

Committee	Safer Stronger Communities Select Committee		
Report Title	The Lewisham Library and Information Service Annual Report 2017 – 2018		
Date	12 July 2018	Item	

1. Introduction

- 1.1. Since 2010, libraries have been on a substantial transformation journey. 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.

2. Purpose

- 2.1. This report offers an update on the changes implemented by the Service and its performance, with particular regard to the provision of library services in community venues.
- 2.2. The analysis of performance is based on information recorded between April 2017 and March 2018, and on the CIPFA Actuals for 2016-2017.

3. Recommendations

- 3.1. Members of the Safer Stronger Communities Select Committee are invited to:
- note the content of the report, and
 - comment on it.

4. Policy context

- 4.1. Shaping Our Future, the Council's Sustainable Community Strategy includes the following priority outcomes which relate to the work of the Library and Information Service and reflect the Council's aspirations for the Service:
- Ambitious and Achieving – where people are inspired and supported to fulfil their potential.
 - Empowered and Responsible – where people can be actively involved in their local area and contribute to supportive communities.
 - Healthy, Active and Enjoyable – where people can actively participate in maintaining and improving their health and wellbeing.
 - Dynamic and Prosperous – where people are part of vibrant localities and town centres, well connected to London and beyond.
- 4.2. The Library and Information Service also contributes to the following Corporate Priorities:
- Community leadership and empowerment – developing opportunities for the active participation and engagement of people in the life of the community.
 - Strengthening the local economy – gaining resources to regenerate key localities, strengthen employment skills and promote public transport.

- Active, healthy citizens – leisure, sporting, learning and creative activities for everyone.

4.3. In December 2016, DCMS updated “Libraries Deliver: Ambition for Public Libraries in England 2016-2021”, their future policy consultation document. The approach in Libraries Deliver will shape the way in which libraries work in years to come, as they aim to provide services that are:

- available to everyone, free at the point-of-use
- appropriately resourced and sustainable
- consistent and responsive to local needs and priorities
- marketed effectively to promote use by the widest possible audience



5. Background

5.1. During 2011-2012, the Service implemented the Lewisham Model. The level of change and the speed in which it was delivered was truly unique, and have made Lewisham into a benchmark for effective transformation in the library sector, particularly in relation to the transfer of assets and the interaction with local communities.

5.2. Lewisham has been on the path to change for a few years. In 2006, the opening of the Downham Health and Leisure Centre introduced new staffing models, co-location with health and leisure providers and the adoption of self-service



Lewisham in figures (Estimates 2017-2018)

- Population 302,454
- 3 Hub libraries + Catford
- 9 Community Libraries
- almost 2 million visits
- 525k issues
- 26,000ca residents borrowed a book
- 50k residents (17%) used library services
- Books gifted to 100% of under 5s
- Cost of the service per resident £9.40 /year

technology.

In 2007, the Quirk Review offered the blueprint for the transfer of public assets.

In 2009, the Mayoral Commission on the Future of Libraries and Adult Learning set out the political and corporate vision for the transformation of the Service.

In 2010, the Comprehensive Spending Review, acted as the catalyst and the accelerator for change, delivering (in 2011-12) the asset transfer and a full reorganisation.

In 2014-15, the Service reorganised its senior roles.

In 2016-17, the Service went through a full reorganisation again – one that affected every level of the structure and reaffirmed the council’s belief in the role that this Service plays.

The Library Service exemplifies the remarkable creativity that the council and its community can produce as financial constraints force the local authority to shrink.

Hub Libraries

Catford
Deptford Lounge
Downham
Lewisham

Community Libraries

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

Home Library Service

Archives & Local History Centre

6. The Lewisham Approach

6.1. The Library and Information Service in Lewisham has no equal nationally. These are the concepts and practices that make us unique.

6.2. More than a statutory role

Lewisham recognises that the public library service exists to fulfil the local authority’s statutory obligations set out by the Public Library and Museums Act 1964. In law, it aims to provide “comprehensive and efficient” library services to citizens. In practice, it is a service that universally strives to offer “unbiased access to information, learning, and works of creative imagination”. It is also a service that supports civic interaction through its openness, trustworthiness, and reliability.

6.3. Service and Space

The public library is at the same time a “service” and a “space”. The “service” as defined above can exist in the physical and virtual worlds.

At the same time, though, the library offers a truly public space, where people visit to interact, use and take away tools for their personal, family and community’s development, and find ways of expressing themselves. This is an offer to all citizens without a requirement for affiliation, ownership, and/or payment.

6.4. The Lewisham Model

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.

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.

Through this approach community groups and organisations acquired and developed alternative services within the former library buildings with minimal or no rent, 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.

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.

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.

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.

7. The reorganisation and the extension of the Lewisham Model

7.1. In December 2015 Mayor and Cabinet agreed to:

- 7.1.1. “The creation of three Hub Libraries – Deptford Lounge, Lewisham and Downham Health & Leisure Centre – which will carry an enhanced role for face to face contact between the Local Authority and the public to support the digital by default agenda.
- 7.1.2. The extension of the Lewisham Community Library Model to Forest Hill, Torridon, and Manor House, in partnership with other council services and community organisations. The council will continue to be responsible for the library service, owning and managing the stock, providing self-issue terminals and overseeing the community library offer with a team of peripatetic community engagement staff. The council will work in partnership with a third party organisation who will take on responsibility for the management of the building and ensure that it remains open to the public.

- 7.1.3. The integration of the library provision into the repurposed ground floor space within the Catford complex (Laurence House).
- 7.1.4. The review of front line staff to include new functions through the re-training and enhancement of front line roles”.

7.2. Enhanced role for face to face contact to support the digital by default agenda
 As more and more services move online, the public library service offers an opportunity for positive human interaction, whilst also embracing and promoting the virtual world. Indeed, in this context, public library services are ideally positioned to become community hubs, as local authorities increasingly deliver services from fewer premises.

The Service has sought increased integration with other Council departments to better respond to current and future corporate priorities. Libraries are supporting the eAdmission process (for primary schools entrants), the Registrar, the parking permit distribution, the Concessionary Awards Team (for Freedom Pass renewals), and ongoing changes in the implementation of the new Universal Benefit system. Libraries work closely with MARAC team (all libraries are Hate Crime Reporting centres) and are members of the FGM subgroup. Libraries are represented on the Jobs Fair working group. Libraries work with Public Health sharing the C Card Scheme, hosting Health Promotion Team and Shape Up Programmes, Nutrition workshops, and every library is a Breastfeeding Friendly Centre. The Service also have worked for many years in close partnership with Adult Learning Lewisham to deliver the Reading Agency’s ‘6 Book Challenge’ and ‘Adult Learners Week’.

