Information Service 020 8314 8025

19. Appendices

- 19.1. Appendix 1 – a general update on the performance of the Service
19.2. Appendix 2 – an overview of activities in the Hub Libraries
19.3. Appendix 3 – an overview of activities in the Community Libraries
19.4. Appendix 4 – a summary of Issues and Visits statistics
19.5. Appendix 5 – an analysis of the public consultation carried out in the summer of 2021.

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Appendix 1

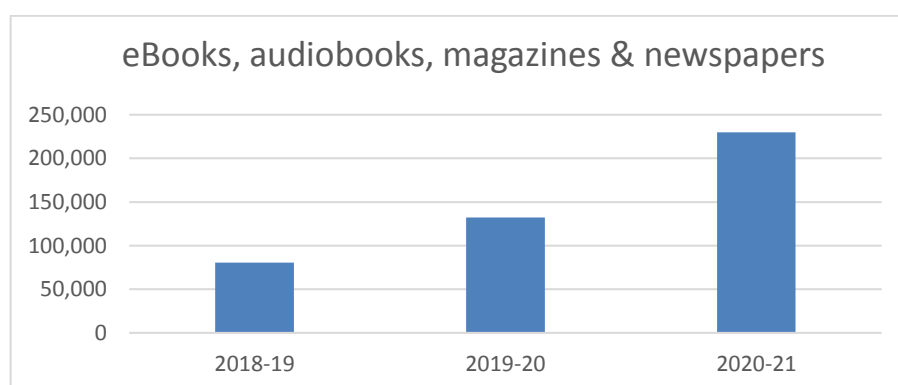
General update on the performance of the Library and Information Service

1. Background

- 1.1. The Service was operating as usual until Christmas of 2019, focussing on the development of a longer term strategic approach for its future. Early in 2020, however, everything changed.

2. Apr 2019 – Feb 2020

- 2.1. Strategically, the Service was focussing on three aspects, the resolution of some critical building issues, the resolution of some historical IT shortcomings, and the development of its longer term strategic vision.
- 2.2. The poor state of repair of some of its buildings particularly Lewisham was negatively affecting our performance.
- 2.3. In spite of this, visits to libraries were on track to grow past the 2 million mark and issues continued to increase (see Appendix 4).
- 2.4. These achievements are more remarkable if we consider that the Service, as a member of the Board of the London Libraries Consortium, had implemented the largest migration of a Library Management System in the world! Across the year, Lewisham worked with colleagues to procure and implement the migration from the old library catalogue to a new one. This meant that in March, all 16 local authority members of the Consortium switched from the old to the new library catalogue. The achievement is significant also because it brings the opportunity borrow books from across London and to develop a shared London Library Platform. In time, the latter will introduce new functionalities and technological innovations that will make libraries more and more accessible to Londoners.
- 2.5. The Service developed its physical collections in the Hub and Community libraries and its online offer – which is continuing to be an area of growth. In the last 24 months, eLibrary issues increased from 29,667 to 86,971 (+194%). Online newspapers, comics, and magazines have been promoted, through taster sessions, social media and staff promotion to users, and show a 184% increase over the year 2018-2019.



The Lewisham eLibrary (www.lewisham.overdrive.com) has also been promoted and developed over the year with the stock growing to almost 60,000 titles and the number of users increasing by 52%.

The Kids & Teens (e)room, now has over 11,644 titles for children and young adults. This is a separate, safe environment for children and teens to browse the library, and one that has been specifically developed between Lewisham and OverDrive – the eBook provider (<http://lewisham.overdrive.com/library/youth>).

	2016-17	2017-18	2018-19	2019-20	2020-21	Increase over 2018-19	Increase over 2019-20
PressReader (Newspaper)	3,794	5,185	12,778	53,785	88,108	590%	64%
Rbdigital (Magazines)	14,210	16,330	24,032	39,179	53,758	124%	37%
	18,004	21,515	36,810	92,964	141,866	285%	53%

- 2.6. Every year, the Chartered Institute of Public Finance and Accounting (CIPFA) compares Lewisham to 14 similar authorities. The last comparison shows that Lewisham has the fourth highest number of libraries for a population that matches the average in the group and the second highest number of libraries per 100,000 pop.
- 2.7. Lewisham libraries attract over seven times (1,748) as many volunteers as the average of comparator authorities (243). And Lewisham volunteers contribute almost four times as many hours (16,933) as the average in the group (4,946).
- 2.8. The number of visits per 1,000 population is a strong indicator of workload faced by the authority. In this area, Lewisham recorded the fourth highest number of visits in the comparator group and Lewisham has above average number of household readers. Still, while Lewisham has the fourth highest book stock, the number of books issued is the fourth lowest – which indicates that libraries in Lewisham are used for something other than book borrowing.



2.9. Visitors access libraries for its technology and for the services available in them. While Lewisham has the second lowest number of computers per head of population in the comparator group, Wi-Fi, PCs, Apple Macs, and loanable, Wi-Fi enabled iPads are in very high demand. This is due to the support that library staff provide in answering queries, supporting learning and digital access, and supporting online transacting, including online council services. As more council, central government and private sector services have moved online, some residents look for the human interaction to support them to access digital processes. They visit a library and ask questions, seek support and ancillary information, use Wi-Fi and computers to transact.

2.10. Lewisham continues to be consistently cheaper to run than the average, showing a Net Expenditure per 1,000 pop. (£10,267) which is 25.9% lower than the comparators' average (£13,867). Lewisham is below average on Employee costs, premises, total materials, supplies & services, etc., exceeding the average only on computing costs and transport. However these two indicators are temporarily higher only because Lewisham purchased a number of iPads that were externally funded. Lewisham has the fourth lowest cost per acquisition of the group and the third lowest cost per visitor. The trend is for all of these costs to reduce further in the 2021-2022 Actuals.

3. Mar 2020 – Mar 2021

3.1. Closures

With the first lockdown in March 2020, all Services stopped. Here is a brief timeline of closures

23 March	UK wide lockdown announced Library members with expiry dates in the range 19 March – 29 June were given an expiry date of 30 June. All due books automatically renewed until 30 April Fines waived for the dates 19 March – 29 April All hold/reservation pickup/expiry dates extended until 30 April Agreed with service providers that all new borrowers (automatically assigned UNREG tickets) will be able to use online resources – OverDrive, RBDigital and Borrowbox These arrangements were extended throughout the following year
6 July	Click and Collect and Lucky Dip services started at Deptford and Downham Libraries on Tuesdays and Thursdays
5 November	2 national lockdown begins Libraries closed
2 December	2 national lockdown ends Click and Collect and Lucky Dip services restart
21 December	Tier 4 restrictions come into force in London

	Libraries closed
6 January 2021	3 national lockdown begins
29 March	Stay at Home order ends
12 April	Libraries permitted to reopen Click and Collect and Lucky Dip services restart
17 May	PCs and study space available for booking in libraries Deptford, Downham and Lewisham Libraries open for browsing
21 June	All official restrictions ended
August	Library hours extended
September	Library hours extended to 6 days a week

3.2. Supporting during the pandemic

The vast majority of staff moved to support the Covid Action Team through their work on Test & trace, befriending, and shielding programmes. Up to 27 staff contributed an average of 604 hours per week to Test & Trace. 6 staff worked 22 hours per week on befriending. A smaller group on Business Support Two staff for 30 hours per week on Shielding.

3.3. By far the greatest contribution was on Test and Trace where staff contacted residents to try and stop the spread of the virus. Staff found the work challenging, rewarding, and at time heart breaking due to the very personal nature of the work.

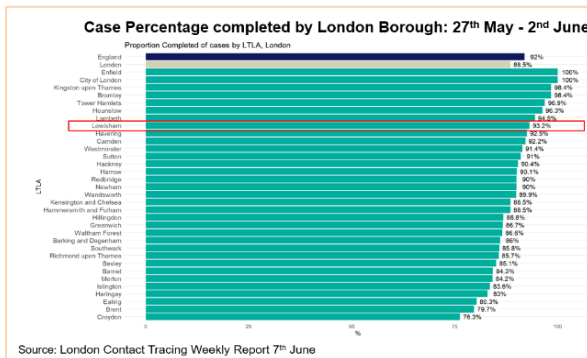
3.4. The Service's support to Test & Trace is still in place.

Feedback from Public Health on Test & Trace

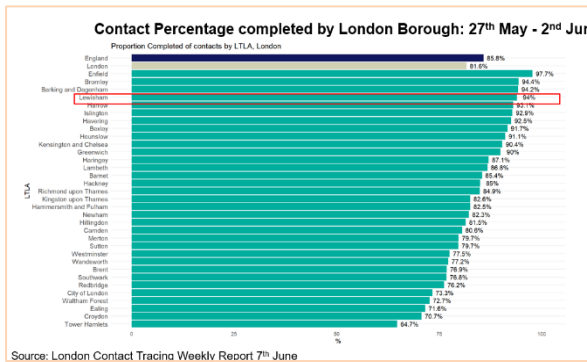
This is a service for Lewisham residents to help support anyone who tests positive for COVID-19 and to identify recent contacts. The bulk of the local contact tracing team was made up of 27 library staff. Some other council staff were also involved however, the library team has been the one constant since November 2020 until August 2021. Furthermore Libraries continue to support T&T through the secondment of 2 members of staff from September 21 for 6 months. They will lead on the day to day operation of the service and work with the new Covid response team.

In March 2021, Lewisham Council took on contact tracing of positive cases entirely as one of just six local authorities in a Local-0 pilot. Since then the Council's team has successfully contacted over 90% of people in the borough who have tested positive for COVID-19 to talk about recent close contacts who may be at risk. This outcome has been one of the best achieved across London.

Charts 1 and 2 Lewisham case and contact tracing performance



The success of the local Test and Team service is largely down to having considerate, personable individuals who have really embraced the importance of sensitive conversations, at a time when people may feel unwell or have genuine concerns about the prospect of self-isolation.



Equally helpful that the local team consist of skilled individuals who are able to adopt new guidelines and learn ever-changing telephone scripts quickly; they are accustomed to working in a rota-based environment offering weekend as well as weekday service. Their local knowledge, experience and skill mix makes the current workforce particularly suitable for this work.

Feedback from team members:

“It’s been very rewarding to be part of Lewisham’s contact tracing team. It allows us to be there for our local community and between us do our bit to help stop the spread.”

“We get to direct people to support they need, whether it’s the self-isolation payment, talking people through how to arrange home delivery of groceries or medicines, or simply providing calm, reassuring words to people who may be worried about having COVID-19.”

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Appendix 2

Library and Information Service Hub Libraries highlights 2019 – 2021

What follows presents some details of the activities that the Service provided in the last two years.

1 Reading and literacy

1.1 Collections and issues

A review of the collections of books has been completed (in all the libraries including the community libraries).

The Service works with CollectionHQ a software manufacturer that provides insight into collection management. A new Diversity, Equity and Inclusion (DEI) module has been launched which will enable us to monitor the stock against defined equality characteristics. This is informing the acquisition of better stock and the maintenance of the existing collections.

1.2 Summer Reading Challenge

This is a national Reading Agency promotion for primary school children taking place over the summer holidays. Research shows that reading levels dip after long holidays so we encourage children to continue to read over the summer.

After much success in 2019 with 2,700 children joining the challenge, in 2020 we had a digital only offer, but this year we were able to provide a combined physical and digital Reading Challenge. We promoted our e-book and e-audio book collections and publishers allowed unlimited multiple user access to the themed books. We encouraged children to join the Challenge online. We created content for a dedicated Facebook Group – craft and story videos, competitions and book reviews. Libraries offered ‘book bundles’ ready for collection, and for those children unable to join online the Challenge was available in our libraries, but in a socially distanced way with outdoor events taking place.

In comparison with London Boroughs in 2020 we had the 6th highest digital joiners 469 (3rd highest of those with only a digital offer), and had the 5th highest number of books read 2,195. The final figures for 2021 will not be known until October.

1.3 For Libraries Week Lewisham hosted an online book event with author Anna Sayburn Lane and the launch of The Peacock Room. There were 46 attendees

1.4 An Authors' Christmas Fair was held in December to meet local authors and hear them talk about their books – like a Christmas craft fair, but with books! The event was streamed live on Facebook with over 900 views.

1.2 The ESOL Reading Ahead programme helps adults improve their reading skills. In 2019 over 120 people participated in groups in our libraries and a celebration event was held together with Lewisham Southwark College.

In 2020 and 2021 the programme was delivered by Adult Learning Lewisham to their students who had been provided with laptops and Lewisham Libraries provided support. We supplied the materials and promoted and encouraged use of our e- and e-audio books. 86 students participated.

1.5 World Book Night is an annual celebration of books and reading run by the Reading Agency that aims to inspire adults to read more. Applications can be made for free copies of a book to be given away as part of programme to particular groups. In 2019 we held two events focussing on 'Forgiveness and self-help', one for adults and one for secondary school students. In 2020 our event with a secondary schools was cancelled but we were still able to distribute free books to the students. In 2021 the theme was 'Books that make you Smile'. A video was created of humorous readings and was promoted on our social media platforms. We held a Zoom call with a care home with many residents suffering from dementia. We delivered the free books to them and read poems from it, showing images to enhance the poetry and discussing the themes with them.

1.1 Black History Month

The Service held online interviews with a number of authors.

Paul Crooks gave a talk about his life, works and projects during and before the pandemic.

Author and award winner Patrice Lawrence gave an in depth interview on her books, awards and other new ventures.

Online reading group, storytelling sessions, crafts and collaborations with other organisations proved a success.

A Black Business workshop highlighted new businesses in Lewisham, as well as those from other boroughs.

2 **Digital literacy**

2.1 The Service developed its online social media platforms to engage with more people in a variety of ways in 2021, including the production of a new, fortnightly podcast 'Library Words'.

2.2 Staff produced short instructional training videos to help colleagues to produce content for our social media platforms. Instructional videos were also produced for our Facebook page to help customers access our e-resources.

2.3 Research Collections

We have 17 online reference databases which include business databases, encyclopaedias, dictionaries and historical newspapers, most of which can be accessed remotely.

2.4 eLibrary

Digital magazines and newspapers allow residents to keep up to date with current affairs and issues including all the UK National papers, the Guardian, Financial times and more. They also have access to weekly magazines such as the Economist and New Scientist.

3 **Health and wellbeing**

3.1 Health has been the focus for many events for the period 2019-2021. Lewisham hosted some health lectures, a total of 25 until Dec 2020. The most popular topics have been safe sex, sport injury, diabetes, healthy eating, men's mental health and drug resistance.

3.2 Book stock supporting mental health and wellbeing are being continually supplied, renewed and promoted under the banner of **Reading Well**. Flyers highlighting the

various collections for adults, teens and children are distributed and these collections are in our libraries and available as e-books and e-audio books.

3.3 Home Library Service

The Home Library Service provides a vital service to those who have a disability and are unable to get to a physical library. During the past year the team have had to adapt the service in the safest possible way to accommodate customers who are isolated and became more so due to Covid.

3.4 The team became very conscious of the well-being of their customers. Until a system could be put in place they called all their customers on a regular basis and this became a form of befriending. So many customers were unable to see relatives, friends or visit day centres or clubs that the regular contact acted as a lifeline for many. The team also set up a doorstep delivery service. Working in a manner which protected them and their customers, the team selected items and left them on the door step or agreed safe space and collected at a later agreed date.

3.5 The HLS also teamed up with the VSL Befriending Team to update their publicity to promote the Home Library Service to isolated residents. Colleagues from Libraries who were seconded to the Befriending Team coordinated this initiative.

“Without this service I would have most probably lost my marbles, all I do is read”

“It’s been the highlight of my month when you come to visit with the books, I am grateful for the service”

“Reading books is my only hobby and thanks to home library service am able to enjoy it to the fullest.”

“Thank you for doing this. It is really a lifeline for me. I do struggle to go out. I am quite afraid of the outside world so this is so helpful”

“I am most appreciative of the home library service, such a help during recent months and events”.

“I didn’t get the chance in the questionnaire to say how brilliant your service for the home-bound people is. My 90 year old mother was living with us for a year or so, and during that time, the visit by the librarian with large print books was one of the month’s highlights for her. The fact that the librarian took the time to find out what her interests were, and make a personal selection each month was wonderful. And of course there is the social element too, as a housebound person doesn’t meet that many people.”

“I would like to thank you and your colleagues at the Lewisham library for continuing the library service even in these challenging situation”.

4 **Economic development**

4.1 Start-up in London Libraries (SiLL)

SiLL is a business support programme led by the British Library’s Business & IP Centre in partnerships with 10 London Boroughs to support 12,000 Start-up businesses and entrepreneurs across London to develop the insight, skills and confidence they need to start and grow successful businesses. SiLL is a 3 year programme which started in 2019. Lewisham Library and Information Service is one of 10 boroughs participating in

this initiative.

- 4.2 Since the launching of SILL in May 2019, Lewisham Library Service have been successful in supporting and registering over 325 participants to the project, hosting workshops, live events with over 500 attendees and thousands of online via Facebook, Instagram, Twitter and YouTube. Over the last year, 217 residents registered and 436 attended workshops. We also successfully supported one of our SILL participants to access £50,000 through a Virgin Star-up programme.
- 4.3 Due to pandemic our remote work increased with workshops and one to one support delivered online. We successfully hosted Black History (Business) Month and International Women’s Day digital events. The online programme proved more accessible to many residents that would have otherwise not been able to attend a physical workshop.
- 4.4 The Service collaborated with the council’s Economic Partnership team to bring Additional Restrictions Grant phase 2 funding totalling £60,000 to 15 local businesses who pitched development projects for their business growth.

5 **Culture and creativity**

5.1 Lewisham Heritage team

Over the past year the Local History and Archive Centre at Lewisham Library has supported the Lewisham Voices online talks, maintained an email enquiries service and moved more of the collections online promoting Lewisham Borough Photos (<https://boroughphotos.org/lewisham/>) and posting images on Instagram and Facebook.

Events in 2019

- 5.2 World Book Night – Adult and Secondary School ‘Forgiveness and self-help’ – author talks and workshop.
- 5.3 Summer Reading Challenge events – 52 events (including the Community Libraries)
- 5.4 A Reading Ahead final celebration held with tutors, participants and their families together with Lewisham Southwark College.