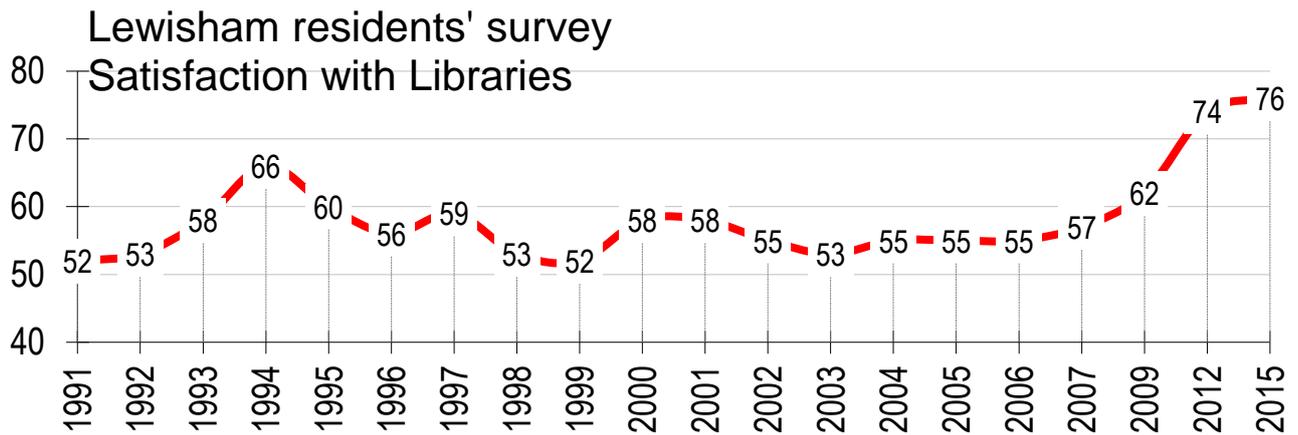
7.3. Three more community libraries
 The Service extended the Community Library Model to Forest Hill, Manor House, and Torridon Road, with the support of outstanding community groups that, not only embraced the need for maintaining access to library services in the building, but brought truly enriching services to the locality. Appendix 3 provides details of the work of individual Community Libraries in 2017/18, new and established.

7.4. Catford Library – Ground Floor of Laurence House
 Work at the new entrance to the Laurence House building is due to complete in the summer and should bring a new, open-plan, welcoming, and integrated environment across the whole ground floor. This offers the opportunity to redesign and modernise the service provision within the library area although the timescales for this have not yet been set.

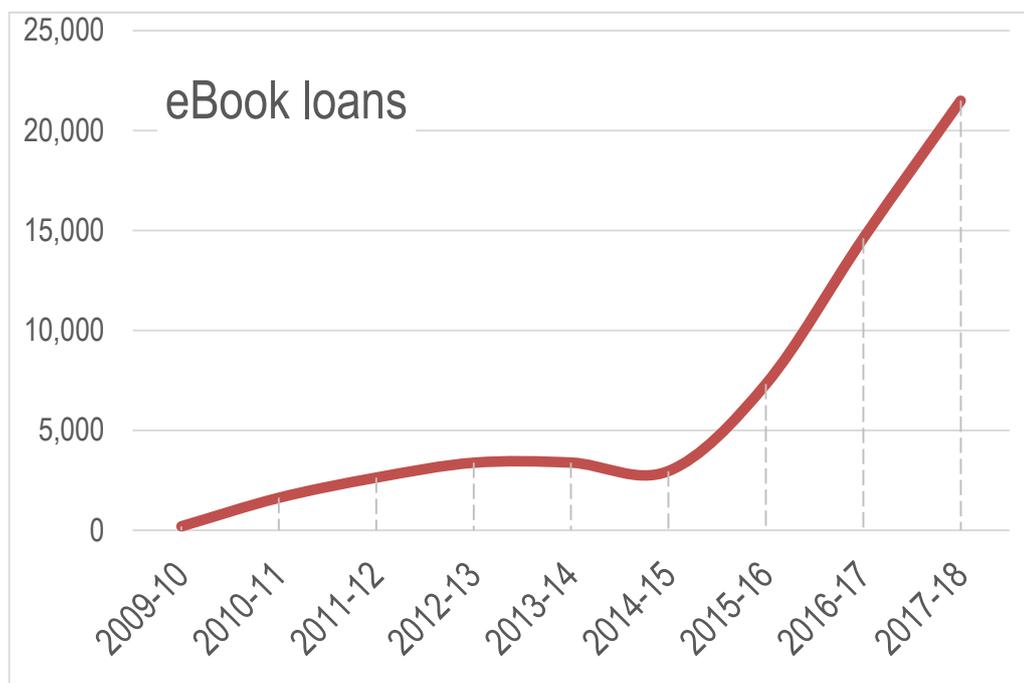
7.5. Full reorganisation
 The Service completed the most profound reorganisation in its history, with a full review of every position, which resulted in a flatter structure and better recognition for the new front line roles.

8. Performance

8.1. While going through the most challenging change process in its history, the Service demonstrated that it continues to perform and it positively engages its audiences: Lewisham libraries are some of the best in London and residents love them.



- 8.2. In 2017-2018, the Service suffered from the poor state of repair of some of its buildings particularly Catford and Lewisham. The former is negatively affected by the works at the front door and lobby of Laurence house, the latter has been managing issues with the toilets, lift, water penetration from the roof, and more.
- 8.3. As a result and in spite of positive work from staff at all levels of the organisation, particularly the front line, visits to libraries dropped from 2,118,205 to 1,979,974 (a decrease of 6.5%), and issues declined from 655,126 to 525,000 (see Appendix 1).
- 8.4. The Service is energized, though. It is working at its physical collections in the Hub and Community libraries and it is developing its online offer – which is continuing to be an area of growth. In the last 12 months, the issues of eBooks increased from 14,609 to 21,492. Online newspapers and magazines have been promoted, through taster sessions, social media and staff promotion to users, and show 19.3% increase over the previous year.

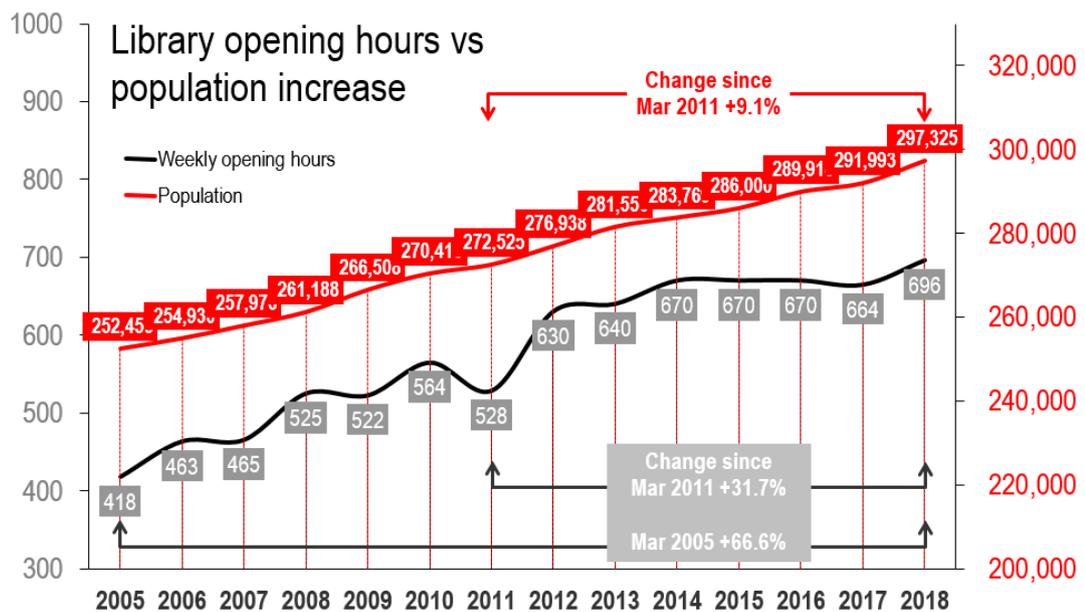


The Lewisham eLibrary (www.lewisham.overdrive.com) has also been promoted and

developed over the year with the stock growing to almost 7,500 titles and the number of users increasing by 42%.

The Kids & Teens (e)room, now has over 1,400 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>).

	2016-2017	2017-2018	Change
PressDisplay (Newspapers)	3,794	5,185	36.7%
rbDigital (Magazines)	14,210	16,330	14.9%



- 8.5. 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 third highest number of libraries for a population that matches the average in the group, and that “Lewisham is in the higher quartile suggesting that the library service engages well with the population when compared to the other authorities”.
- 8.6. “Lewisham had 11.9% of “worked hours” provided by volunteers in 2016-17 compared to an average of 6.2%. Lewisham libraries attract almost twice (574) as many volunteers as the average of comparator authorities (292). And Lewisham volunteers contribute over twice as many hours (16,407) as the average in the group (7,862).
- 8.7. The number of visits per 1,000 population is a strong indicator of workload faced by the authority. In this area, Lewisham recorded the third highest number of visits in the comparator group. And Lewisham has the fifth highest number of active borrowers and above average number of household readers. Still, while Lewisham has the second highest book stock, the number of books issued is the third lowest – which indicates that libraries in Lewisham are used for something other than book borrowing.

- 8.8. Visitors access libraries for its technology and for the services available in them. While Lewisham has the lowest number of computers per head of population in the comparator group, WiFi, PCs, Apple Macs, and now loanable, internet 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 WiFi and computers to transact.
- 8.9. This is evident in all our libraries, particularly Deptford Lounge, which has the highest number of visits per opening hour in the whole comparator group (that's hundreds of London libraries).
- 8.10. While it maintains an average spend on staff, Lewisham's spend on supplies and services, transport, support services, total materials, and computing costs is way below average. Lewisham has the lowest cost per acquisition of the group and the fifth lowest cost per visitor. The trend is for all of these to reduce further in 2017-2018.
- 8.11. For fuller highlights of the programme delivered through council-run and community libraries, please refer to Appendices 2 and 3 respectively.

9. Trends

9.1. Libraries as a resource

With the reduction in public sector spending many services have had to change the way they are delivered sometimes impacting on the availability of face to face services at a neighbourhood level and some of the support services for vulnerable and isolated individuals. Within this context libraries continue to actively welcome everybody and are proud to be one of the few remaining truly public spaces. They encourage people's visits and would like these to be frequent and long. As a result, library staff interact differently, more collaboratively with customers, who trust library staff to provide accurate information and signpost services. So, with residents needing to find alternative support, public libraries are one of the only open, accessible, trusted, welcoming spaces still available in the local community. This is reflected in the number of enquiries we deal with and sadly, in the level of anti-social behaviour we record in our buildings.

9.2. Libraries answer people's questions

In 2016 – 2017, libraries dealt with almost 260,000 enquiries, which means that ca. 20% of our time is spent dealing with people's queries. These could cover literally any topic, from finding a recipe to addressing a housing problem, from paying a council tax bill to signing up with a doctor, from buying a parking permit to borrowing a book. A Reading Agency study found library staff are "the second most trusted public officials after the family doctor". So, often, even when another council office, or Job Centre Plus, or CAB, or website, provides people with information, they will still come to the library and ask a question. People want reassurance, an alternative, unbiased point of view, they want someone they trust to watch over them as they deal with the enquiry themselves.

It may seem difficult to put a value to something like this, but we have: on the

basis of the net cost of library service. On that basis, dealing with those enquiries costs just over £600k per year – meaning that the average cost of an enquiry is £2.36.

9.3. Libraries are increasingly efficient

In the last 8 years the Library and Information Service has massively increased its efficiency. The Service reduced its staff costs by 48% and overall costs by 46%. Costs per opening hours went down by 56% and costs per head of population reduced by 52%. Visits increased by 4% and opening hours increased 23% while Lewisham's population increased by 13%.

This means that the Service's staff cost £2.1M less per year. The whole Service costs over £2.4M less every year. Our libraries are open 131.5 hours more every week, while one hour of our work has decreased in cost from £180 to £79 per hour. The Service used to cost £19.55 per resident per year. Now it costs £9.40/year. That is, each Lewisham resident accesses our services for 78 pence per month.

10. General comments on 2017 – 2018

10.1. eLibrary

The Service is increasingly embracing online service provision and has worked to equip staff with the skills necessary to promote residents' free access to online collections, including over 4,000 daily newspapers, 600 magazines, and an ever growing collection of eBooks and eAudio.

10.2. Collections and issues

A review of the collections of books and other items (in all the libraries including the community libraries) has started, which will inform the acquisition of better stock and the maintenance of the existing collections. It is expected that this work will result in a reversal of the trend related to the issue of books.

Indeed, the Service has worked with CollectionHQ a software manufacturer that provides insight into collection management. Lewisham participated in a world-wide Challenge to identify the best improver. The result of the Challenge should be available during the Summer.

10.3. Hubs and Catford

The Hub Libraries have increased their activity as go-to venues for digital-by-default service. The Service has completed the procurement of the Albany to provide facilities management and repairs and maintenance service for Deptford Lounge the new contract started on 1 June 2018. The procurement of a replacement for Lewisham's roof should start in the Summer.