Events in 2020

- 5.5 We moved our reading groups online with monthly online meetings.
- 5.6 On International Women’s Day, staff talked about women that have inspired or challenged them, whether from history or contemporary, in short videos posted throughout the day on Facebook.
- 5.7 Travel Tales online event was run in partnership with Reading Friends, a Reading Agency project to bring isolated members of the community together virtually, reduce loneliness and promote well-being. Lewisham residents were invited to join us on Zoom to chat and make new friends. In this first event, sharing our memories of travel – “show us a photo, read out an old postcard, recall a holiday, or tell us a travel story”.
- 5.8 Christmas saw an online community sing along with Quaggy Community Choir and Lewisham Libraries staff.

Events in 2021

- 5.9 Summer Reading Challenge – 2 outdoor celebrations held in Deptford and Downham local parks, 4 Forest School sessions held in Manor House Park
- 5.10 World Book Night – Zoom meeting with Care Home Residents for a poetry reading
- 5.11 Reading Friends – Dementia Action Week - Zoom meeting with Care Home Residents with a Musical Memories soundtrack and photos from the Archives.
- 5.12 Digital Reading Group – monthly Zoom meetings
- 5.13 In June a well attended online Open Mic event was held with Lewisham Multicultural Writers Group.
- 5.14 The Cat-Astrophic Adventures of Dollop and Crinkle, a digital theatre performance, catered for 7-11 year olds as part of SPINE Festival 2021.
- 5.15 Exhibitions
Lewisham Library front window display of photos by local author Caleb Azumah Nelson to highlight his debut novel and promote our interview with him on Facebook – Lewisham Voices, and on our podcast Library Words.
- 5.16 Lewisham Library front window display of paintings of surrounding areas by local artist Yvonne Devine supporting the Facebook video she contributed for Lewisham Voices.
- 5.17 Talks (incl. online)
2020-21 Zoom interviews with authors of adult fiction, non-fiction and children's books have taken place instead of live author events. These have then been put on Facebook and promoted on all our social media platforms. Our most popular interview was with local author Caleb Azumah Nelson, which also became our first Podcast in January 2021. He is the author of Open Water, a highly acclaimed first novel published February 2021.

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Appendix 3

Library and Information Service Community Libraries highlights 2019 – 2021

1. The Lewisham Model

- 1.1. Lewisham recognises the positive contribution that – at a time of reducing resources – the local community can make. This contribution goes beyond maintaining access to the buildings and harnesses energies and expertise to integrate the interests of partner organisations and the needs of the community.
- 1.2. Since 2010, the Lewisham Model has provided an opportunity to re-design the library service which is delivered to residents “with” residents. One where service delivery is understood as a collaborative, peripatetic presence embodied by the Community Engagement Team, a group of front line staff who engage audiences where they are: in libraries, in community libraries, in schools, doctor surgeries, etc.
- 1.3. Through this approach community groups and organisations acquired and developed alternative services within the former library buildings with no rental payments, as long as they commit to maintaining the buildings and keeping them open to the community. Crucially, the Lewisham Model has also meant that the Council can still provide Council library services from those buildings, even after they have been transferred.
- 1.4. The Council remains responsible for the books, for the shelving, for the self-service terminals and for the library catalogue. It maintains the stock to the standard it applies to all its collections. It promotes reader development programmes and trains the staff and volunteers at the community libraries.
- 1.5. The Council never transferred its statutory responsibility to deliver library services to third parties. The community library provision is the responsibility of the Library and Information Service. However, the Service benefits from the commitment of the partner organisations to promote books and reading and offer access to library services in the buildings they are responsible for.
- 1.6. In all cases, the partner organisation, as well as signing a lease or premises management agreement with the council, committed to supporting the provision of library services in their buildings at no cost to the council.
- 1.7. The examples that follow demonstrate the creativity and talent of each community library in the borough. Our partners continue to show incredibly valuable and valued commitment to “the promotion of books and reading” across the borough, supporting libraries and residents, giving back to their local communities and drawing from local talent and passion.
- 1.8. The partner organisations are often called upon to exemplify local participation, beyond the public library world. They are unrivalled advocates for the public library service, culture, collaboration, and imagination. They demonstrate how, at a

Hub Libraries

Catford
Deptford Lounge
Downham
Lewisham

Community Libraries

Blackheath (Age Exchange)
Crofton Park (Eco Communities)
Grove Park (Eco Communities)
Forest Hill (V22)
Manor House (V22)
Sydenham (V22)
New Cross (NX Learning)
Torridon Road (Corbett Group)

challenging time, communities can come together to deliver quality services “with” (rather than “to”) local communities.

2. Blackheath Community Library

- 2.1. The library was closed from March 2020 to 6 June 2021, with substantial disruption to all operations, including a reduction in volunteers from 26 to six, and a reduction to only one supervisor.
- 2.2. The Reminiscence Centre is now opened two days a week (Tuesday and Thursday) with limited hours.
- 2.3. A perspex screen has been installed on the desk as a safety barrier between volunteers and customers. Library volunteers wear facemasks while on shift. Customer numbers were limited to two households or four individuals due to the space constraint. After 19 July these restrictions were no longer in place, however due to the lack of space and adequate ventilation Blackheath have decided to continue to limit the numbers of customers.
- 2.4. Blackheath is running the Summer reading challenge as a digital service this year.
- 2.5. Customers are slowly starting to return to the library, although in the last quarter they were opened for a total of 24 hours with 6 volunteers.
- 2.6. Blackheath are in the process of recruiting more volunteers and will look at opening more days/hours in the coming weeks.

3. Crofton Park Community Library

- 3.1. Crofton Park Community Library is run by Eco Communities. It is a library hub at the centre of the community, serving Crofton Park, Brockley, Ladywell and Honor Oak areas. Our library is the natural place for our users to find help, support, and to reinforce their networks and we are very popular in our area. We offer other services such as internet access, printing, photocopying and we hire our space for meetings and other local activities.

Highlights of 2019 – 2020

- 3.2. We had a very busy year and increased our audience with community events such as:
- 3.3. Inspire & Sew bunting @ Brockley Max
We made our own bunting for our children’s library, embroidering the words of Gandhi “Be the change you want to see in the world”. We displayed all our sewing-related library stock to inspire people to do more sewing themselves.
- 3.4. Summer Reading Challenge 2019
We organised three well-attended workshops inspired by the “Space” theme suggested by the Reading Agency. Our library was amongst the three best-performing in the borough, with an increased number of joiners and finishers.



3.5. Black History Month 2019

We celebrated BHM by inviting families to explore the moves of African dance and music with the help of the Alanouwaly Salifou Sylla Foundation. Barbadian author Gillian Rowe read from her book “But Johnny Didn’t Hear”, organised with Read for Life Barbados.

3.6. Plastic Free Christmas 2019

We organised a series of workshops to help our community to avoid the use of plastic and encourage a reuse and recycle attitude. Themes included: wool pom-pom making, make your own Christmas crackers, cookie decoration and more. We invited The Rock Choir to help us, collecting donations for the Trussel Trust Food bank few days before closing for the holidays. We raised £72 and several bags of food.

3.7. LGBTQ 2020

Author Gemma Merino was a guest at our library introducing her book “The Crocodile Who Didn’t Like Water” to a large audience of children and parents.

Regular events 2019 – 2020

3.8. All our regular weekly and monthly events continued until March 2020. Here is the list:

Weekly:

Under 5 – every Thursday – crafts club for under 5s

Baby Bounce –every Friday – for babies under 2 years

Code Club - Every Saturday – a local group of young coders, boys and girls aged 9 to 12 years

Monthly:

Crofton Park Book club - every last Tuesday

Crofton Park History Group - every first Saturday of the month

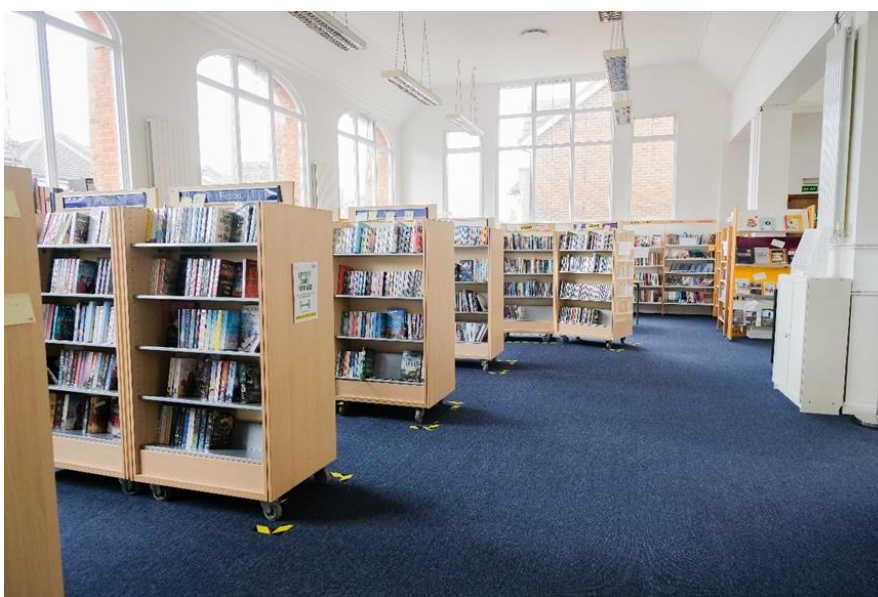
ESOL learners and Digital Inclusion classes – delivered on a weekly basis at Crofton Park by Aurelie Ramgoolam with an excellent rate of success.

March 2020 – beginning of the pandemic

- 3.9. The library closed on 16 March 2020 as we wanted to protect our volunteers. Sadly, we were due to re-open our café with a new management at that time, but pandemic has ended that possibility for now.
- 3.10. During those months our staff were furloughed but we kept in touch with all our volunteers on Zoom or via telephone. Our book club continued meeting on Zoom from March 2020, and returned to the library to meet in person for the first time again on Thursday 26th August 2021.

Refurbishment and re-branding of Crofton Park Community Library

- 3.11. We used this forced downtime to rethink our way of operating and improve our library. In September 2020 we parted with Crofton Books, the second-hand bookshop which was on our premises. We decided to eliminate the “re-use and recycle” from our name and communicate that we are no longer a reuse centre so we will be no longer accepting any kind of recycling or any donations of books or computers.
- 3.12. The library underwent a full refurbishment in the last months of 2020. We laid new carpet and lino. The walls have been repainted and the beautiful windows of our building have been strengthened and repainted.



- 3.13. We have re-organised the space and added more ethernet ports and sockets. We have purchased new computers and re-organised the internet area at the library. We have purchased new single table desks for social distancing.



- 3.14. We re-opened as a Click & Collect service on 15 April 2021 and then opened our doors and allowed browsing from 1 June 2021.
- 3.15. In March 2021 we partnered with the community-focussed Make Mee Studio sewing workshop, who are now based at the library in the new space we have created, the Carnegie room. (www.makemeestudio.co.uk)
- 3.16. We also created and launched our new website which will allow us to communicate better with our audience/community.
- 3.17. Crofton Park Community Library also operated as a Census centre between March and June 2021. Aurelie Ramgoolam provided this service, helping people in our community completing their questionnaire.
- 3.18. Social Media
Throughout these difficult times we have kept our social media active and grown our audience. Our new website and our mailing list campaign will complete our communication strategy for this year. Our weekly “Word of the Week” which started in June 2018 is going very well and is a very good conversational starting point on our socials.

Platform	Followers March 2019	Followers August 2021
Facebook	651	1244
Twitter	1772	2209
Instagram	505	1237
TikTok	-	304

4. Grove Park Community Library

- 4.1. Grove Park Community Library closed its doors to the public on 23 March 2020 due to COVID. The building re-opened for a ‘click and collect’ service for two hours each Monday morning (except bank holidays) on 14 April 2021.

- 4.2. The Library had a five year electrical test done. Electric works were completed. At the same time four additional ports were added to the main library area for computer use in the future.
- 4.3. Carpets have been replaced in main areas.
Painting is currently in progress in main areas.
- 4.4. The Children's library is being put back together, ensuring social distancing is able to take place when in use.
- 4.5. Lewisham Library staff have been supportive and helpful when called upon for assistance, and regular book deliveries and collections restarted.

5. Forest Hill Community Library

- 5.1. The closure of the library due to periods of lockdown was a large blow to many parts of the local community and really highlighted the need for the service. The periods of click-and-collect were well received but as ever it was those in most need who suffered the most as the library was unable to provide computer use during this time.
- 5.2. As a seven-day service, it is often difficult to schedule work at Forest Hill Library, so the lockdown offered an opportunity to carry out some remedial work, update the fire alarm system and, along with a team of local volunteers, transform the rear garden, a work that is very much in progress and will be an ongoing outdoor project for local volunteers interested in sustainable community gardening.
- 5.3. The library has been open four days a week since June, and will extend opening hours gradually through September, bringing back full service in due course.
We are expecting a challenging year ahead, as many volunteers are understandably hesitant about returning to an environment that is open to all and sharing resources. Staffing a week-around service might be a challenge at a time when some users have more need than ever.

6. Manor House Community Library

- 6.1. Manor House was lucky enough to be very useful in lockdown, turning over its community rooms to teams of midwives to run much-needed face-to-face appointments seven days a week. Expectant and new mothers were able to get support at a time when many of the traditional support networks, such as NCT groups and even family members, were kept at a distance due to the lockdown rules. Their need for the space has slowly diminished as hospitals, doctor's practices and healthcare centres have slowly opened up, but they still use two rooms in the library on weekdays. The lower ground floor of Manor House was also in use with Ofsted registered childcare facilities taking care of the pre-school children of key workers.
- 6.2. The library itself went regularly in and out of lockdown as the rules dictated, in order to offer a click and collect service. During this time the library managed to reach many members of the public they had never seen before, and served regular users that were very happy to see the staff. For many visitors, it was their first journey outside of the house for weeks or months. The library undertook a full inventory of stock during the

down-time and created a new BAME section within the catalogue.

- 6.3. As services come out of lockdown and resume a more recognisable service and timetable, the venue is becoming a Library of Sanctuary, as part of the Lewisham Borough of Sanctuary status. The library is located next to Pentland House and so is experiencing an increased demand for services to help new arrivals, from dual language books and study space to computer use.

7. Sydenham Community Library

- 7.1. V22 took over the running of Sydenham library just a few months before the first lockdown, so this has been a particularly tricky introduction to the community. Much of the early work was spent making renovations and trying to stop the tide of water that was rising from the basement and dripping in from various points in the roof. V22 also reconfigured some of the downstairs space to create a new community room, and have installed new computers and management software that allows better time controls and monitoring systems.
- 7.2. After a successful application for funding to The National Lottery, V22 has been able to introduce an advocacy service in the library, and installed a new full-time manager. Sydenham was identified by Community Connections Lewisham as an area with a gap in advocacy services and so V22 are delighted to be able to bring that additional service to the community.
- 7.3. The click and collect service at Sydenham had limited traction and service users very much missed the opportunity to browse, especially in the children's library. In June the library moved from click and collect to a fuller service, and are now operating three days a week, but look to make that five days in September, with the ambitious aim to bring a six day service to Sydenham by 2022.

8. New Cross Community Library (New Cross Learning)

- 8.1. New Cross closed to the public on 11 March 2020, 12 days before the government declared a national lockdown, but at the time taking heed with what was happening in Ireland and Denmark re COVID restrictions. The library has remained closed to the public since.
- 8.2. In January 2021, the Credit Union, with whom we have a partnership, opened their doors to conduct business in a refurbished section of the library. In future times, this will allow their business to be self-contained and private. We charge them rent and costs for utilities. This is a great partnership as our mission statements both reflect reaching out to help local people.
- 8.3. We have a similar relationship with the New Cross Gate Trust who has hired the space for various courses they have run during this period, when the weather is not amenable to lessons in the open. This has also been space for a group meeting around mindfulness; this again uses the library when weather conditions require more coverage than Besson Street can offer.
- 8.4. Our main objective this year has been to make the place as safe as possible for our volunteer workforce, as well as customers contracting and spreading the disease. This

has taken rather longer than we first thought as getting work people in to make adjustments to the ventilation system along with the building of separate cubicles around the computers, has been difficult. In fact, the cubicles are still not finished and could prevent the proposal being put forward in the next paragraph from taking place.

- 8.5. We are now in a position to look forward to opening our doors to the public on Tuesday 14 September 2021. At first, we will offer reduced times, Tuesday, Wednesday, Thursdays and Saturdays, from 10 am – 2 pm, with a view to extending those times to 10 am – 5 pm after (October) half term.
- 8.6. At present we are working with the library service by stocktaking and increasing shelf space for the new books we have waiting for us.
- 8.7. For the near future, we are looking into purchasing a hybrid camera system that can provide external Zoom, or equivalent, meetings and training to take place from the library.

9. **Torridon Road Community Library (The Archibald Corbett Community Library, Arts and Heritage Centre)**

- 9.1. The Library remained open between Spring and Autumn 2020 lockdowns running a limited service to the public as permitted by then current Coronavirus regulations.
- 9.2. Started running Public Space Management Course with first cohort of eight students in October/November 2020 and second cohort in December 2020/January 2021
- 9.3. We lost several volunteers who remained shielding after Lockdown 1, however we have had 18 new volunteers from the local community join our team bringing with them fresh ideas for new services
- 9.4. One of our new volunteers, a former Early Years and primary school teacher, started a new support group for mothers with babies under one-year-old as this group has had few opportunities since COVID restrictions have been in place for social interaction and can be quite isolated. *“Clubs are few and far between at the moment – my baby and I are looking forward to it as we’ve had nowhere to socialise with other babies!”*
- 9.5. Other new volunteers have joined our team as part of our Doorstep Chat volunteers who visit isolated people for socially distanced doorstep chats. Social isolation and loneliness can be more harmful to health than smoking 15 cigarettes a day. We have broadened the geographical reach of our advertising to recruit volunteers with specific skills and experience, e.g. working as befrienders to older, isolated people who may be shielding
- 9.6. Our Online Support Service has been invaluable during these difficult months when other advice services have not been operating. Our service has also helped people to access benefits, etc. to which they are entitled. One desperate customer who came to the Library when our front doors were locked was a victim of domestic violence who urgently needed photocopying done to support her case. Another needed internet and PC access urgently as his family had no access to money until he had completed online forms for Universal Credit. These people, and others, would otherwise have fallen through the net with no other access to resources.