Work at the Catford ground floor should be completed by September 2018.

10.4. Community libraries

The Community Engagement Team and Outreach Officers are increasingly interacting with partner organisations – particularly the newest partners V22 and Corbett –, with whom the community library service is delivered.

Work will be carried out to consolidate training and improve the quality of the collections.

10.5. Technology IT

All the libraries PCs and iMacs have been replaced, which will help residents access online services. LBL Wi-Fi has been rolled out across the hub libraries. Self-service terminals have been reconfigured with new, improved software

and electronic payment will be introduced across the service – including the community libraries.

10.6. Staff training and support

A staff training programme is being delivered following the reorganisation of the Service and considering the upcoming work – particularly the migration to a new Library management System. The training will include – among other topics – eLibrary technology, customer service, and child protection.

10.7. Externally funded projects

The Service has been awarded grants from the Arts Council England and the GLA to promote ground-breaking projects in the borough.

Mi Wi-Fi pilot

The GLA awarded the Service £50,000 to test the concept of enabling Lewisham residents to borrow internet enabled tablet computers from the library and be trained in using them. Sitting side by side with the Go On Lewisham project, the Mi Wi-Fi aimed to reduce social isolation, increase awareness and confidence in using technologies, and provide older and vulnerable residents with free access to technologies they would not otherwise have. The project rolled out over 2017 with 70 iPads being made available to users

What's the Story?

Everyone Innovation Fund

The Arts Council awarded Lewisham Library and Information Service £60,000 for an innovative Summer School project. Librarians and journalism educators from Goldsmiths collaborated to devise and deliver a journalism course over the summer 2017. Libraries, Goldsmiths, Young Mayor's office and Local Assemblies engaged 13 Lewisham young people to help them source, critically interpret and remix news stories, using mobile devices and editing equipment, and create a lasting web resource that tells the stories of their communities.

11. Main areas of work for 2018 – 2019

- 11.1. In 2018 – 2019, the Service will concentrate on increasing the residents' awareness of its digital collections (books, audio, newspapers, and magazines). And it will work to improve its collections, including those in digital format.
- 11.2. It will replace the library management system (library catalogue) to introduce innovative services, such as integration of online services on a single platform. Among other things, the new system will allow users to search the catalogue and check out a book on their mobile or through AI technology.
- 11.3. The Service will continue to train and support the community libraries, particularly during the roll-out of the new library management system.
- 11.4. It will work to achieve the replacement of the Lewisham Library's roof and will work to improve the layout at both Downham and Catford.
- 11.5. And it will look at opportunities to develop its collaboration with schools across the borough.

12. Legal implications

12.1. There are no direct legal implications arising from this report.

13. Financial implications

13.1. There are no specific financial implications to this report.

13.2. The table below presents a summary of the Library and Information Service actual expenditure for the years 2016 – 2019 and budget for the current financial year. It also offers a glimpse into the historical budget levels in 2009 – 2010. The figures do not reflect the “non-controllable” costs, which relate to internal recharges.

	2009/10 ACTUAL	2016/17 ACTUAL	2017/18 ANNUAL BUDGET	2018/19 ANNUAL BUDGET	Variance since 2009/10 position	
Expenditure						
Employee Costs Sub-total	£ 4,480,685	£ 2,595,987	£ 2,316,030	£ 2,316,030	-£ 2,164,655	-48.3%
Premises Sub-total	£ 71,340	£ 91,490	£ 74,200	£ 74,200	£ 2,860	4.0%
Transport Sub-total	£ 29,454	£ 15,271	£ 17,100	£ 17,100	-£ 12,354	-41.9%
Other Expenditure Sub-total	£ 894,615	£ 502,485	£ 676,500	£ 614,500	-£ 280,115	-31.3%
Third Party Payments Sub-total	£ 2,047	£ 33,196	£ -	£ -	-£ 2,047	-100.0%
TOTAL CONTROLLABLE EXPENDITURE	£ 5,478,141	£ 3,238,428	£ 3,083,830	£ 3,021,830	-£ 2,456,311	-44.8%
Income						
TOTAL CONTROLLABLE INCOME	-£ 191,132	-£ 167,354	-£ 208,700	-£ 192,400	-£ 1,268	0.7%
NET EXPENDITURE	£ 5,287,009	£ 3,071,074	£ 2,875,130	£ 2,829,430	-£ 2,457,579	-46.5%

14. Equalities implications

14.1. There are no direct equalities implications arising from this report.

15. Crime and disorder implications

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

16. Environmental implications

16.1. There are no environmental implications in this report.

17. Conclusion

17.1. This report updates the Select Committee on the performance of the Library and Information Service and the provision of community library services in particular.

For further information please contact

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Appendix 1

Visits April 2016 – March 2018

Visits last year

2016 - 2017

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Total
Hub Libraries													
Catford	16,377	15,504	16,735	13,274	16,745	16,183	16,820	14,713	10,555	13,728	13,254	15,074	178,962
Deptford	35,924	33,863	39,423	33,148	34,607	33,164	32,282	34,047	27,280	37,395	33,042	36,243	410,418
Downham	34,527	33,575	33,938	33,011	33,997	33,433	36,525	36,194	31,857	32,636	31,262	34,953	405,908
Lewisham	29,685	26,996	27,435	26,755	28,139	26,054	28,613	31,011	25,078	30,175	28,987	30,810	339,738
Community Libraries													
Blackheath Village	9,185	8,558	9,230	7,566	7,690	11,626	16,975	19,472	15,825	16,366	15,711	16,342	154,546
Crofton Park	5,161	8,213	8,448	6,025	7,285	10,013	10,534	10,745	8,712	7,043	7,172	7,300	96,651
Forest Hill	12,248	11,008	10,030	11,474	12,331	12,652	3,524	11,767	10,710	11,715	11,294	13,046	131,799
Grove Park	2,982	3,456	3,494	3,710	3,366	3,064	3,831	3,966	3,120	3,402	3,761	3,633	41,785
Manor House	17,270	16,894	18,325	18,032	19,486	19,326	14,079	12,113	11,498	12,828	12,983	13,301	186,135
New Cross	6,025	5,317	5,966	5,166	5,080	5,373	4,626	6,217	3,309	4,175	4,945	5,498	61,697
Pepys	0	0	0	0	0	0	0	0	0	0	0	0	0
Sydenham	4,673	3,305	5,068	5,339	5,367	4,663	5,282	4,145	3,726	4,128	5,170	4,719	55,585
Torridon Road	4,435	4,314	4,259	4,216	4,555	4,306	2,618	4,640	3,692	5,971	6,029	5,946	54,981
TOTAL VISITS	178,492	171,003	182,351	167,716	178,648	179,857	175,709	189,030	155,362	179,562	173,610	186,865	2,118,205

Visits this year

2017 - 2018

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Total
Hub Libraries													
Catford	12,279	13,631	13,135	10,472	9,681	10,277	10,116	10,514	8,013	9,977	9,189	9,429	126,713
Deptford	28,277	32,524	32,265	31,918	29,213	29,715	30,872	30,806	25,258	29,041	30,293	29,241	359,423
Downham	29,944	32,839	33,561	33,311	33,324	33,059	34,398	33,369	30,722	33,332	30,494	32,644	390,997
Lewisham	26,543	29,328	27,309	27,248	27,290	28,010	29,148	28,760	23,467	27,699	26,103	29,183	330,088
Community Libraries													
Blackheath Village	13,061	14,596	14,512	11,134	13,409	15,334	17,059	17,425	13,733	15,466	14,022	15,768	175,519
Crofton Park	6,526	9,373	10,645	9,848	9,098	7,026	7,954	8,500	6,000	7,860	8,736	7,731	99,297
Forest Hill	13,817	11,965	11,533	10,810	11,495	13,654	14,358	10,074	10,140	12,209	11,608	12,209	143,872
Grove Park	3,084	3,623	3,005	2,748	3,115	2,660	3,005	3,197	1,945	3,042	1,997	2,854	34,275
Manor House	4,916	12,395	12,029	9,492	8,070	10,633	12,197	14,466	8,909	13,767	15,116	17,311	139,301
New Cross	3,844	4,818	4,183	4,281	5,420	4,650	5,716	5,202	3,870	3,215	5,631	4,887	55,717
Pepys	78	570	360	234	475	25	370	137	104	0	0	27	2,380
Sydenham	4,665	5,182	4,820	6,176	5,404	4,926	5,002	4,830	4,024	4,809	4,412	4,910	59,160
Torridon Road	4,680	5,724	5,699	5,712	5,392	5,429	5,840	5,955	5,028	5,587	5,127	5,439	65,612
TOTAL VISITS	151,714	176,568	173,056	163,384	161,386	165,398	176,035	173,235	141,213	166,004	162,728	171,633	1,982,354
Variation on previous year	-15.0%	3.3%	-5.1%	-2.6%	-9.7%	-8.0%	0.2%	-8.4%	-9.1%	-7.6%	-6.3%	-8.2%	-6.4%

Appendix 1

Issues April 2016 – March 2018

Issues last year

2016 - 2017

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Total
Hub Libraries													
Catford	5,976	5,434	5,482	6,132	7,269	5,538	5,045	3,922	3,410	3,767	3,538	3,640	59,154
Deptford	7,425	6,599	6,164	6,824	7,472	7,005	7,184	6,494	4,990	6,110	5,624	6,849	78,740
Downham	6,174	5,092	5,207	6,347	6,777	5,033	5,381	4,799	4,118	4,747	5,204	5,303	64,184
Lewisham	13,940	12,360	12,123	13,297	14,426	12,052	12,943	11,880	10,572	12,525	11,623	12,116	149,856
Community Libraries													
Blackheath Village	1,148	990	1,239	1,372	1,384	1,084	1,295	1,362	1,061	1,196	1,082	1,342	14,555
Crofton Park	967	1,727	1,683	2,109	2,236	2,232	2,263	1,954	1,340	1,648	1,473	1,461	21,093
Forest Hill	6,552	6,488	5,699	7,486	8,802	7,149	4,775	5,634	4,361	5,233	4,779	5,438	72,395
Grove Park	461	327	305	350	381	348	327	331	242	311	313	323	4,020
Manor House	5,446	4,593	4,787	5,391	6,368	5,101	4,017	2,015	1,912	1,922	1,745	2,073	45,371
New Cross	969	696	666	543	700	806	680	875	309	472	375	667	7,759
Pepys	14	2	16	22	44	28	25	13	4	7	5	20	200
Sydenham	1,128	694	1,174	1,245	1,437	1,092	1,000	1,153	784	1,278	1,152	1,433	13,570
Torridon Road	3,300	2,806	2,876	3,346	3,765	2,980	1,850	1,965	1,616	2,131	2,159	2,293	31,087
TOTAL VISITS	53,502	47,810	47,421	54,463	61,060	50,449	46,785	42,397	34,717	41,348	39,073	42,957	561,983

Issues this year

2017 - 2018

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Total
Hub Libraries													
Catford	3,203	3,076	2,940	3,614	4,338	2,475	2,705	2,200	1,725	2,345	2,355	2,136	33,112
Deptford	5,202	5,301	5,037	6,430	6,557	5,927	6,037	6,345	5,013	5,798	5,769	6,059	69,475
Downham	4,315	4,376	4,143	6,179	5,614	5,540	6,767	5,871	4,009	8,719	7,198	7,539	70,270
Lewisham	11,174	11,827	11,034	13,521	14,858	11,638	11,846	12,404	9,394	11,283	9,867	9,678	138,524
Community Libraries													
Blackheath Village	1,024	921	1,056	1,173	1,390	1,385	1,233	1,147	843	1,343	961	1,297	13,773
Crofton Park	1,785	1,658	1,638	1,773	2,451	1,984	1,985	1,729	1,126	1,437	1,474	1,464	20,504
Forest Hill	4,676	4,775	4,286	6,038	6,000	5,008	4,861	4,616	2,567	4,588	3,221	3,887	54,523
Grove Park	119	134	142	188	190	107	138	117	56	335	390	635	2,551
Manor House	537	2,731	2,636	4,313	4,285	3,516	3,135	2,708	1,989	2,682	2,749	2,752	34,033
New Cross	431	499	296	554	505	471	519	596	204	317	238	410	5,040
Pepys	3	38	17	16	29	1	17	5	3	0	0	6	135
Sydenham	1,095	1,227	1,157	1,288	1,518	1,162	1,113	1,153	577	1,139	1,032	1,125	13,586
Torridon Road	2,046	1,643	2,226	1,980	2,464	1,867	1,650	1,573	1,074	1,389	1,477	1,564	20,953
TOTAL VISITS	35,610	38,206	36,608	47,067	50,199	41,081	42,006	40,464	28,580	41,375	36,731	38,552	476,479
Variation on previous year	-33.4%	-20.1%	-22.8%	-13.6%	-17.8%	-18.6%	-10.2%	-4.6%	-17.7%	0.1%	-6.0%	-10.3%	-15.2%

Appendix 2

Library and Information Service Highlights 2017 – 2018

The Service's highlights reflect the DCMS "Libraries Deliver: Ambition for Public Libraries in England 2016-2021" approach, which identifies the following strategic purposes: 1. Reading and literacy, 2. Digital literacy, 3. Health and wellbeing, 4. Economic growth, 5. Culture and creativity, 6. Communities, and 7. Information and learning.