“I have found the [Online Support] Service very useful – Dave has been a lifesaver indeed, he has got me through it” Service user, September 2020

“Many thanks to you and all the volunteers who are keeping this amazing community resource going. You are truly amazing!” Service user, October 2020

- 9.7. During March and April 2020, we developed our online offer to help try to meet the needs of those who could not otherwise access services. These new services included twice weekly online storytelling for young children.
- 9.8. Maintained ESOL with social distancing, rigorous cleaning, restricted numbers and use of face shields.
- 9.9. Click and Collect and book bundles to facilitate minimal contact loans, COVID-secure home delivery of books to vulnerable customers.
- 9.10. Essential, time-limited PC use for benefits, job search, job applications, CVs, etc with rigorous cleaning of PCs between customers.
- 9.11. Started *Doorstep Chat service* (socially distanced) for isolated local people either self-referred or referred by Social Services, etc.
- 9.12. New Baby Book Group for mothers of babies under 1 year *“The last few months have been difficult with no place to take my baby where they can see other babies”*
- 9.13. Unlike most other libraries and many community centres in our borough, since early July 2020 we have been able to keep our doors open to the public on at least two days a week. This still allows our volunteers time to do the admin-type work of books being quarantined for 72 hours behind the scenes. Our service users have been very pleased with this access to services which also includes essential PC use (for benefits, job search, job applications, CVs, etc. a support service for those who need to get online to access essential services but are digitally excluded; Click and Collect book loan service; ESOL classes (with social distancing and face shields in use as well as restricted numbers).
- 9.14. Service users have expressed their gratitude for the services which we have kept running and new services started and there is demand for all services
- 9.15. It’s been challenging preparing the Library for re-opening in a COVID-secure way, including the additional expenditure this has entailed. Changing Government guidelines have meant that we constantly have to keep up to adhere to regulations.
- 9.16. The purpose of our Big Lottery grant was to help us become more financially self-sufficient by running events for the community which we are not able to do in the same way for the foreseeable future. This has however allowed us to be creative about how we can meet the changing needs of our community under COVID. Some of our work has been taken online.
- 9.17. Our Public Space Management Course has started running in a COVID-safe way with many sessions being run online. On track for getting course accredited – will then be able to charge for the course.
- 9.18. We have continued to support local artists by offering access to selling opportunities at our premises where possible, although this has had to be scaled back from our

previous offer and activity. We have also sign-posted artists to available grants, etc.

- 9.19. When circumstances permit, we look forward to re-introducing money-generating events which will also lift the spirits of our community. This has started slowly with themed monthly Makers Markets since July 2021
- 9.20. We are hugely grateful for the support of our growing group of volunteers without whom we could not run our services.

Appendix 4 Monthly Issues 2018 - 2019

Table I-15

Hub Libraries	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Total
Deptford	5,255	5,319	6,342	6,192	6,974	6,359	6,574	6,415	5,674	6,537	5,876	6,138	73,655
Downham	5,263	6,597	5,500	7,080	7,044	5,799	5,799	6,119	4,746	5,023	1,227	5,472	65,669
Lewisham	11,262	10,760	10,304	11,843	12,854	10,934	11,783	10,314	8,610	10,410	13,427	11,136	133,637
Catford	2,164	1,863	1,726	2,257	2,836	1,863	2,071	2,974	1,913	2,322	2,386	2,215	26,590
Community Libraries													
Crofton Park	1,569	1,271	1,279	1,779	2,190	1,513	1,796	1,633	993	1,590	1,443	1,550	18,606
Forest Hill	3,822	4,106	3,634	4,939	5,331	4,376	4,373	4,084	2,511	4,053	3,412	4,058	48,699
New Cross	364	402	386	540	509	583	555	631	279	423	478	468	5,618
Grove Park	344	373	472	358	504	424	430	361	272	345	525	400	4,808
Torridon Road	1,816	1,392	1,228	1,536	1,716	1,316	1,381	1,213	723	1,434	1,093	1,349	16,197
Blackheath Village	991	912	896	1,149	1,196	1,093	984	1,045	658	902	871	972	11,669
Manor House	2,782	2,619	2,676	3,853	4,349	3,215	3,197	2,794	1,957	2,888	2,712	3,003	36,045
Sydenham	1,162	1,423	1,049	1,268	1,295	1,094	1,487	1,223	717	1,252	1,185	1,195	14,350
Other issues													
LRC	9	1	4	92	16	14	16	3	4	15	7	26	207
Web Renewals	3,756	3,566	4,346	4,477	4,859	4,207	4,912	4,580	3,998	4,393	4,271	4,305	51,670
Callpoint	396	401	412	518	571	635	531	554	633	549	452	513	6,165
E Issues													
E-Issues	1,991	1,932	1,858	2,166	2,734	2,557	2,583	2,523	2,606	2,691	2,393	2,516	28,550
E-Audio (RBDigital)	49	54	62	107	102	94	123	98	129	145	154	-	1,117
E-Magazines	997	1,042	951	986	1,341	1,327	1,868	3,340	2,486	3,291	3,100	3,303	24,032
E-Comics	3,365	3,282	2,903	3,004	101	59	77	28	6	41	45	401	13,312
Great Courses	36	56	25	36	41	91	-	-	-	2	6	11	304
IndieFlix	19	24	24	15	2	47	-	-	7	4	1	-	143
Qello	-	-	-	-	-	-	-	-	14	28	34	12	88
E-Newspapers	430	623	872	1,374	1,305	1,311	1,434	1,749	1,696	736	566	682	12,778
Subtotal Hub Libraries	23,944	24,539	23,872	27,372	29,708	24,955	26,227	25,822	20,943	24,292	22,916	24,961	299,551
Subtotal Community Libraries	12,850	12,498	11,620	15,422	17,090	13,614	14,203	12,984	8,110	12,887	11,719	12,995	155,992
Subtotal Other issues	4,161	3,968	4,762	5,087	5,446	4,856	5,459	5,137	4,635	4,957	4,730	4,844	58,042
Subtotal E Issues	6,887	7,013	6,695	7,688	5,626	5,486	6,085	7,738	6,944	6,938	6,299	6,925	80,324
TOTAL ISSUES	47,842	48,018	46,949	55,569	57,870	48,911	51,974	51,681	40,632	49,074	45,664	49,725	593,909

Monthly Issues 2019 - 2020

Table I-16

Hub Libraries	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Total
Deptford	6,404	6,773	7,340	7,568	8,303	6,840	7,108	7,843	6,873	8,340	7,807	4,868	86,067
Downham	4,447	5,130	4,999	5,987	6,164	5,310	5,986	6,062	3,689	5,310	5,754	2,856	61,694
Lewisham	11,827	11,228	10,800	12,490	14,325	11,915	12,330	12,636	10,819	11,943	12,262	6,681	139,256
Catford	2,852	2,772	2,456	3,401	3,951	2,797	3,025	3,165	2,627	2,715	2,741	1,787	34,289
Community Libraries													
Crofton Park	1,950	1,525	2,030	2,444	2,789	2,179	2,638	2,394	1,588	2,318	2,243	1,478	25,576
Forest Hill	4,124	3,990	5,541	5,541	6,324	5,443	5,015	5,400	3,357	5,422	4,966	3,268	58,391
New Cross	468	504	389	667	565	790	655	871	432	574	793	621	7,329
Grove Park	454	453	433	511	554	505	494	653	570	476	758	413	6,274
Torridon Road	1,451	1,153	1,613	1,672	2,157	1,310	1,696	1,599	1,100	1,541	1,463	940	17,695
Blackheath Village	990	860	856	1,231	3,432	3,270	4,056	4,201	4,409	4,603	4,150	4,378	36,436
Manor House	3,148	3,303	2,850	4,379	4,592	3,407	3,514	3,335	2,186	3,359	3,201	2,218	39,492
Sydenham	1,425	818	941	1,180	1,189	1,166	840	1,146	746	1,014	1,049	652	12,166
Other issues													
LRC	5	19	-	33	18	20	-	2	7	1	33	17	155
Web Renewals	5,964	3,603	1,266	1,664	1,962	1,964	7,073	6,961	7,995	8,385	6,566	5,186	58,589
Callpoint	-	-	-	-	-	-	-	-	-	-	-	-	-
E Issues													
E-Issues (Overdrive)	2,539	2,549	2,532	2,615	2,642	2,746	2,591	2,613	2,773	2,986	2,981	3,314	32,881
E-Audio (RBDigital)	144	131	157	172	245	342	1,589	429	447	533	511	633	5,333
E-Magazines	3,365	3,282	2,903	3,004	3,344	3,149	3,732	3,184	2,719	2,468	4,224	3,805	39,179
E-Comics	36	56	25	36	41	91	87	30	19	28	36	40	525
Great Courses	19	24	24	15	2	47	29	10	6	13	14	-	203
IndieFlix	-	-	-	2	-	-	-	5	1	7	10	-	25
Qello	6	140	179	-	7	7	12	10	5	7	34	31	438
E-Newspapers	5,445	2,412	2,306	3,271	3,646	4,013	4,358	4,936	4,784	5,769	6,381	6,464	53,785
Subtotal Hub Libraries	25,530	25,903	25,595	29,446	32,743	26,862	28,449	29,706	24,008	28,308	28,564	16,192	321,306
Subtotal Community Libraries	14,010	12,606	14,653	17,625	21,602	18,070	18,908	19,599	14,388	19,307	18,623	13,968	203,359
Subtotal Other issues	5,969	3,622	1,266	1,697	1,980	1,984	7,073	6,963	8,002	8,386	6,599	5,203	58,744
Subtotal E Issues	11,554	8,594	8,126	9,115	9,927	10,395	12,398	11,217	10,754	11,811	14,191	14,287	132,369
TOTAL ISSUES	57,063	50,725	49,640	57,883	66,252	57,311	66,828	67,485	57,152	67,812	67,977	49,650	715,778

Variation
20.5%
increase

Monthly Issues 2020 - 2021

Table I-17

Hub Libraries	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Total
Deptford	73	9	116	694	760	846	1,384	1,365	5,828	7,505	5,010	4,133	27,723
Downham	45	9	2	491	486	745	1,003	725	3,145	4,126	2,790	2,228	15,795
Lewisham	152	66	219	264	529	912	1,246	1,116	5,147	2,051	4,629	4,530	20,861
Catford	26	3	17	27	9	83	54	57	1,195	2,051	1,080	1,037	5,639
Community Libraries													
Crofton Park	19	13	6	26	7	47	18	17	1,038	1,942	996	993	5,122
Forest Hill	93	27	28	196	423	673	793	478	2,744	4,450	2,199	2,291	14,395
New Cross	7	6	35	-	6	13	1	29	470	340	450	155	1,512
Grove Park	23	1	-	1	6	3	4	-	247	484	242	245	1,256
Torridon Road	21	12	11	498	557	550	811	634	1,609	2,377	1,230	1,208	9,518
Blackheath Village	2,448	1,421	1,142	1,768	849	1,602	1,805	1,610	2,431	2,307	1,563	1,308	20,254
Manor House	23	5	20	358	355	514	579	233	1,982	3,494	1,768	1,789	11,120
Sydenham	1	-	1	-	57	90	105	58	542	776	419	382	2,431
Other issues													
LRC	-	1	-	-	-	-	9	-	11	8	6	4	39
Web Renewals	6,209	92	191	306	198	492	380	1,537	1,060	790	436	448	12,139
Callpoint	-	-	-	-	-	-	-	-	-	-	-	-	-
E Issues													
E-Issues (Overdrive)	4,473	4,884	4,770	4,906	5,199	7,204	7,658	6,875	7,176	8,604	7,324	7,450	76,523
E-Audio (RBDigital)	833	784	762	779	735	691	660	641	636	690	568	45	7,824
E-Magazines	4,370	4,053	4,076	4,405	4,367	4,859	4,800	4,336	4,203	4,617	4,463	5,209	53,758
E-Comics	83	161	96	64	50	28	46	39	19	73	63	-	722
Great Courses	2	8	16	12	3	7	22	-	62	20	39	-	191
IndieFlix	2	27	2	-	-	-	-	-	-	-	-	-	31
Qello	37	49	15	3	-	-	7	3	-	5	-	-	119
E-Newspapers	7,735	8,347	7,326	7,777	6,381	7,499	8,141	7,482	7,498	6,634	4,947	8,341	88,108
Bolinda Borrowbox	-	35	134	201	197	232	238	220	233	378	410	346	2,624
Subtotal Hub Libraries	296	87	354	1,476	1,784	2,586	3,687	3,263	15,315	15,733	13,509	11,928	70,018
Subtotal Community Libraries	2,635	1,485	1,243	2,847	2,260	3,492	4,116	3,059	11,063	16,170	8,867	8,371	65,608
Subtotal Other issues	6,209	93	191	306	198	492	389	1,537	1,071	798	442	452	12,178
Subtotal E Issues	17,535	18,348	17,197	18,147	16,932	20,520	21,572	19,596	19,827	21,021	17,814	21,391	229,900
TOTAL ISSUES	26,675	20,013	18,985	22,776	21,174	27,090	29,764	27,455	47,276	53,722	40,632	42,142	377,704

**Variation
-47.2%
decrease**

Appendix 4 Monthly Visits 2018 - 2019

Table V-15

Hub Libraries	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Total
Deptford	26,862	30,258	30,578	32,660	28,687	29,089	30,965	29,600	22,994	28,396	28,503	31,472	350,064
Downham	32,404	33,974	35,423	35,899	35,444	33,866	36,789	27,582	20,205	27,194	5,401	33,000	357,181
Lewisham	28,426	28,732	27,022	26,095	28,249	26,906	30,165	29,110	23,161	28,389	24,986	28,241	329,482
Catford	8,427	8,763	7,594	11,190	8,975	8,934	9,386	9,324	7,771	10,654	8,238	9,132	108,388
Community Libraries													
Crofton Park	7,707	7,523	7,922	8,321	7,062	8,174	7,956	7,599	6,032	6,647	7,149	7,651	89,742
Forest Hill	12,149	10,774	10,589	10,521	10,659	10,078	10,684	11,228	6,674	10,809	7,441	10,507	122,112
New Cross	5,012	5,300	4,832	6,668	3,931	5,050	5,503	5,182	3,626	4,109	4,506	4,748	58,466
Grove Park	3,083	2,612	2,108	2,226	2,502	2,928	3,462	3,362	1,922	3,181	2,792	3,069	33,246
Torridon Road	5,512	5,322	5,413	5,532	5,497	5,471	5,555	5,482	5,542	5,457	5,526	5,569	65,877
Blackheath Village	13,828	12,170	14,062	8,390	19,839	14,149	17,941	18,132	13,622	14,589	13,531	16,681	176,933
Manor House	15,852	18,839	20,114	21,360	16,670	22,973	26,174	24,960	16,203	23,415	22,792	23,224	252,575
Sydenham	4,664	4,703	6,125	7,402	5,380	6,182	6,739	6,729	3,404	5,449	5,474	6,397	68,647
Subtotal Hub Libraries	96,119	101,727	100,617	105,844	101,355	98,795	107,305	95,616	74,131	94,633	67,128	101,845	1,145,115
Subtotal Community Libraries	67,807	67,241	71,166	70,419	71,540	75,002	84,011	82,672	57,023	73,657	69,212	77,844	867,594
TOTAL VISITS	163,926	168,968	171,783	176,263	172,895	173,797	191,316	178,288	131,154	168,290	136,340	179,689	2,012,709

Monthly Visits 2019 - 2020

Table V-16

Hub Libraries	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Total	
Deptford	26,370	30,227	28,653	27,220	25,659	26,547	26,450	25,420	21,442	29,883	30,263	16,091	314,225	
Downham	28,057	30,284	30,531	32,769	30,972	32,962	33,007	31,184	19,884	27,579	27,599	15,038	339,866	
Lewisham	26,948	28,358	25,419	28,138	27,766	26,736	29,460	27,479	18,228	26,001	24,059	12,026	300,618	
Catford	9,380	10,237	9,733	10,828	10,914	10,270	11,100	10,421	8,970	10,497	9,895	6,346	118,591	
Community Libraries														
Crofton Park	6,777	7,557	7,506	8,573	7,692	8,655	9,197	8,218	5,458	7,307	7,912	2,986	87,837	
Forest Hill	8,887	10,640	8,685	11,064	8,363	11,675	11,343	10,493	7,618	10,434	8,681	5,685	113,567	
New Cross	4,323	4,523	4,592	4,483	4,922	4,568	5,185	4,656	4,581	4,647	5,543	1,076	53,098	
Grove Park	2,816	2,602	2,686	3,258	3,351	3,142	2,995	2,978	3,094	2,995	2,807	962	33,685	
Torridon Road	5,490	6,119	6,729	7,203	3,119	6,576	7,352	7,973	3,982	6,212	7,793	3,632	72,179	
Blackheath Village	13,752	12,691	13,426	17,065	12,964	15,175	16,858	16,615	14,669	10,977	9,775	8,117	162,083	
Manor House	18,503	19,562	22,557	21,267	16,399	20,931	22,347	20,223	19,920	20,189	19,999	12,356	234,252	
Sydenham	5,564	5,639	5,245	6,257	5,836	4,912	2,448	2,533	2,560	3,443	4,445	1,436	50,317	
Subtotal Hub Libraries	90,755	99,106	94,336	98,955	95,311	96,515	100,017	94,504	68,524	93,960	91,816	49,501	1,073,300	
Subtotal Community Libraries	66,113	69,329	71,423	79,172	62,648	75,632	77,721	73,692	61,881	66,206	66,957	36,247	807,021	
TOTAL VISITS													1,880,321	Variation -6.6% decrease

Monthly Visits 2020 - 2021

Table V-17

Hub Libraries	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Total
Deptford	-	-	-	-	-	-	-	-	-	-	-	-	-
Downham	-	-	-	884	4,247	315	4,071	1,489	2,022	322	8,090	10,908	32,348
Lewisham	-	-	268	-	-	-	-	2,008	2,099	1,762	1,507	197	7,841
Catford	-	-	-	-	-	-	-	-	-	-	-	-	-
Community Libraries													
Crofton Park	-	-	-	-	-	-	-	-	-	-	-	-	-
Forest Hill	-	-	-	200	600	800	900	120	-	-	-	-	2,620
New Cross	-	-	-	-	-	-	-	-	-	-	-	-	-
Grove Park	-	-	-	-	-	-	-	-	-	-	-	-	-
Torridon Road	-	-	254	913	1,476	2,307	3,161	879	2,771	-	131	246	12,138
Blackheath Village	-	-	-	-	-	-	-	-	-	-	-	-	-
Manor House	-	-	-	250	500	500	500	120	-	-	-	-	1,870
Sydenham	-	-	-	-	332	497	517	405	112	-	-	-	1,863
Subtotal Hub Libraries	-	-	268	884	4,247	315	4,071	3,497	4,121	2,084	9,597	11,105	40,189
Subtotal Community Libraries	-	-	254	1,363	2,908	4,104	5,078	1,524	2,883	-	131	246	18,491
TOTAL VISITS	-	-	522	2,247	7,155	4,419	9,149	5,021	7,004	2,084	9,728	11,351	58,680