1. Reading and literacy

1.1. The **Summer Reading Challenge**

The Summer Reading Challenge theme for 2017 was Animal Agents. Library staff visited schools during the summer term to promote the scheme and events and activities were held across the borough over the summer to encourage children to read. The SRC was also supported through the eLibrary with a collection of titles. Overall 3356 finished, which is 153 more children than last year. There were also 100 volunteers assisting with the challenge, which amounted to a total of 581 hours.

1.2. **National Numeracy Day**

On May 16th 2018, the Library and Information Service joined forces with Adult Learning Lewisham to run a market stall in Deptford Market, encouraging shoppers to talk about maths and to have a go at guessing the weight of a basket of fruit and veg provided by a neighbouring stall holder. Library books on accountancy for small businesses, making maths fun and helping your child with their maths homework were available to borrow directly from the stall – and there was another table inside the library where people could sign up for ALL maths courses. The lucky winner collected the basket of fruit and vegetables from Deptford Lounge as the market wound down for another day.

1.3. **London Cityread**

For the seventh year running, Lewisham has been a part of Cityread London. The campaign that aims to bring all of London together to read a book set in our City, focussed this year on *The Muse* by local author Jessie Burton. The themes of 1960s London, Art, arriving from Trinidad and the Spanish Civil War gave us plenty to work with and we put on a month of local festivities to support the London-wide programme. This year's themes also enabled us to collaborate with Adult Learning Lewisham (ALL) whose students were given the opportunity to visit the Cityread installation, Odelle's Flat and Olive's Studio at Whitechapel Idea's Store.

Lewisham's Cityread events included:

- Discovering your African or Caribbean Past with Paul Crooks, and hosted by the Local History and Archives Service at Lewisham Library. This talk held almost 40 people spellbound for an hour and a half, inspiring them to continue with their genealogical research or start finding out about their family history for the first time.
- A local history walk "Magical History Tour" a guided tour of 1960s Lewisham lead by Operations Officer, Chris Moore felt like a music and literature lover's hymn to Lewisham as it once was. The walk was enjoyed by seventeen people and even those who had been there in the 60s learnt something new.

- Spanish Poetry Reading Group at Lewisham Library with poems read both in Spanish and English. Juan Rey-Torre, a member of staff and a native Spanish speaker chose poems from the Civil War and knowledgeably led a discussion about each poet.
- Caribbean Craft Event – this provided an opportunity for young people to participate in the celebrations. The Saturday Craft Club at Lewisham was given over to exploring the flowers and animals of the Caribbean.
- An exhibition of art created by Adult Learning Lewisham students at New Cross Learning.

The Cityread book was supported by a whole collection of fiction and non-fiction on display in every library. Free copies of the Muse were given away in libraries and to members of our reading groups. The novel was also made available in our eLibrary for unlimited download throughout the month, so that a virtual reading group could be created.

- 1.4. **World Book Night at Lewisham** this year had a health theme and complemented the existing health lecture programme.

Feedback includes:

"Very interesting....I think telling GPs that the library can organise events like this would be really good and using GP surgeries to publicise there would be great. We don't use the libraries enough but these events are so useful."

"This is a great idea to engage the local community and share ideas...I work in the borough and would love something similar in the area that I live!"

"It was a great health talk. I love it. I will always want to attend anytime in the future. Thanks for the books too!"

- 1.5. **World Book Night at Downham** was celebrated with a Body Balance and Books yoga session in the library in partnership with 1Life.

1.6. **LGBT History Month**

Libraries and the Lewisham LGBT Staff Forum once again co-ordinated LGBT History Month in February. The theme this year was "Geography: Mapping the World", celebrating the fact that same-sex marriage is now also legal in Australia and up to 16 more Central and South American nations. It is also 40 years since the rainbow flag was first associated with LGBTQ+ rights.

The month was used as an ideal opportunity to renew and promote LGBT collections in all libraries and also online collections of books and magazines. BranSome libraries also incorporated LGBT films into their weekly showings.

Lewisham Library hosted a series of Health Lectures on the theme of sexual health for gay and lesbian people.

The award winning Polari Literary salon came to Lewisham Library on Friday 15th September 2017 as part of the Polari Literary Festival. The event featured literary talents Patrick Cash, Stella Duffy, VG Lee and Paula Varjack, and the evening was hosted by Paul Burston.

This year we have realised a long-standing ambition for the LGBT Forum in Lewisham and a brand new monthly LGBT reading group had its first meeting at Lewisham Library in the spring. Ian Elmslie read from his book "A Marvellous Party" at the inaugural meeting and the group now provides a great opportunity for people to talk

about LGBTQ+ writing that has inspired them – and to discover new writers.

1.7. **Black History Month**

The Missing Chapter: Black Chronicles was a set of Pop up Exhibition & Workshops at Lewisham, Manor House and Downham libraries throughout October. It provided a rare chance to see vintage photographs revealing the missing history of black and Asian lives during the Victorian era in Britain.

The Missing Chapter: Black Chronicles offered a unique snapshot of black lives during the decades following the birth of photography in 1839. The photos tell the stories of a diverse range of black people living and working in Britain at the time, including visiting performers, politicians, dignitaries, servicemen and women, royalty and missionaries and many as yet unidentified individuals. Autograph ABP and Lewisham Library & Information Service worked together to bring this rare photographic collection to members of the local community to explore. Autograph ABP provided free, artists-led workshops for schools (KS2 - 5) and community groups (all ages). A total of 300 hundred people attended the events. Children were also given the opportunity to dress up in period clothes.

A “Black History Month recommends...” selection was highlighted on our eLibrary, there were displays in all libraries to promote the month and local craft, writing and reading events were held for all ages. This was supported by film screenings at several libraries throughout the month.

1.8. **SPINE Festival**

SPINE Festival 2018 celebrated arts and literature across London libraries with free, fun activities and events for children, families and young people. The Spine Festival in March was marked by a theatre performance at Downham Library for invited school audiences. Fairy Tales Gone Bad. Stop Motion Animation Workshops were held at Lewisham library, Sydenham and at Pepys community library. For the first time this year, we used the grant for staff training to enable some of our own staff, themselves talented artists and educators, to inspire their colleagues. Andrea Anderson from Deptford Lounge collaborated with Luciana Duailibe (Pepys) to run a hands-on session where participants learnt to create attractive and artistic display materials on a shoe-string budget.

2. **Purpose 2: Digital literacy**

2.1. **Access to Research**

Lewisham Libraries offer a range of high quality research level databases. Access to Research gives free, walk-in access to a wide range of academic articles and research in public libraries across the UK. The John Johnson Collection of Printed Ephemera collection provides access to thousands of items and offers insights into the changing nature of everyday life in Britain from the 17-19th Century. The Historical newspaper collections Times Digital Archive 1785 to 2007, Illustrated London News Historical Archive 1842 to 2003 and 19th Century British Library Newspapers support historical research for students, local historians and the curious.

The databases Oxford Dictionaries, Oxford Dictionary of National Biography, Oxford English Dictionary, Oxford Music Online and Oxford Reference Online jointly offer access to millions of quality, unbiased entries for free. Along with Britannica and Credo Reference these offer quality homework help resources for students to use in the library or at home.

To support independent researchers we offer spaces in which they can work close to where they live. The spaces are well lit and without pressure to purchase expensive, unhealthy beverages and food. They can also charge their devices free of charge.

2.2. **Lewisham GoON**

Lewisham Library has worked with Lewisham Go ON to host Digital Zone (Go ON) events at the library. Members of the public are invited to come and find out how to get online, and can bring their laptop, smartphone or tablet to get tips on how to use it. This includes how to register with Learn My Way and how to access and download our eBooks, newspapers and magazines.

2.3. **Learn My Way**

Learn my Way is a self-learning package from Good Things Foundation for digital beginners which helps people develop their digital skills through courses such as “Evaluate which websites to trust”, “How to use a keyboard” and a “How to use a touchscreen”. Once people have registered they can learn at their own speed. Lewisham Library alone has had 201 registrations in the last year.

2.4. **Mi WiFi project**

In 2017 we ran the ‘MiWiFi’ pilot in Lewisham funded by a £50,000 award from City Hall. It was launched by Matthew Ryder, the Deputy Mayor for Social Integration, Social Mobility and Community Engagement in Deptford Lounge in June.

This pilot, the first of its kind in London, tested the viability of lending tablets with mobile internet access, as a way of reducing digital exclusion in the capital. Beneficiaries of this pilot included Londoners over the age of 55, those in receipt of benefits, or disabled or housebound Londoners.

Alongside the lending of the tablets, basic digital skills training was delivered to ensure people were successful in not only, getting online but staying online too.

The pilot reached 239 people who used 50 of the 70 iPads over six months.

- They all said they benefited from the programme and would recommend it to friends and family.
- Over 46% said they would consider buying their own devices.

Our community partners were also able to participate in the project. They had the use of 20 iPads which they used to deliver dozens of events and activities. They also lent the iPads to over 40 individuals in their network.

2.5. **Library Code Clubs**

In 2017 Code Clubs were set up in Lewisham and Sydenham libraries. Sydenham community library Code Club is an after-school club for young people aged 9-13, using specially created Code Club resources. They mostly code using Scratch, a graphical programming language which is made up of colourful blocks which click together on the screen. It is perfect for helping young minds and beginners take their first steps into coding. With this they are able to create games. More advanced students have been dipping their toes into Python, an industrial-strength language.

Lewisham Library Code Club was set up to introduce 7-12 year olds to coding using the block coding language Scratch and website building languages HTML and CSS. Run by a mix of volunteers and library staff, the club offers free lessons and runs for a term at a time before graduating the children and starting afresh with a new class in the new term. With the help of Anne, the excellent volunteer, the first class took place on 7th March 2017 with only 5 children and rapidly grew to 10 kids by the end of the

term, covering lessons such as how to program sound loops to create a responsive rock band game. In September, due to popular demand, a second weekly coding class was set up for 8-12 year olds teaching them how to code their own website using HTML and CSS coding language. To date 430 young people have attended.

The young people have learnt how to create webpages, add images, edit fonts and title size, add hyperlinks and even create their own animations.

Over the summer period a summer coding challenge club was attended by 20 children. They designed a game using the scratch club coding. More recently, working with Toucan Employment, a coding club has been set up for adults with autism.

The above initiatives are supported by the Code Club, a nationwide network of volunteers.

3. Purpose 3: Health and wellbeing

- 3.1. Lewisham Libraries have facilitated and supported a number of health initiatives for residents of all ages including children.
- 3.2. These have included sessions by MEND, (Mind Exercise, Nutrition, Do it) for families with over- weight or obese children. Stress, anxiety and mindfulness sessions are offered by SLAM, there are volunteer training sessions to get the young and disabled back to work, a hearing aid clinic, stop smoking advice, yoga classes and HIV testing. Lively Minds, the Reminiscence group and the Over 50s club all offer activities and support to older residents. A Health Visitor baby clinic is held at Torridon Road. Diabetes Peer Support groups meet at Deptford and Lewisham libraries.
- 3.3. The Library Service also has a number of staff who have become Dementia Friends and have supported Dementia Awareness Week.
- 3.4. **Health Lectures**
Staff organised a series of health lectures on popular topics at Lewisham Library. Topics have included 'All About Alzheimer's', 'Hair Loss', 'Alternative Medicine' and 'Diabetes'. The lectures were filmed and uploaded to our YouTube channel. Over 100 people have attended a series of 11 talks which included the effects of alcohol, diabetes and hair loss!
- 3.5. **Reading for mental health and wellbeing at the library in Deptford Lounge**
Deptford Lounge has hosted a Shared Reading Aloud Group since July 2017. The group is for people with Acquired Brain Injury, currently supported by Read Together and run by 2 trained volunteers.
- 3.6. **Mental Health Awareness Day** held on Tues 10th October coincided with National Library Week.
The film Still Alice starring Julianne Moore; followed by a discussion on Mental Health facilitated by library staff and Age UK
Attendee's comments included: "engaging, intriguing, eye-opening, insightful, emotional and informative."
"A thought-provoking film and useful discussion."
"I knew quite a bit already due to personal experience, but it was good to reflect on it."
"Now I can talk about caring for dementia".

3.7. **Overwhelmed/Underwhelmed:** exhibition in the Lounge by Emma Clayton-Wolfindale
This exhibition ran from Monday 9th – Sunday 29th October. It was a visual art exhibition exploring themes for World mental Health day, particularly focusing on Bi-Polar Disorder.

3.8. **Home Library Service**

The HLS continues to provide a service to hundreds of customers both in their homes and residential, sheltered and nursing a homes each year.

Comments from customers include.

“I really value the (home library) service, as I enjoy the books you bring and discussing them with you.”

“Always a pleasure every month to have my books delivered by a helpful and happy person”.