Variation
-96.9%
decrease

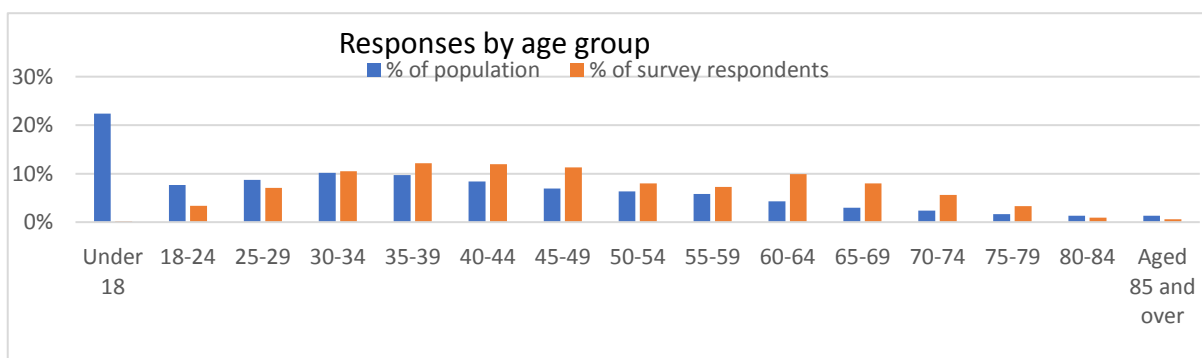


Appendix 5

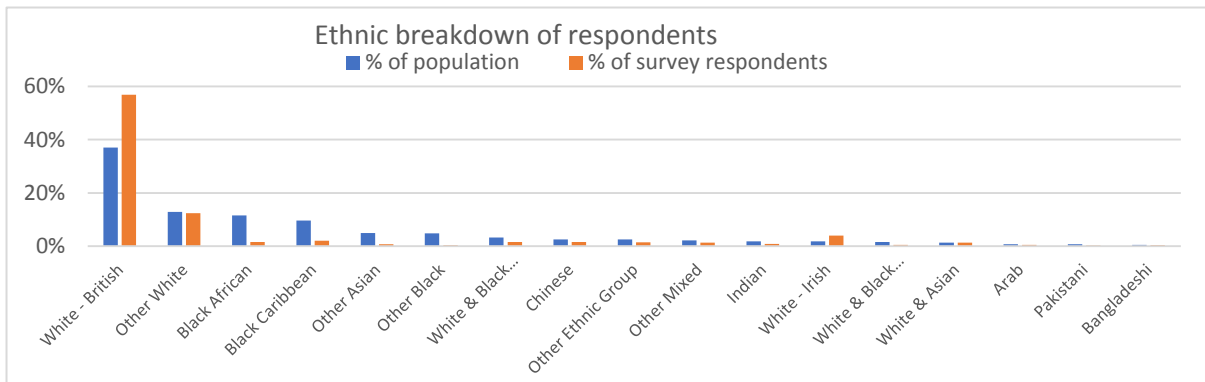
Lewisham libraries survey analysis

Headlines: who responded?

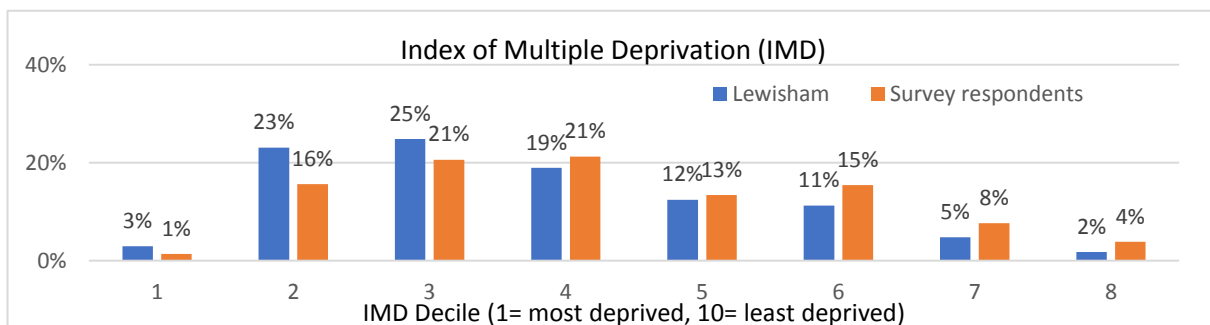
- The survey generated responses from 1,113 individuals. This was a healthy response in terms of a raw number, and almost all (91%) said they were borough residents. Although the survey received 1,113 responses, much of our analysis has a “n” value of 874 individual respondents. This is because the survey asked respondents whether they consented for their personal data to be used; around 20% declined and those respondents have been excluded from the demographic analysis thus reducing the response size. For the questions on relative importance of different parts of the service (e.g. browsing with/without help from staff) which were presented as composite questions, we have used the total number of answers per question as the “n” values. This is higher than the total number of individual respondents because respondents were asked to give multiple answers within one question.
- **Library users.** The vast majority of respondents (92%) said they were library users, whereas across the borough as a whole around 45% of residents are reckoned to use public libraries (Lewisham data from DCMS Active Lives 2017). This means that those residents who do *not* use public libraries (55% based on DCMS Active Lives) are represented by only 7% of respondents to the survey.
- **Demographic over and under-representing.** Although the survey received responses from across the borough and across all demographic groups, there were several areas of over and under representation in terms of Lewisham’s overall library user-base and population as a whole. We account for this in our analysis by looking at responses proportionately.
- **Gender.** Seventy-one per cent of respondents who answered the question about gender stated “female”, and 23 per cent of those who answered stated “male”, less than one per cent answered “other”, and around 5 per cent answered “prefer not to say”. This is in contrast to the gender breakdown of the population in the borough as a whole, where the population is split equally between male and female. We have accounted for this in our analysis by looking at whether the answers to a particular question, when split by gender, reflect the overall respondent 71/23/5 split as this would show the question was not influenced by gender.



- **Age profile.** The graph below shows the breakdown of Lewisham population by age group alongside the breakdown of survey respondents. Younger residents (<34) are under-represented amongst survey respondents and the number of under 18 responses was minimal. In the borough as a whole 49 per cent of the population are under 34, but only 21 per cent of survey respondents were from that age group. We also know that children and young people account for a large proportion of library users, for example the most recent pre-covid data shows two-thirds of all Lewisham library lending (65%) is of children’s books (CIPFA libraries data 2019/20). We have accounted for this by looking at whether the age-group split of responses to individual questions reflect the age-group breakdown overall.
- **Ethnicity.** Analysing responses by ethnicity shows respondents predominantly identified as White British, or another white group. These groups make up around half of the Lewisham population (52%) yet account for 73 per cent of total survey respondents. BAME groups are therefore much less likely to be found amongst survey respondents, yet we know that nationally (from DCMS Taking Part data) BAME individuals, including those with mixed backgrounds, are more likely to use libraries than those who identify as White. Again we have accounted for this by looking at whether responses to individual questions reflect the proportion of White and non-White respondents among survey respondents overall.



- **Housing tenure types.** Assessing respondents by the tenure type of their housing shows that 69 per cent of respondents own a house, with or without mortgage, while 18% privately rent their property, 8% are social renting tenants, and the remaining 4% are individuals who live with their families or friends or have free accommodation. Comparing this with 2011 ONS Census data shows that a much larger proportion of survey respondents own a house than in the Lewisham population overall (69% in survey versus 42% in the borough as a whole). Again we have accounted for this in the same way as for other demographic characteristics.
- **Index of multiple deprivation.** The graph below shows the breakdown of survey respondents by the socio-economic status of their home postcode. This shows that while



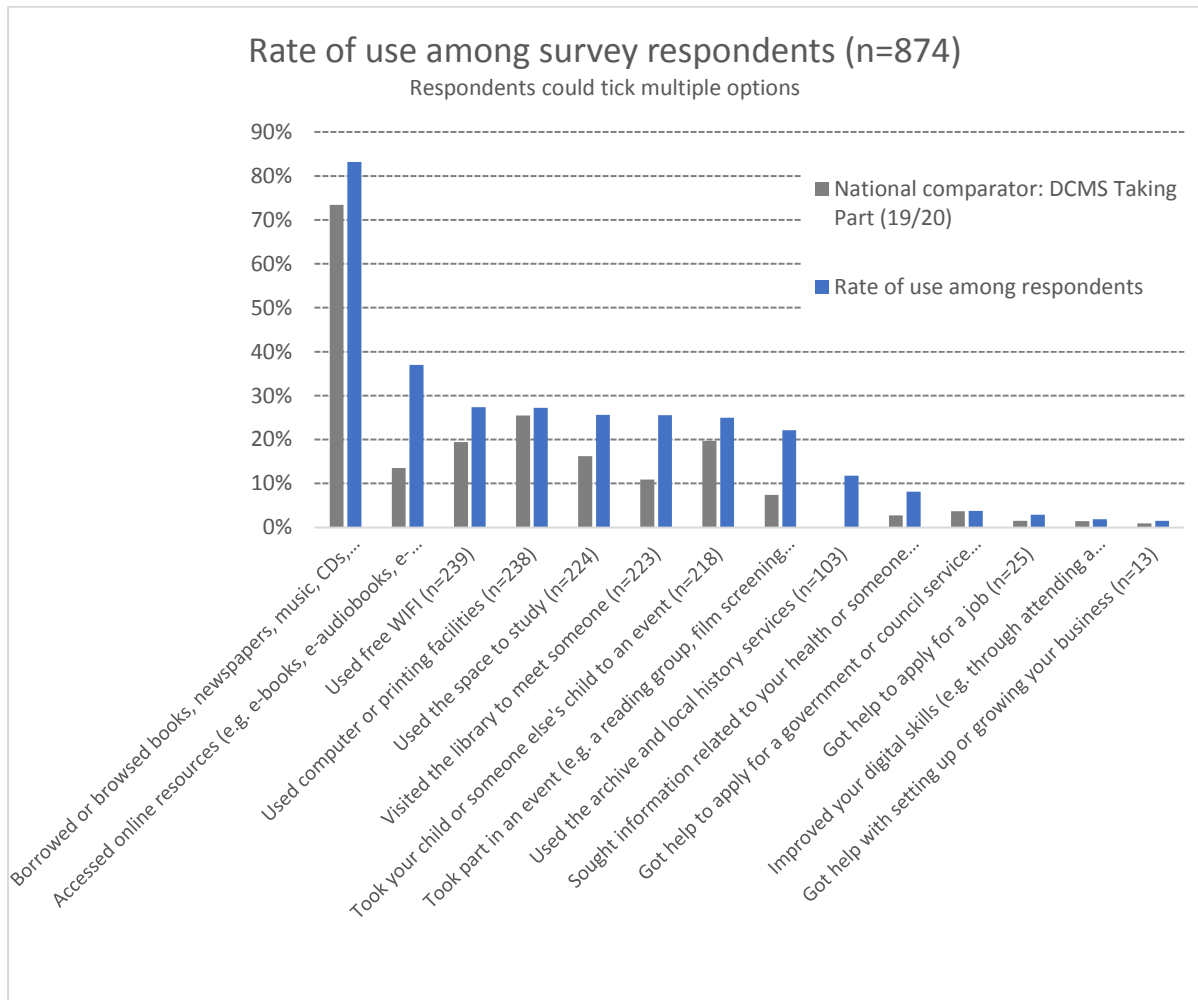
four fifths (82%) of all Lewisham residents live in postcodes which fall within the 5 most deprived “IMD deciles” when ranked nationally, only 72 per cent of survey respondents came from those deciles. Conversely, only 18 per cent of Lewisham residents live in postcodes in IMD deciles 6 – 10 (i.e. least deprived nationally) but more than a quarter (28%) of survey respondents live in postcodes in those deciles. However, the most recent data from Lewisham’s library management system shows the profile of current library users almost exactly matches the overall IMD profile of the borough (Lewisham library data analysed by Shared Intelligence in autumn 2020). We also know that nationally, rates of library use are similar across all IMD deciles (again, from DCMS Taking Part).

Headlines: how respondents say they use libraries

In terms of how survey respondents say they use libraries (and they could name as many types of use as applied) the most common uses stated by respondents in descending order were:

- borrowing or browsing books or other materials
- accessing online resources
- using free Wi Fi
- using computers and printing facilities
- using the space to study
- visiting the library to meet someone
- taking a child to an event
- taking part in an event
- using the archive and local history

The chart below shows the percentage of respondents (of those who answered this question and agreed for their data to be used) who said they had used the library service for different purposes. Survey responses are shown with the blue bars. For comparison, data from the DCMS Taking Part national survey 2019/20 is shown with the grey bars.



The remainder of this report explores overall patterns of use and whether there are differences in rates of use among different demographic groups, or in the relative importance given to different types of use. The headlines from this are summarised on this page.

Which types of use are different depending on respondents' demographic background?

Less influenced by demographic background of users

- borrowing or browsing books or other materials
- accessing online resources
- using computers and printing facilities
- visiting the library to meet someone
- taking part in an event

Services which *are* influenced by background of users

- using free Wi Fi
- using the space to study
- taking a child to an event
- using the archive and local history

Less commonly used services which are also influenced by background of users

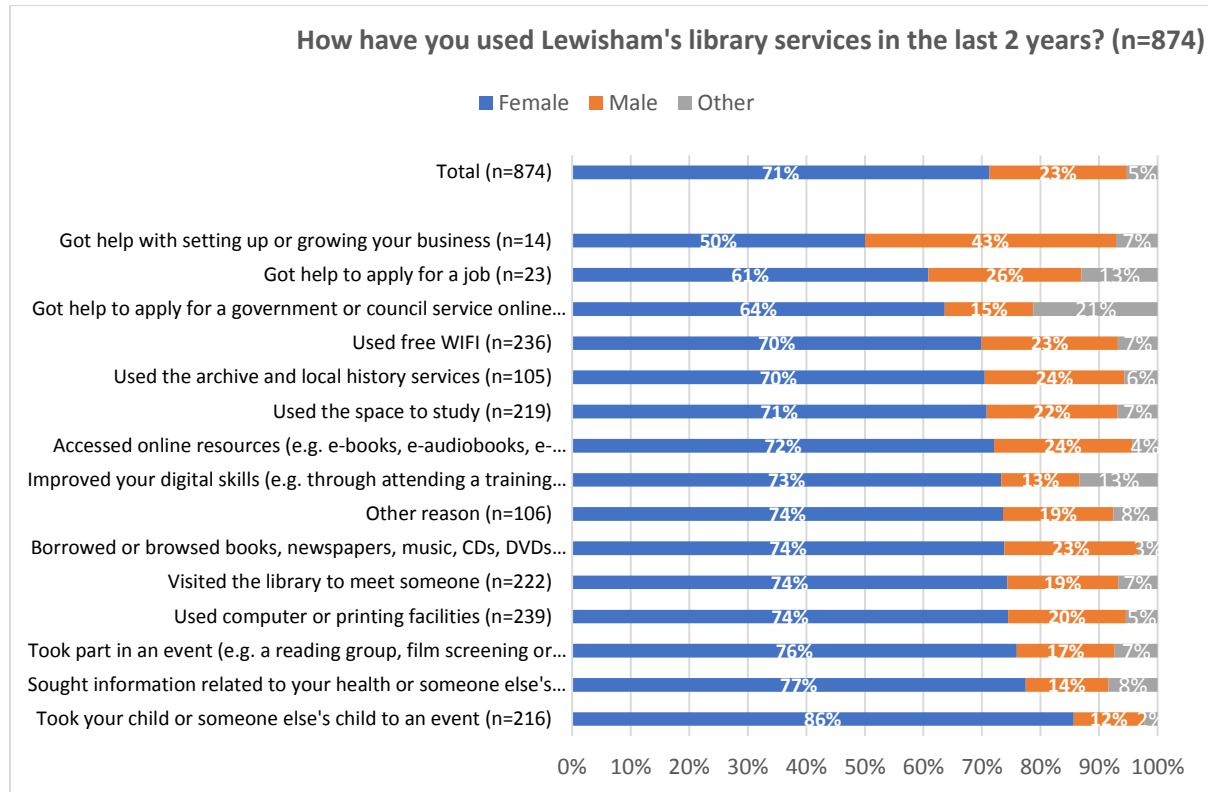
- improving digital skills
- getting help to apply for a job
- getting help to set up or grow a business
- getting help to apply for a government or council service online
- seeking information about health

To what extent do specific demographic characteristics effect which services respondents use?

- **Gender** and **socio-economic status of their home postcode** have little influence overall on how respondents say they use libraries.
- **Age** has some influence; those aged 34 or under are more likely to visit to use WiFi, or visit a library to find study space, and those aged 35 and over are more likely to take a child to an event. Those 34 and under are also more likely to get help with applying for a job, or digital skills (although these are less common types of use overall).
- **Housing tenure type** has some influence; computers and printing facilities, space to study, and free WiFi are all more likely to be used by those who do not own their own homes, while children's events are more likely to be used by owner occupiers. Social tenants are more likely to get help to apply for a job although this is minor type of library use overall.
- **Ethnicity** is a major influence on how respondents use libraries. White respondents are more likely than other ethnicities to say they used all the most commonly used areas of the service except for computers and printing, and space to study, which are used to an equal extent regardless of ethnicity. Conversely, non-White respondents are much more likely to say they had used libraries to get help to apply for a job, improve their digital skills, or get help to apply for a government or council service online, although these are the less common types of use overall. As mentioned, among the most common types of use, only the use of computers and printing facilities, and using the space to study, are 'neutral' in terms of the effect respondents' ethnicity of has on use.

Question 5 analysis: How have you used Lewisham's library services in the last 2 years? (n=874)

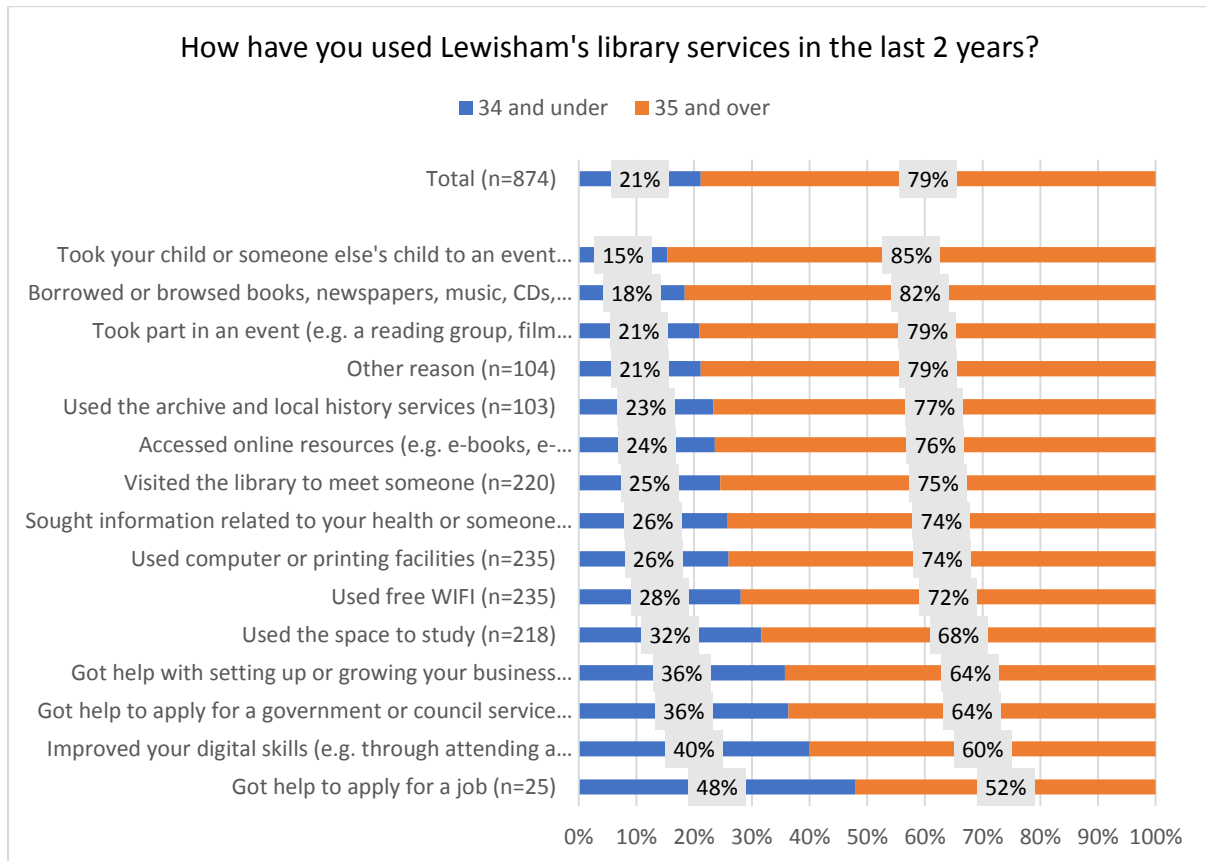
The effect of Gender on responses



- The graph above shows the breakdown of responses to Q5 in the Survey (*How have you used Lewisham's library services in the last 2 years?*) by gender.
- It is important to remember that in the survey overall, 71% of respondents said they were female and 23% said they were male, and those who gave "other" or did not answer account for around 5%. In reviewing the responses by gender we can look at which answers display the same or similar gender split as the overall response. For example among those respondents who said they had "Borrowed or browsed books, newspapers, music etc" there are about the same proportion of women to men as in the survey response overall. We can therefore say that neither women nor men are more likely to have given this answer. If we look at those who said they "Took your child or someone else's child to an event" we see that the proportion of women to men giving this answer is very different from the survey response overall; here men were less likely to give this response as they account for only 12% of the answers even though we know 23% of all survey respondents were men.
- If we continue to view the results in this way, looking at whether the answers for specific questions follow the gender split of responses overall we can say:
 - o Using free WiFi, using archives, using space to study, accessing online resources, borrowing books, visiting the library to meet someone, using computer or printing facilities, or taking part in an event are broadly in line with the overall gender split of responses; in other words these are used in equal measure regardless of gender.
 - o Using a library to take your child or someone else's child to and event was *much more* likely for women and *much less* likely for men.

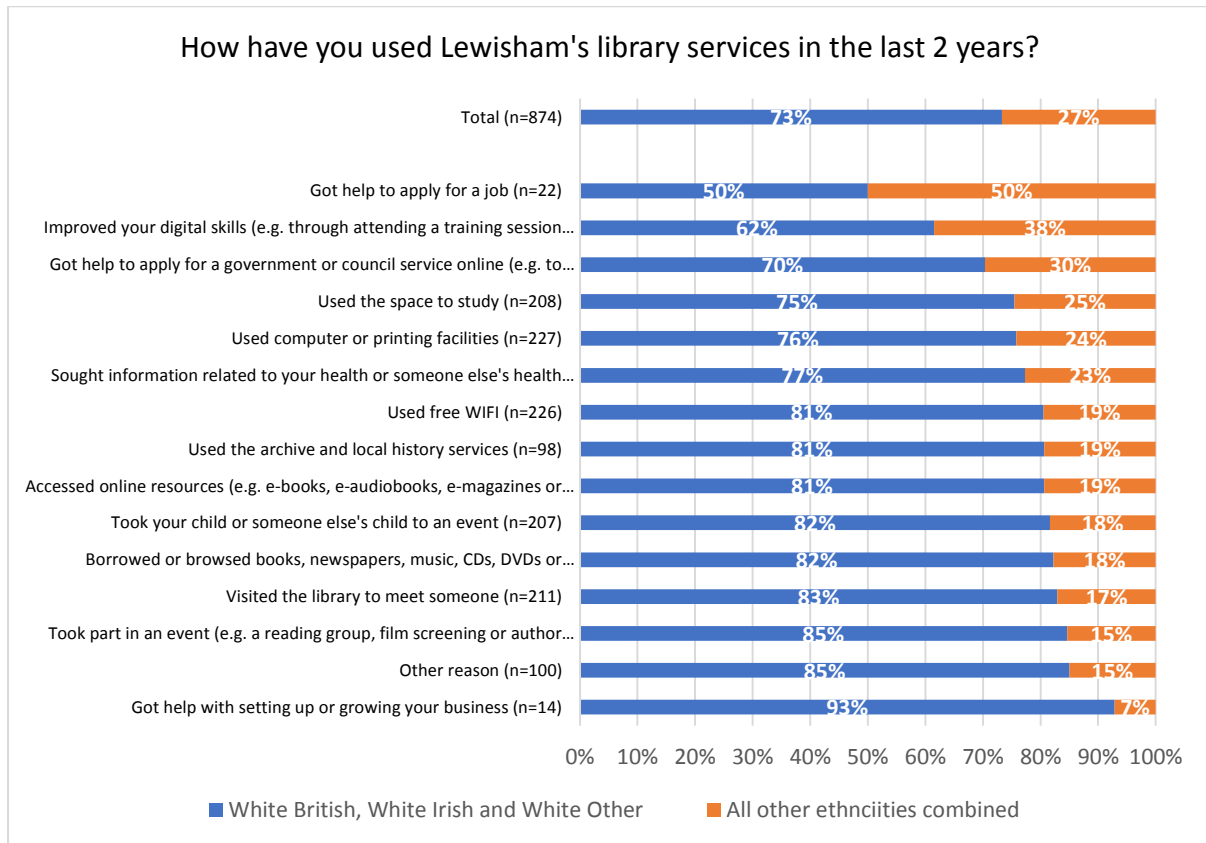
- Among the types of use which were mentioned less often, there are more marked gender differences, for example men were much more likely to say they used the library service to get help setting up a business, and those gave their gender as “other” were much more likely to have used libraries to get help to apply for a government or council service.
- In summary we can say that use of the core library offer is generally speaking not influenced by gender, with the important exception that women are much more likely to take a child to a children’s event. However, among the less frequent types of library use gender does make a much bigger difference.

Effects of Age on responses about library use



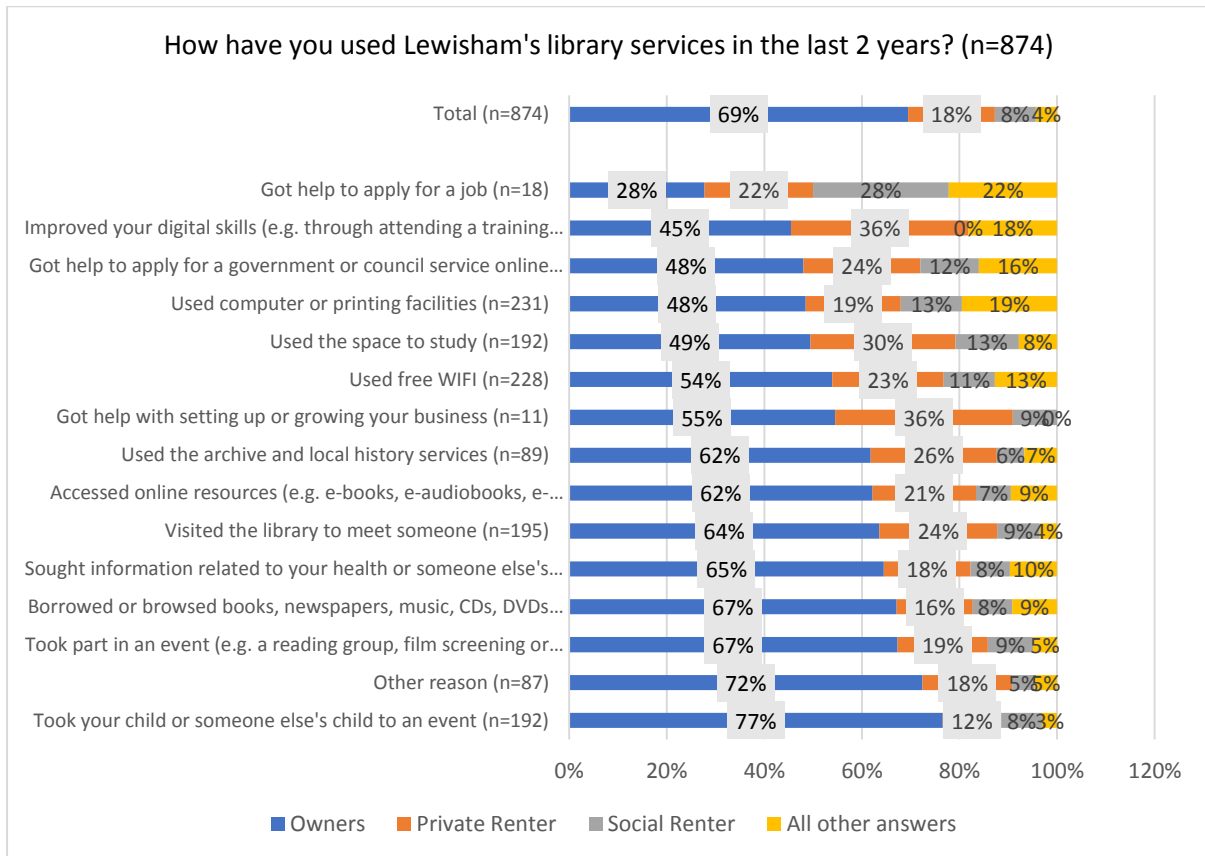
- Looking at the breakdown of respondents by age groups, we need to account for the fact that survey respondents did not represent the borough population as a whole, nor the library user-base as we understand it. Only 21% of respondents were 34 or under (with almost no under 18s), and 79% of respondents were 35+. In the borough as a whole those over and under 35 are almost evenly split 50/50, and we know the library service is heavily used by children and young people. If we look at the results in a similar way to the analysis by gender and ethnicity above, we can say the following:
 - o Reported use of much of the core library offer (borrowing or browsing books and other materials, taking part in events, using archives, accessing online resources, visiting a library to meet someone, using computer or printing facilities), is similar to the overall age-breakdown of all respondents; in other words age does not appear to influence use of these services.
 - o Those aged 34 or under were more likely than those aged 35+ to say they had visited libraries to use free WiFi, and even more likely to have used space to study.
 - o Those aged 35+ were more likely than those 34 and under to have used a library to take a child to an event.
 - o Among less commonly used services those 34 and under were much more likely to have used libraries to get help applying for a job, or improving their digital skills.
- In summary we can say use of the core library offer is generally not influenced by age. The notable exceptions are that younger users are more likely to use libraries to access free WiFi and space to study, and those aged 35+ are more likely to have taken a child to a children’s event. However, when it comes to less commonly used library services relating to skills and work, respondents aged 34 and under are much more likely to have used libraries for these purposes. A major caveat is the lack of survey data for under 18s.

Effect of Ethnicity on responses about library use



- In the survey overall, 73% of respondents gave their ethnicity as either White British, White Irish or White Other. All other ethnic backgrounds (including mixed) made up the remaining 27% of respondents and as we have explained this is very different from the borough as a whole where all other ethnicities make up around 48 per cent of total population.
- If we look at the results in a similar way to the analysis by gender above, we can say the following:
 - o Using space to study, and using computer or printing facilities, are broadly in line with the overall ethnicity breakdown of responses; in other words these are used in equal measure regardless of ethnic background.
 - o For all the other most common types of library use, survey respondents who identified as white are more likely (for some activities much more likely) to use these than those with non-white backgrounds. The difference is greatest of all for taking part in events, and visiting the library to meet someone.
 - o Among the types of use mentioned less often there are some types of use which respondents from non-white backgrounds were much more likely to say they had used in particular getting help to apply for a job, improving digital skills, and getting help to apply for a government or council service. However, the numbers of people saying they had made use of these services overall is much less common.
- In summary we can say that while the use of study space and computer and printing facilities are not influenced by users' ethnicities, for much of the core library offer respondents with white backgrounds were more likely to say they had used these services than non-white. However, when it comes to less commonly used library services relating to skills, work, and accessing to other public services, non-white respondents are much more likely to have used libraries for these purpose.

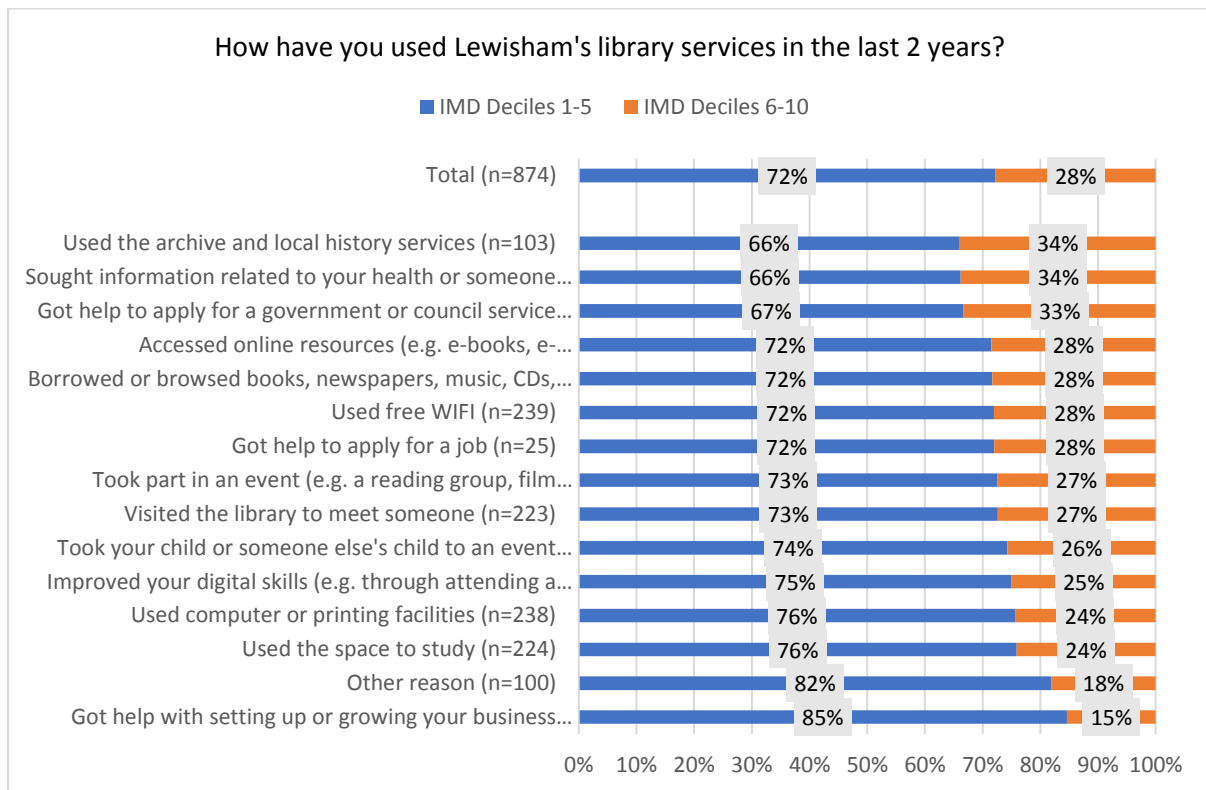
Effects of Housing type on responses about library use



- Once again we cannot take survey responses as representative of all Lewisham residents, but we can look to see whether certain tenure types might influence how individuals use libraries. What we find is:
 - o Accessing online resources, visiting the library to meet someone, borrowing or browsing books and other materials, and taking part in events are all broadly in line with the overall tenure breakdown of all respondents indicating that tenure does not influence these types of library use.
 - o Reported use of computers and printing facilities, space to study, and free WiFi are much less likely to be used by owner occupiers and more likely to be used by other groups.
 - o Archives are more likely to be used by private renters, and children’s event are much more likely to be used by owner occupiers than other groups.
 - o Among the less commonly used services getting help to apply for a job stands out, with owner occupiers much less likely to use libraries for this purpose, and social tenants, and those living with family and friends being much more likely to use libraries for this purpose. That said, even among social renters this is minor type of library use overall.

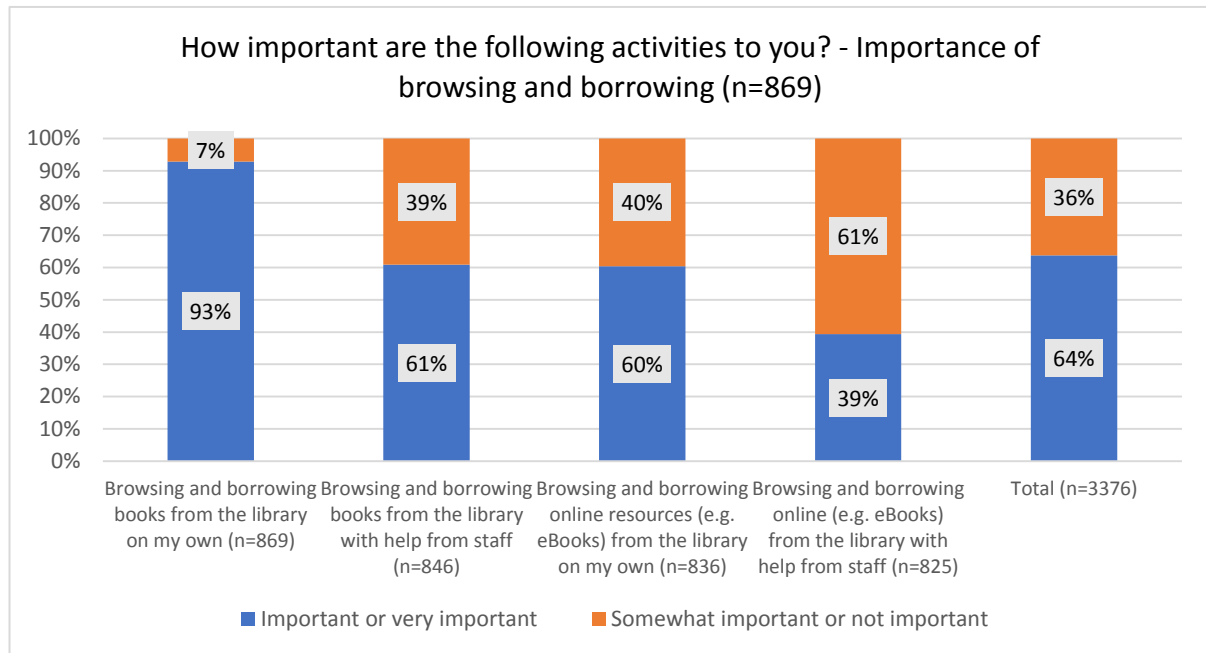
- In summary we can say that among the most heavily-used library services, most are used by all residents regardless of their housing tenure. However, those who do not own their own homes are more likely to use libraries for computers, study space, and WiFi, and to a lesser extent to access archives. On the other hand children’s events are more likely to be used by owner occupiers. Lastly, social renters and those living with friends and family, are much more likely to use libraries to get help to apply for a job than people in other tenures.

Effects of Index of Multiple Deprivation status of home postcode on responses about library use



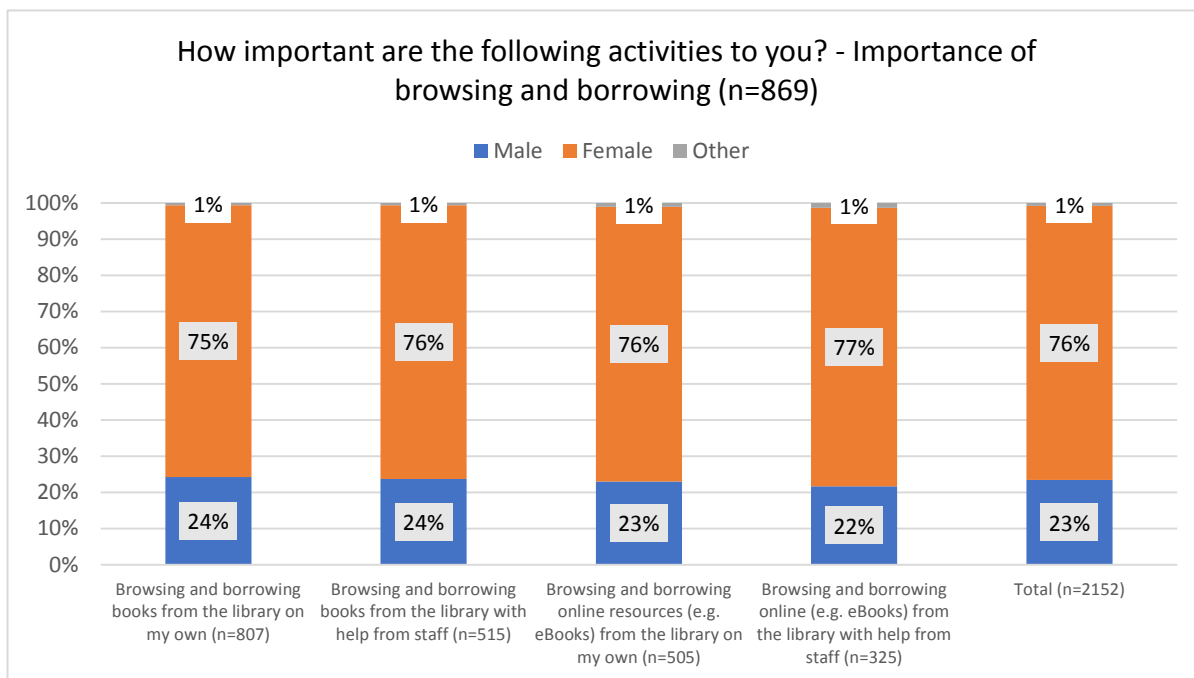
- Earlier on we established that although individuals from the more deprived areas made up 72% of respondents, this is still a lower proportion than in Lewisham as a whole. Yet we know that in reality the socioeconomic background of library users almost exactly matches the population as a whole. For the survey analysis we have grouped respondents into 2 groups, one consisting of those respondents from Lower Super Output Area's in deciles 1 (most deprived) to 5 and those in deciles 6 – 10 (least deprived).
- If we look at the results in the same way as for other factors, we can see that:
 - o Accessing online resources, borrowing or browsing books and other materials, using free WiFi, taking part in events, visiting libraries to meet someone, taking a child to an event, using computers or printing facilities, and using space to study – are all used to an equal extent regardless of postcode/IMD decile.
 - o The only one of the more commonly used library services where postcode makes a difference is use of archives; respondents from the least deprived postcodes were more likely to say they had used archives.
 - o Among the less frequently used services, getting help to set up a business was far more likely to be used by those from more deprived postcodes, and seeking information about health, or getting help applying for a government or council service was more likely to be used by those from less deprived postcodes.
- In summary therefore, we can say that for the most part, the type of postcode respondents come from in terms of socio-economic need and deprivation, does not influence what services respondents use, especially for the most commonly used services. The only exceptions to this are archives, health information, and help applying for services (more likely to be used by the better off) and help setting up a business (more likely to be used by those from more deprived postcodes).

Question 8 analysis: How important are the following activities to you? - Importance of browsing and borrowing books



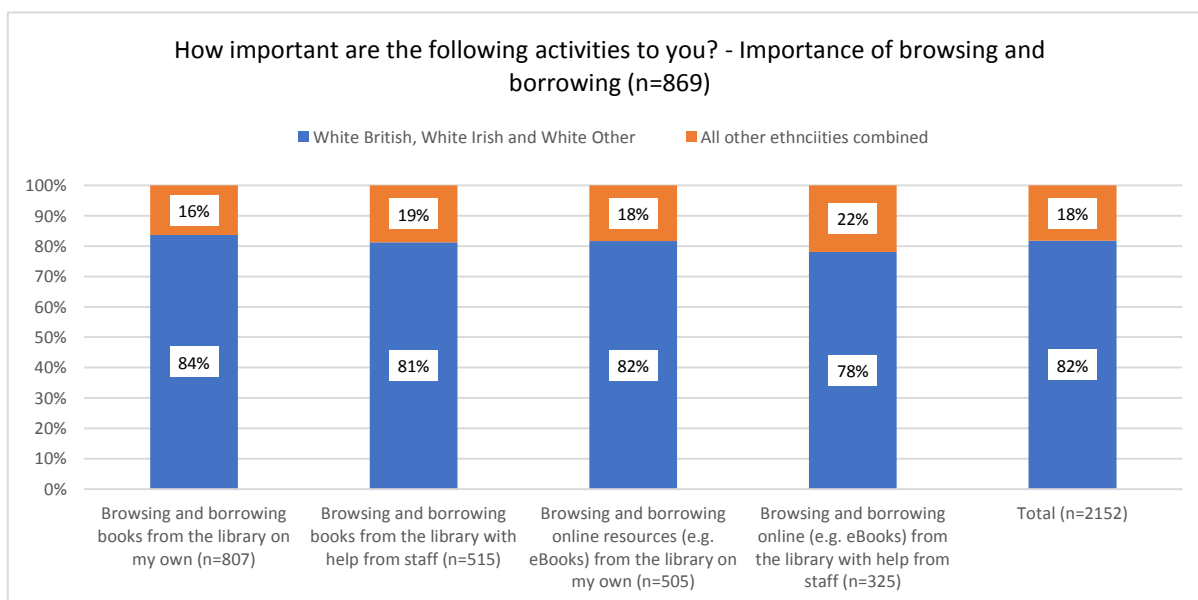
- On average, 64 per cent of respondents stated that *'browsing and borrowing books'* is either 'important' or 'very important' to them. The other 34 per cent stated it to be 'somewhat important' or 'not important'. When looking at overall responses we need to bear in mind the fact that survey respondents tended to be older, were more likely to be female, and from the more affluent parts of the borough, and non-white residents were much less likely to be among the respondents.
- The activity was split into 4 categories in the survey; *'browsing and borrowing from the library on their own'*; *'browsing the library with help from staff'*; *'browsing online resources on their own'*; and *'browsing online resources with help from staff'*. The responses to each of these categories was markedly different with the online activities being considered far less important by respondents in comparison with physical library browsing and borrowing. Activities that involve getting help from staff were considered to be less important than activities done by the users themselves.
- The graph above clearly shows that respondents ranked *'browsing and borrowing books from the library on their own'* as most important amongst the 4 categorised activities, with 93 per cent of respondents stating it to be 'important or very important'. Whereas the percentage declines sharply for the same activity with *'help from staff'*, to 61 per cent finding it 'important or very important'. *'Browsing and borrowing online resources'* experiences a similar trajectory with 60 per cent ranking it to be 'important or very important' when done on their own, but where help from staff is required this drops to 39 per cent.
- This indicates that users find activities that are easily accessible to use to be more important to them than activities where they need to rely on help from staff.

Effect of Gender on questions about relative importance – browsing and borrowing



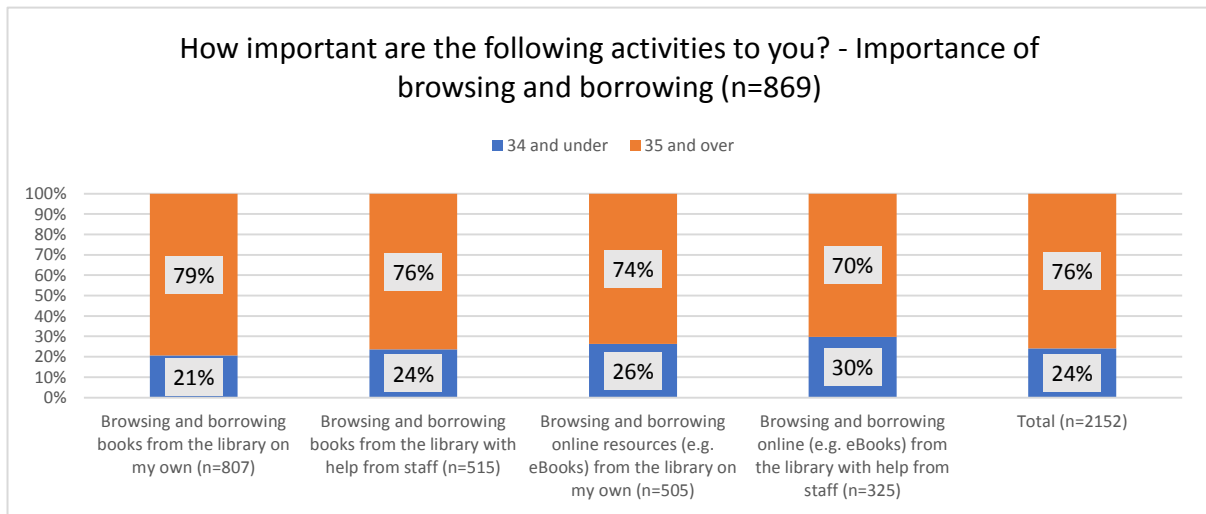
- The gender breakdown for this question seems to indicate a consistent pattern across all 4 categorised activities, with just under a quarter of respondents who stated the activities to be ‘important or very important’ to be male with approximately three-quarters being females. This is broadly in line with the gender breakdown of survey respondents in total. In other words gender appears to make little difference to responses.

Effect of Ethnicity on questions about relative importance – browsing and borrowing



- Looking at the ethnic breakdown of users who said that the activities were ‘important or very important’, we can see that 80 per cent of respondents are either White British, White Irish or White Other, which is higher than in the real-life borough population. That said, when we look at the answers to this question split by ethnicity, we see that ethnicity appears to make little difference to the relative importance respondents place on each type of service.

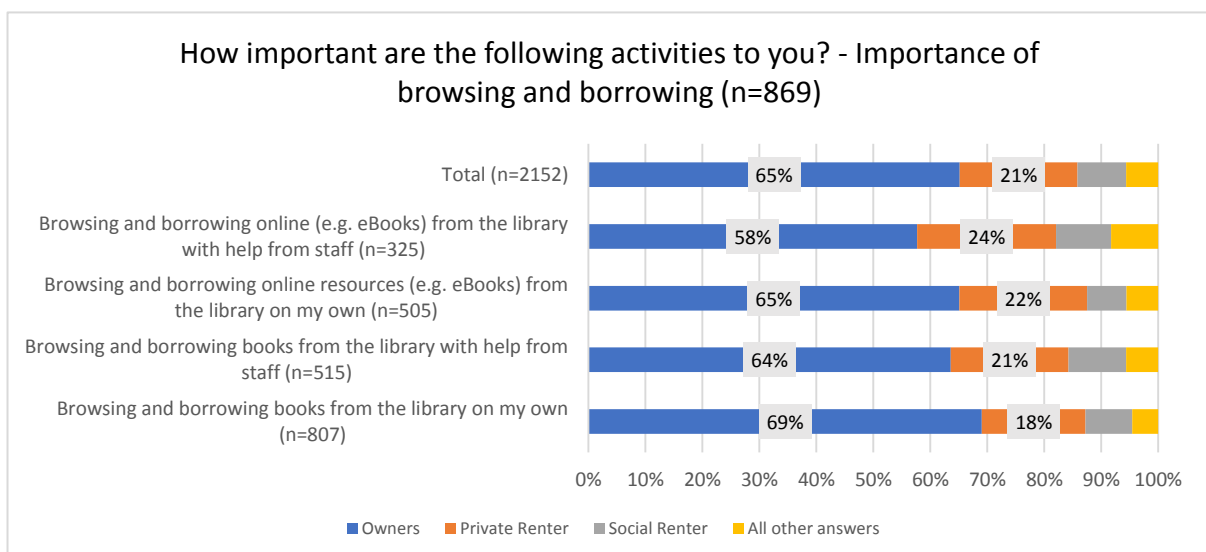
Effect of Age on questions about relative importance – browsing and borrowing



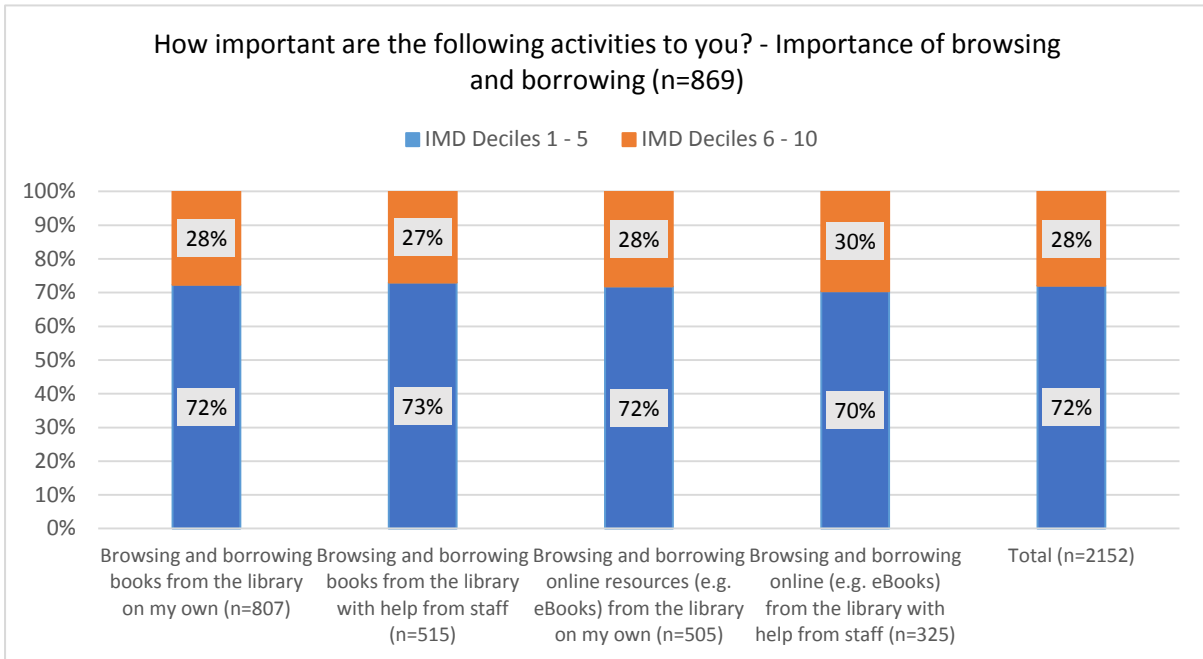
- This graph shows the breakdown of respondents who stated each of the activities to be 'important or very important' by 2 age groups: 34 and under and 35 and above. Among those who responded to the survey over 35's account for more than double the representation of under 34's even though they make up only 51 per cent of the borough population. Most of the answers seem unaffected by the age of respondents. However, the younger age bracket were more likely (30% gave this answer) to say that 'browsing and borrowing online resources with help from staff' was of high importance compared to older respondents.
- Under 34's were also slightly less likely to view 'browsing and borrowing books from the library on my own' as important, compared to older respondents.

Effect of Housing tenure type on relative importance – browsing and borrowing

- There are two answers where housing tenure type appear to make a difference to the answers given by respondents. Firstly, owner-occupiers were less likely to view 'browsing and borrowing online from the library with help from staff' as important compared to respondents in other types of housing. Conversely, owner-occupiers were more likely to view 'browsing and borrowing books from the library on my own' as important compared to other respondents.

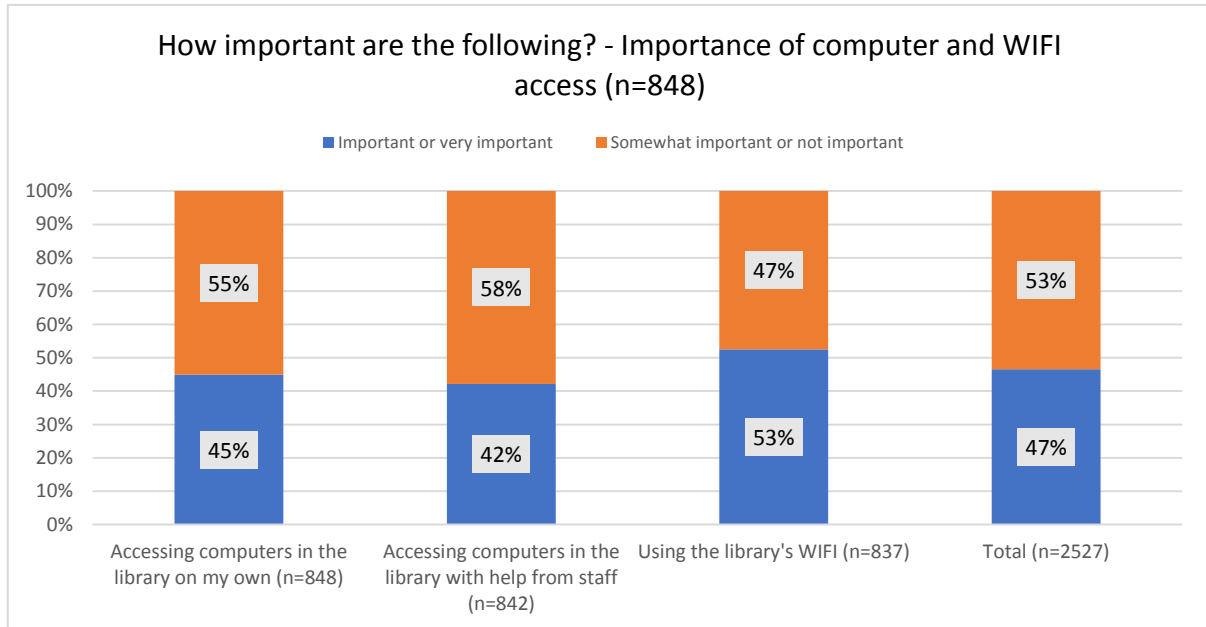


Effect of Index of Multiple Deprivation status of home postcode on relative importance – browsing and borrowing



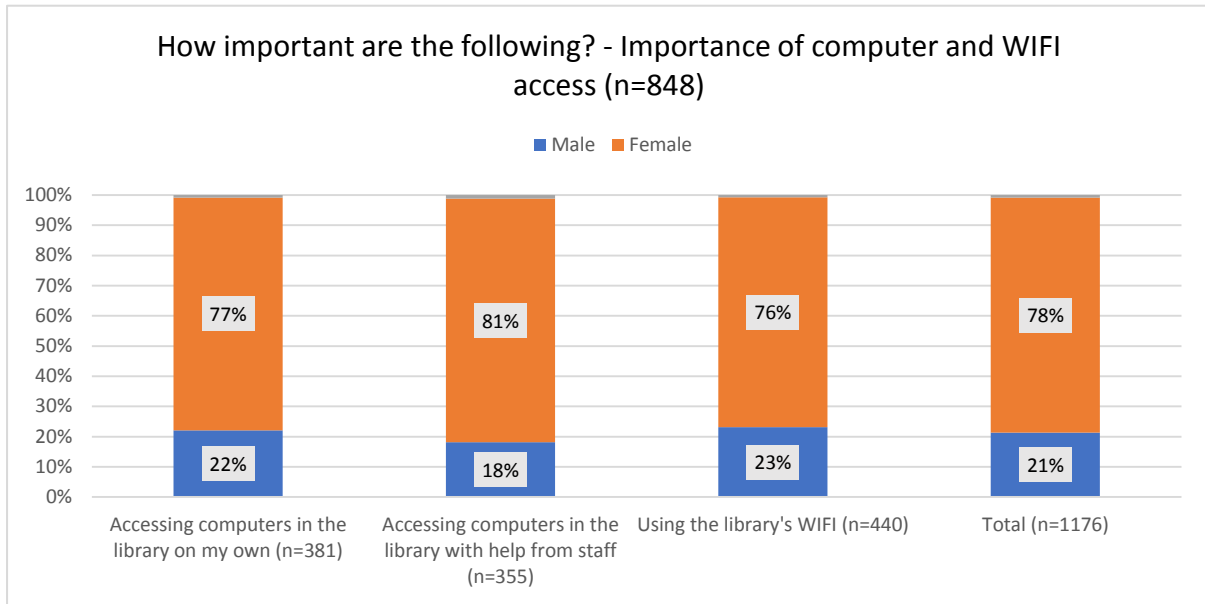
- IMD status of home postcode appears to make little difference to responses to the answers to questions about relative importance.

Question 8 analysis: How important are the following? - Importance of computer and Wi-Fi access



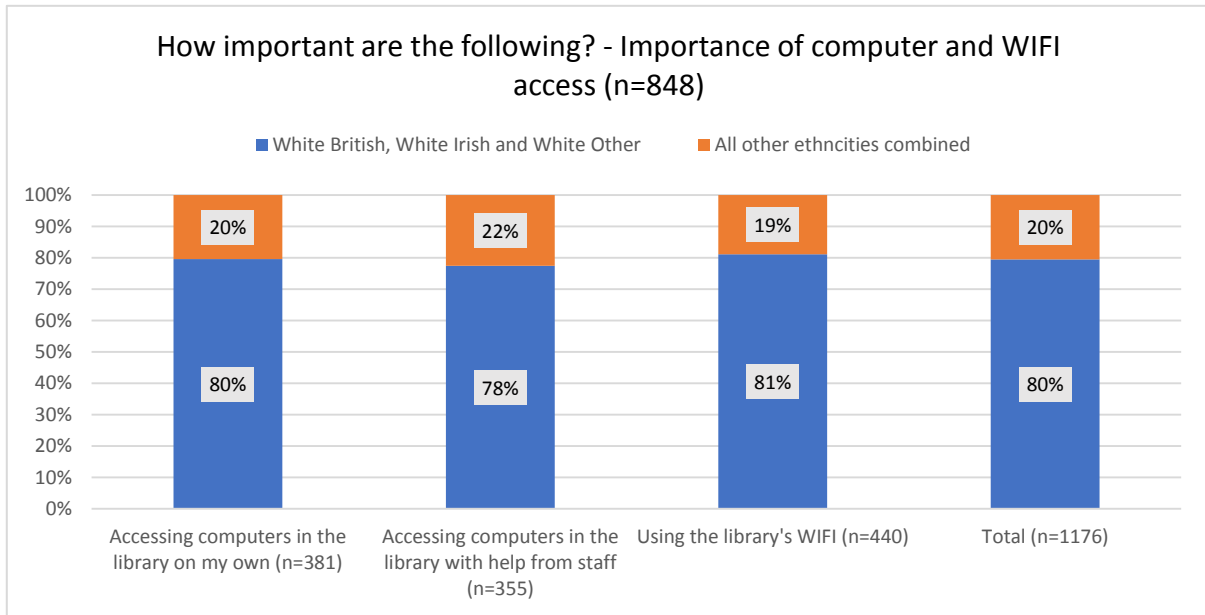
- On average, only 47 per cent of respondents stated 'computer and Wi-Fi access' to be either 'important or very important' with the other 53 per cent stating it to be 'somewhat important or not important' at all. This is considerably lower than the proportion of respondents who found 'browsing and borrowing books' to be 'important or very important'. This suggests library users to find browsing and borrowing activities to be more important to them when compared with having access to computers and Wi-Fi.
- The activity was split into 3 categories in the survey; 'accessing computers on their own'; 'accessing computers with help from staff'; and 'using the library Wi-Fi'. Amongst the 3 activities, Wi-Fi access had the highest proportion of respondents
- The graph below shows that more respondents ranked 'using library's Wi-Fi' as most important amongst the 3 categorised activities, with 53 per cent of respondents stating it to be 'important or very important'. Whereas the percentage is lower for 'computer access' with only 45 per cent ranking it to be 'important or very important' and lower still for the same activity with 'help from staff' to 42 per cent finding it 'important or very important'.

Effect of Gender on questions about relative importance – computers and WiFi



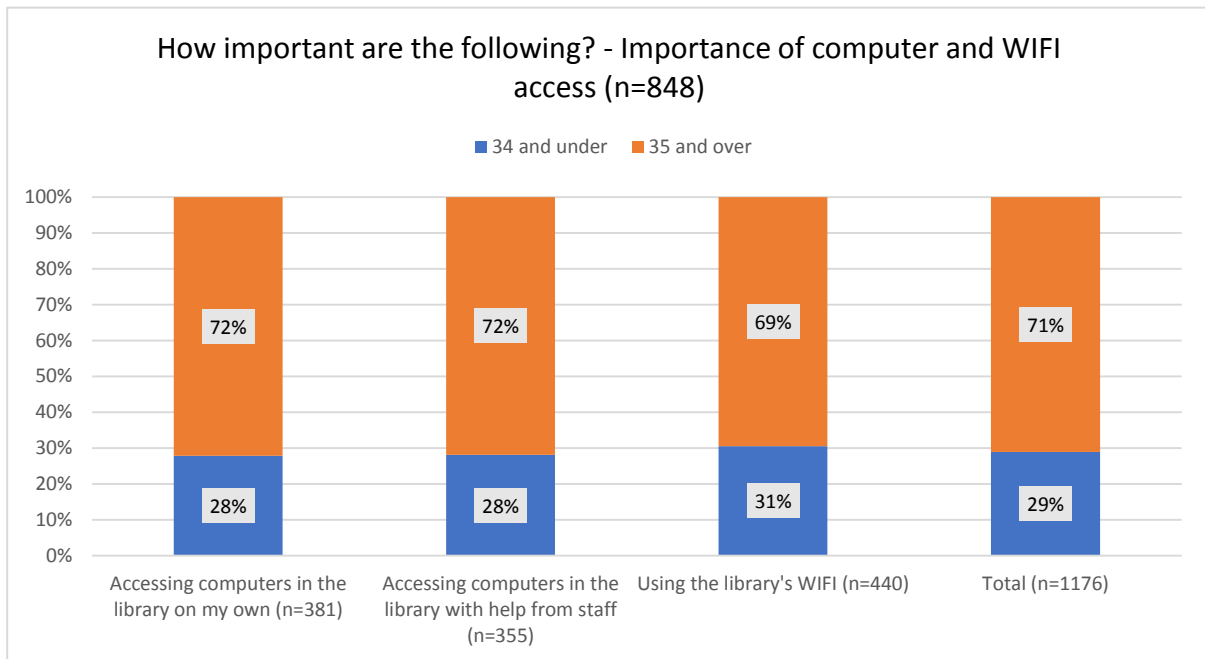
- Gender seems to make little difference, although men were slightly more likely than women to rank *using the library's WiFi* as important compared to men, and slightly less likely than women to rank *accessing computers in the library with help from staff* as important.

Effect of Ethnicity on questions about relative importance – computers and WiFi



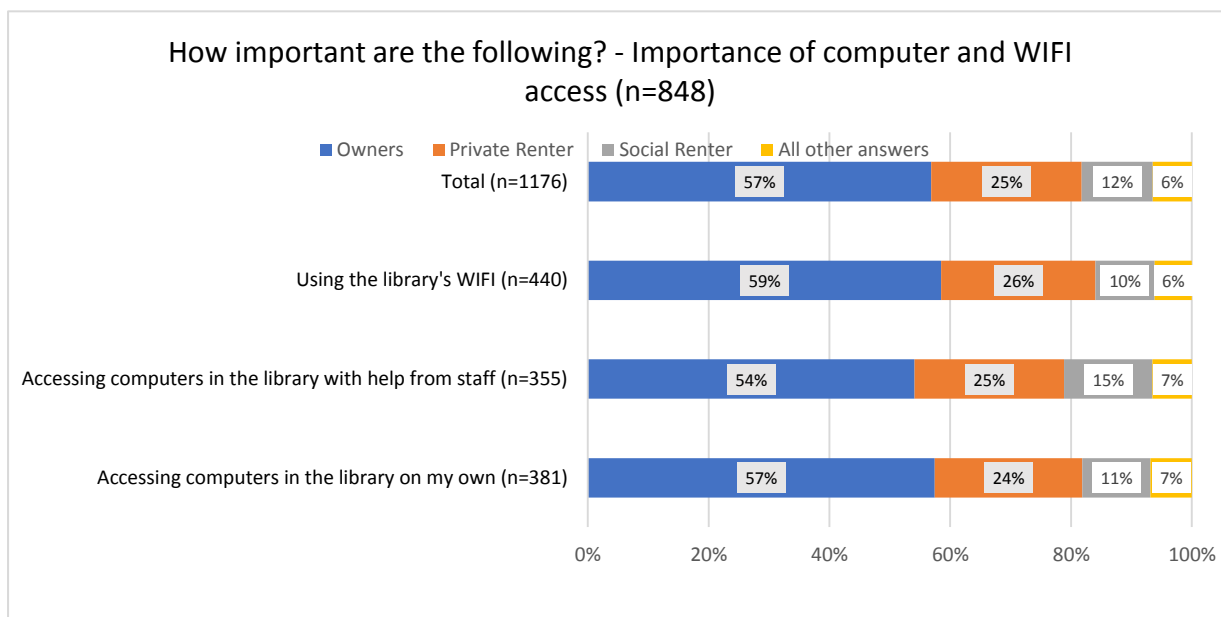
- Ethnicity appears to make little difference to responses to the answers to questions about relative importance.

Effect of Age - computers and WiFi



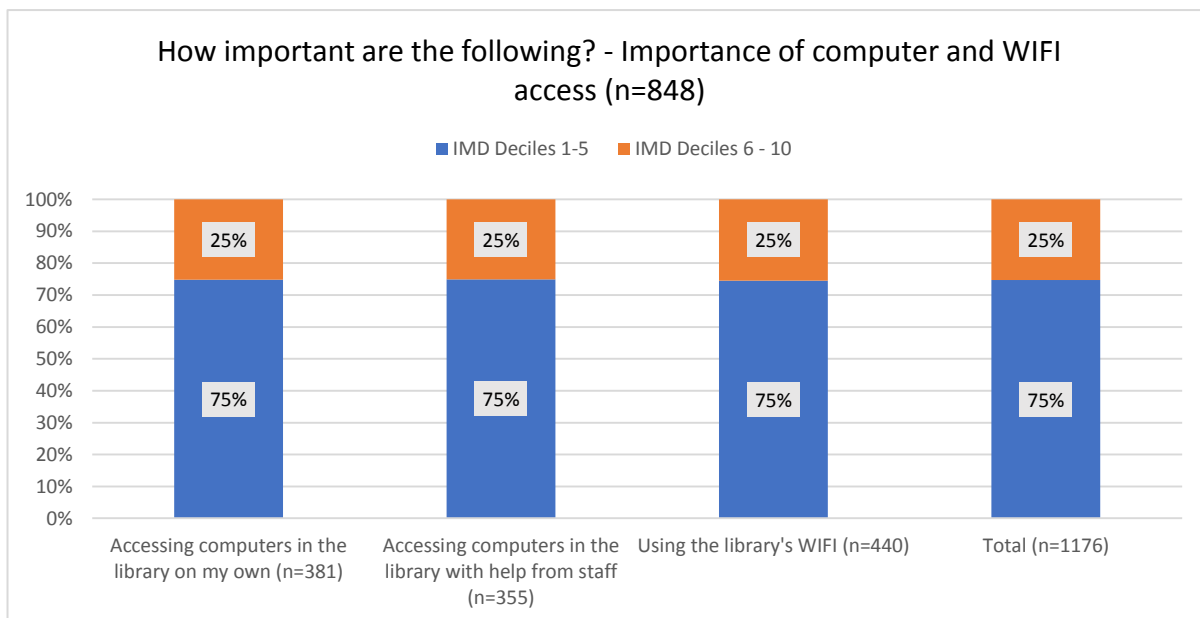
- Age appears to make little difference to responses to the answers to questions about relative importance.

Effect of Housing tenure type on relative importance – computers and WiFi



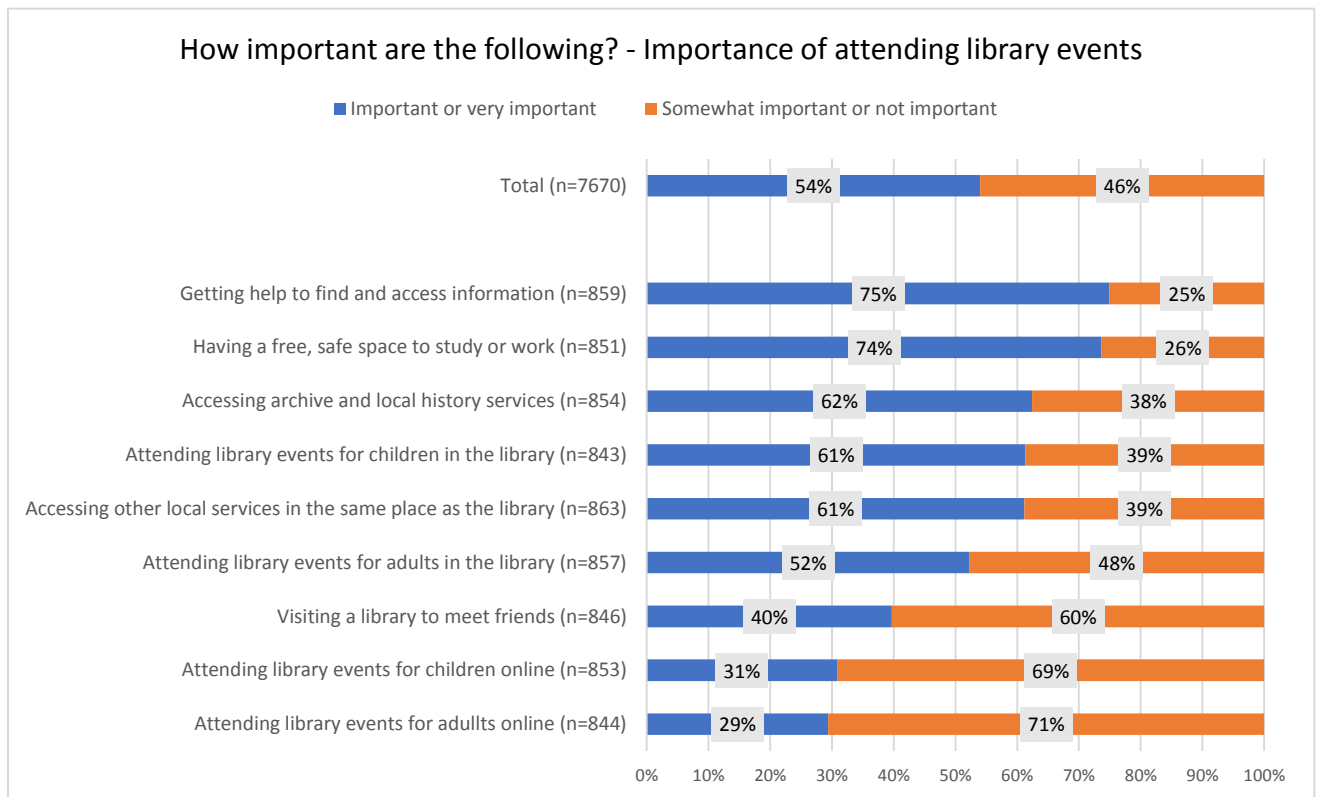
Housing tenure type appears to make little difference to responses to the answers to questions about relative importance except for 'accessing computers in the library with help from staff' where owner-occupiers are slightly less likely to view this as important as respondents in other forms of housing.

Effect of Index of Multiple Deprivation status of home postcode on relative importance – computers and WiFi



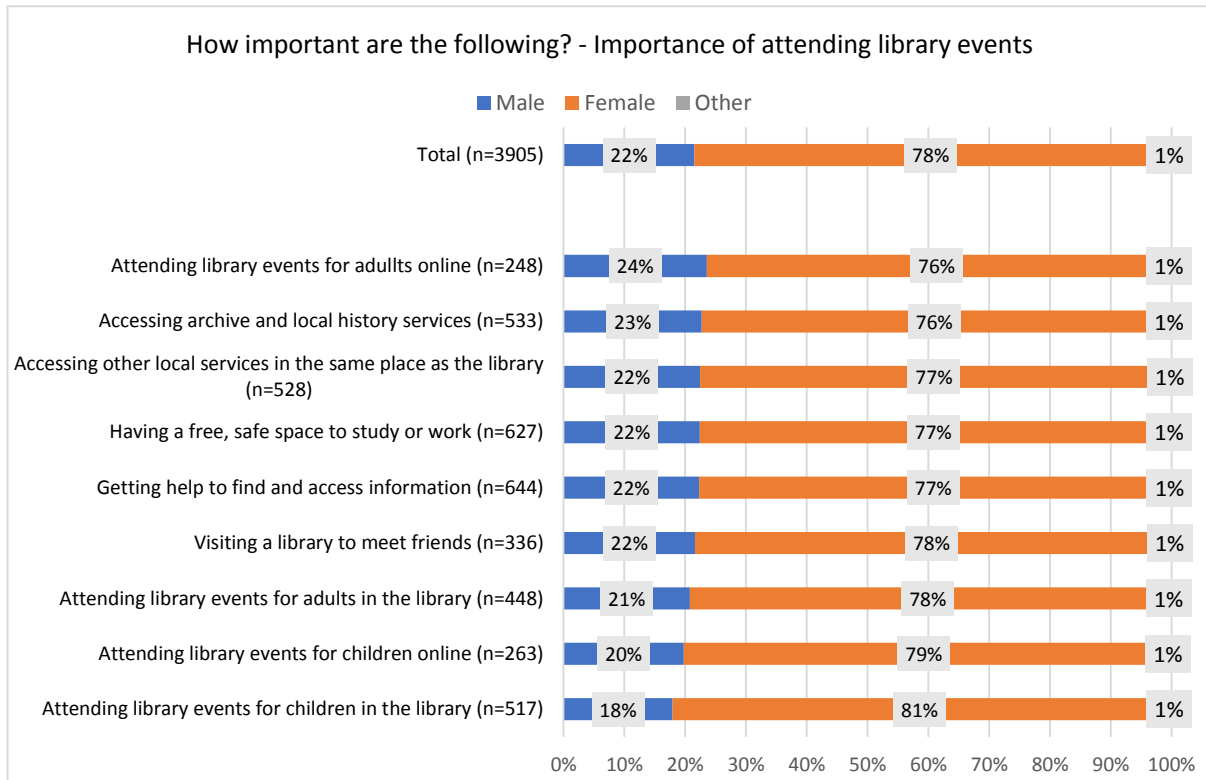
- IMD status of home postcode appears to make little difference to responses to the answers to questions about relative importance

Question 8 analysis: How important are the following? - Importance of attending library events and other activities



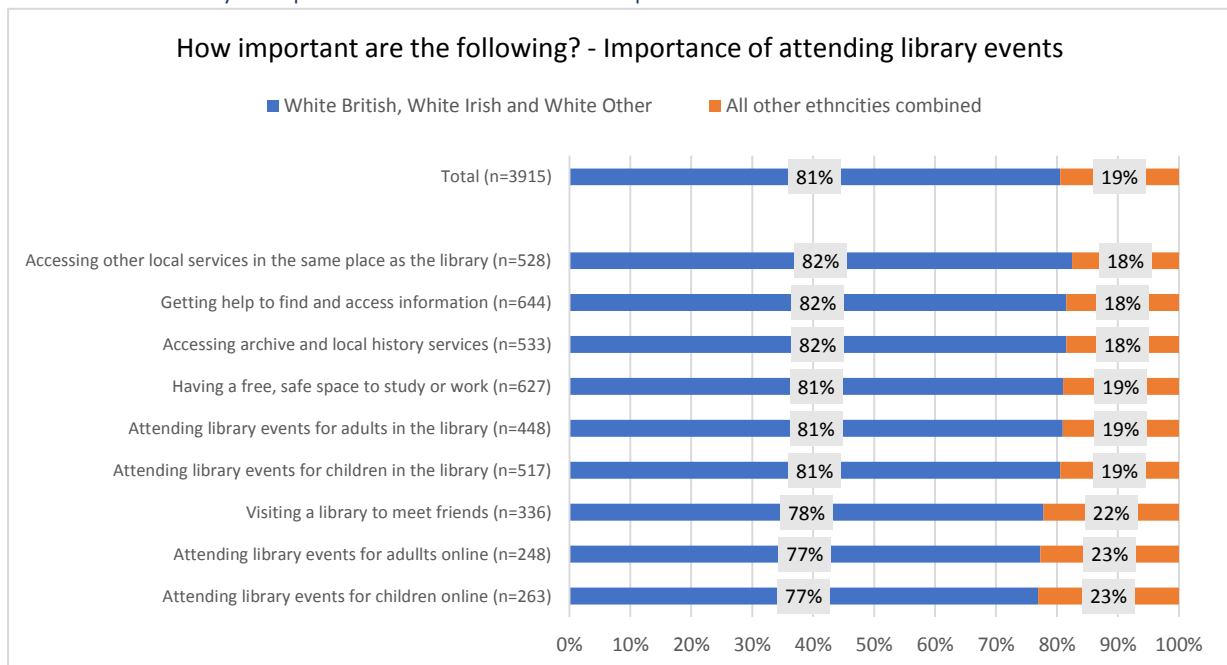
- The graph above shows that on average, only 54 per cent of respondents stated '*importance of attending library events*' to be either 'important' or 'very important' with the other 46 per cent stating it to be 'somewhat important' or 'not important' at all.
- However, there are big disparities between types of events and other services listed under this broad catch-all heading (not all of which were events). Three quarters (75 per cent) of respondents ranked '*getting help to find and access information*' as being 'important or very important' which is the highest amongst all 9 activities, closely followed by '*having a free, safe space to study or work*' with 74 per cent of respondents stating it to be 'important or very important'. Alternatively, the events with the lowest proportion of responses ranking them as being 'important or very important' were the 2 online events: only 29 per cent of respondents ranked '*attending online events for adults*' as being 'important or very important' with the proportion rising to 31 per cent for '*online events for children*'.
- This highlights the importance of the physical offer as opposed to an online one. Likewise, it is evident that the library is seen by many as an important route to accessing or finding out about other internal and external services as well as providing a safe environment for individuals to use.

Effect of Gender on questions about relative importance – events and other activities



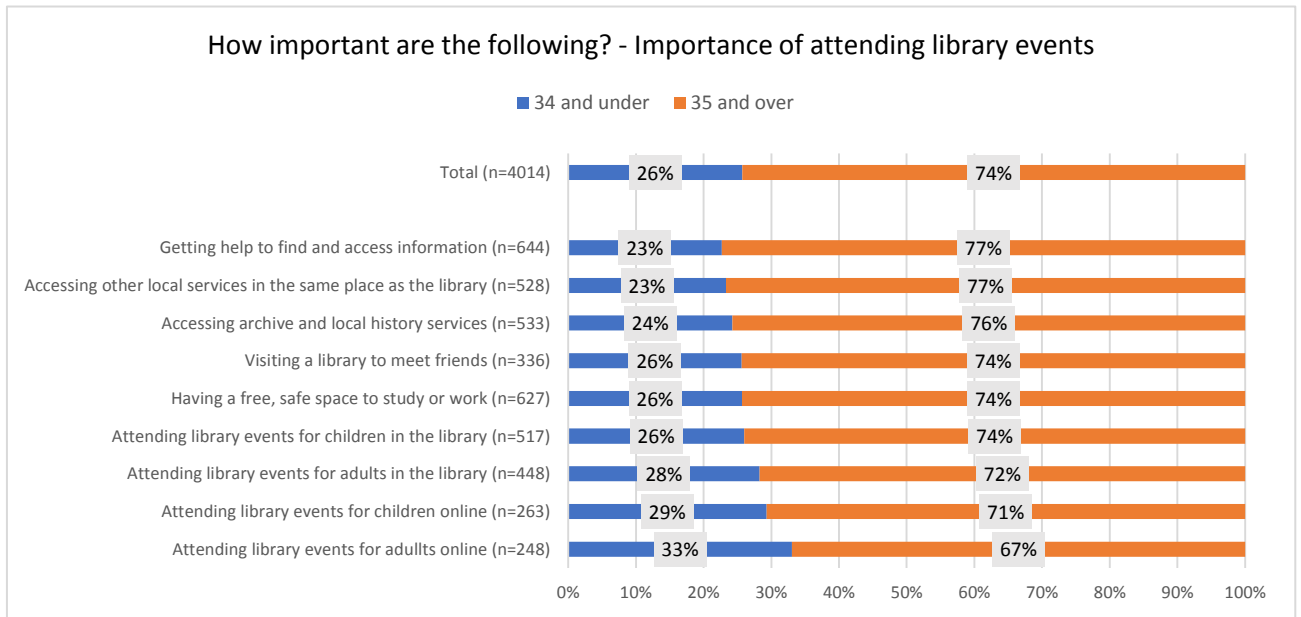
- Overall, gender appears to make little difference to the importance of these activities, with the exception of *'attending library events for children in the library'* which women are more likely to view as important compared to men.

Effect of Ethnicity on questions about relative importance – events and other activities



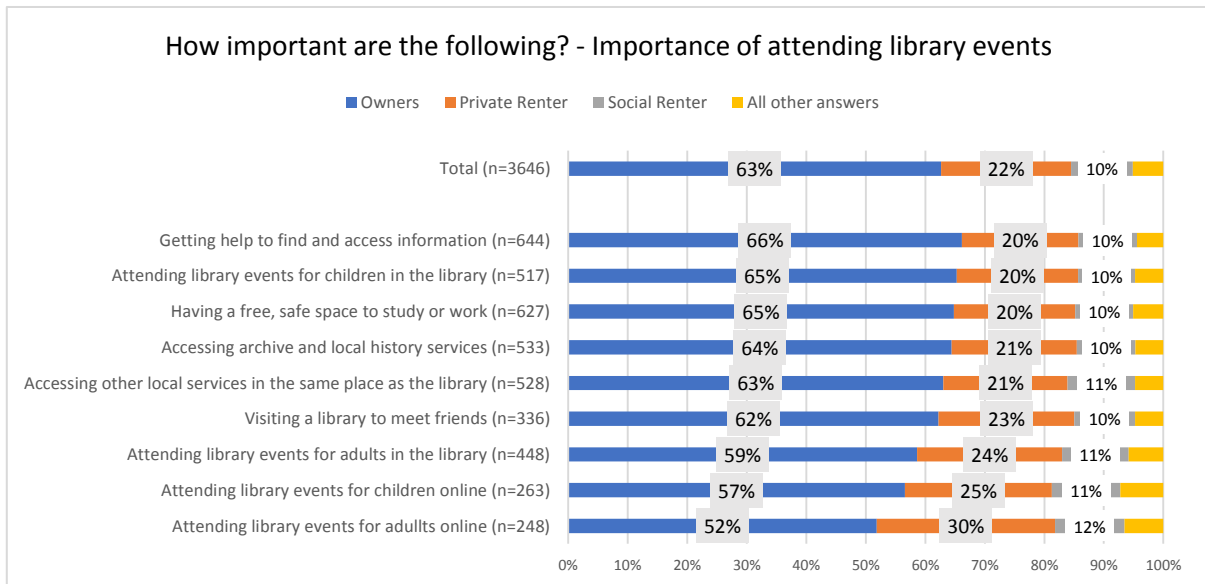
- The three areas where ethnicity appears to make a difference, are *'visiting a library to meet friends'*, *'attending library events for adults online'* and *'attending library events for children online'* where. In all three cases non-white respondents were more likely than white respondents to view these as important.

Effect of Age on questions about relative importance – events and other activities



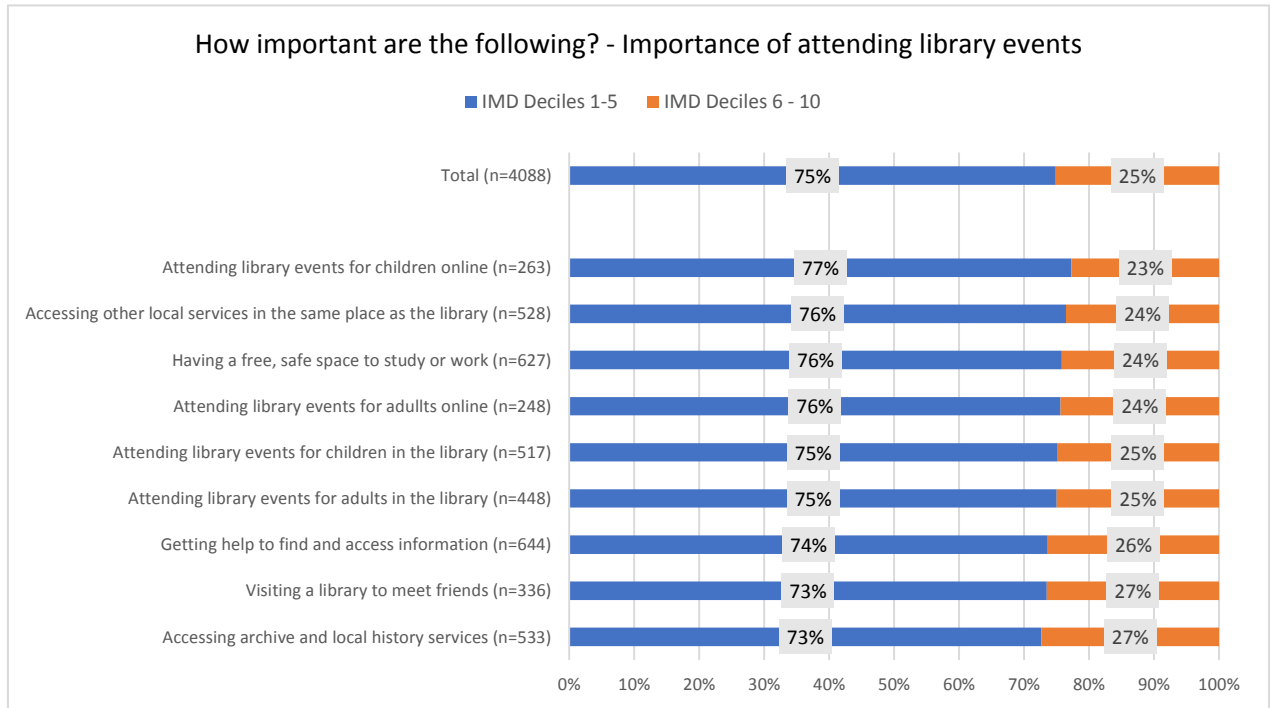
- Age appears to make a difference to the relative importance of several areas of service. As the graph above shows a greater number of younger respondents viewed ‘attending online events’ as important, when compared to older respondents. ‘Getting help to find and access information’ and ‘accessing other local services in the same places as the library’ are both more likely to be viewed as important by older respondents compared to younger respondents.

Effect of Housing tenure type on relative importance – events and other activities



- The graph above shows that ‘attending library events for adults online’ is much more likely to be viewed as important by private renters, and much less likely to be viewed as important by owner-occupiers than is the case for other types of activity or event. . A similar pattern to a lesser extent can be seen for ‘attending library events for children online’.

Effect of Index of Multiple Deprivation status of home postcode on relative importance – events and other activities



- The IMD status of home postcode appears to have only a small effect on the relative importance of different activities as stated by respondents.

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