“I cannot thank you enough for the wonderful service you provided (to my mother)”.

The HLS has also been a part of the MiWiFi project with some 23 clients benefiting from the loan of an iPad. One customer who has regular dialysis has found the iPad particularly useful during her weekly treatments. Other uses have included in care homes for small group work, listening to cultural music, for reminiscence material for the use of YouTube. Clients have been really happy to be part of MiWiFi as it has allowed them to access and experience technology at no cost.

4. Purpose 4: Economic growth

4.1. **Supporting new businesses and start ups**

We work closely with local organisations and groups providing them with free and low cost spaces to meet or promote their services. Our hub libraries and our community partners make a range of rooms and resources available for short and long term hire across the borough.

4.2. **Supporting job seekers and career development**

Learn My Way is supported in our libraries to help people develop their digital skills. This provides a basic introduction to the digital world and includes CV and job search elements.

Lewisham Libraries also work with Lewisham GoON to enable people to join the digital world and support them to develop practical skills for life and work.

4.3. **Incubating creative industries**

Deptford Lounge hosts the LEAN Breakfast Club where freelancers working in the arts are invited to network over a croissant and a cup of coffee. We work closely with local groups and individuals providing them with free and low cost spaces to meet, work or promote their services. All libraries offer free wi-fi.

4.4. **The work experience programme**

Each year Lewisham Libraries take part in the Council wide work experience scheme. Pupils aged 14-16 have worked in the hub libraries for up to 2 weeks. In the last year we have welcomed 22 students throughout the service who have worked alongside library staff and assisted with a range of activities including rhyme time sessions, craft for children, IT support and helping customers to make the best use of the library. This is a valuable role for libraries in preparing young people for their future world of work.

4.5. **Work Well**

This is a programme to help vulnerable adults find employment. Pop up shops were held on specific days from April to July 2018.

- 4.6. The **National Centre for Social Research** conducted a survey in the library on Free Early Education Entitlements on behalf of the Department of Education. The study is to explore why parents, who are eligible for free childcare for their 2-4 year olds are not taking up the offer.

5. **Purpose 5: Culture and creativity**

5.1. **Talk About... Art exhibitions**

TAA is a not-for-profit organisation whose aim is to promote greater access to and engagement with the visual arts for children and teenagers in areas where exposure to the visual arts may be restricted or discouraged. This year TAA has worked with Good Shepherd Catholic Primary School on their exhibition 'Talk about ... Art and Victorian Rebellion' which ran from 16 April to 5 May 2018 at Downham Library. TAA ran free workshops for KS2 pupils at local schools providing an overview of the Pre-Raphaelite Movement and helping pupils to make their own rebellious art. Over 300 children attended the sessions.

TAA also worked with Tidemill Academy on 'Talk about ... Art and Social Change', an exhibition exploring the Arts & Crafts Movement that restored traditional crafts in the 19th century, turning everyday items into objects of beauty. A total of 90 pupils took part in the workshops. The exhibition comprised of 9 large interactive stands and ran from 2 – 25 March 2018 at Deptford Lounge.

5.2. **The Lewisham People's Patchwork**

The patchwork is a community art and oral history project that poses the question: "If you had one patch to tell a story, what story would you tell?" After completing a year-long tour of Lewisham's libraries and selected community venues that contributed to its creation, the patchwork was installed in Manor House library.

The project was part of the celebrations of 30 years of People's Day. During the year that led up to People's Day 2014, the Library Service asked people to contribute 'their' patch and collected over 120 patches from groups connected with the Borough and individuals, aged 18 months to 92 years. Sessions were held to enable people to create their patch. The community then came together to sew them together, making a quilt that measures just under 2 metres wide x 3 metres high. As the patches flooded in, so did the stories that go alongside them – everything from how Lewisham market has changed over the years to reminiscences about World War 2 to stories of near-death experiences and the kindness of strangers and hospital staff. Some common themes emerged such as an appreciation for Lewisham's green spaces, an appreciation of diversity, a celebration of kindness and community spirit – and the willingness to fight for social good such as the NHS.

The People's Patchwork also contains other elements: the Patchwork of Sound, a soundscape created by local artist Jay Harris from sounds recorded across Lewisham interspersed with interviews from patch-makers and an augmented reality element linking patches with pictures from the Archives, created by Amplified Robot.

This May the People's Patchwork was installed in its permanent home in the hallway at Manor House. During its unveiling, as one of his last official engagements, Mayor Steve Bullock paid homage to a piece of community art finding its rightful home in a

community-run library.

5.3. **Lewisham Heritage team**

2017 saw the 40th anniversary of the Battle of Lewisham. The Heritage team worked with Goldsmiths College to erect a plaque commemorating the Battle, which was installed on Sunday 13th August at the College. The Local History and Archives Centre received a deposit of material including photographs and ephemera relating to the event which the Local Studies Librarian incorporated into a commemorative exhibition at Lewisham Library.

Lewisham's Maroon Plaque scheme provided inspiration for the Libraries' People's Day theme 'Heroes'. Staff created an interactive map of the council's Maroon plaques via Historypin, helping people to find the borough's plaques so that they could take and submit a 'selfie' for the People's Day competition.

February 2018 saw the Centenary of some women receiving the vote. LHAC mounted a major exhibition including a copy of the original Lewisham Social and Political Union banner from the Museum of London. The LHAC publications 'Yours in the Cause' by Iris Dove and 'Famous Women of Lewisham' were digitised and made available as eBooks on our eLibrary.

6. **Purpose 6: Communities**

6.1. **Community library model**

April 2017 saw the extension of the community library model with the addition of Manor House Library as a community library. Lewisham now has a total of 9 community libraries.

It has been an exciting time for libraries, working with the new partners who are already enhancing the library offer with their range of additional activities, e.g. yoga and a coding club for young adults at the Archibald Corbett Library and origami and Go-On IT support sessions at Forest Hill.

6.2. **United Nations International Migrants Day 2018**

This was marked by a full day of family activities, advice, fun, information and support at Lewisham Library on Monday 18th December. The day started with a British Citizenship ceremony attended by Cllr Damien Egan and continued with stands, displays and family activities. The day was supported by a range of local community and support organisations, including Action for Refugees in London, ALL, Africa Advocacy Foundation, Lewisham Refugee and Migrant Network, Metropolitan Police, New Cross Gate Trust and Orchid.

7. **Purpose 7: Information and Learning**

7.1. **First World War commemoration**

Over the past twelve months the council and Lewisham Libraries have supported and participated in a number of events commemorating the First World War centenary. The year saw 3 commemorative VC stones being installed.

The commemorative stone to Brigadier Clifford Coffin VC, was unveiled at 11am on Monday 31 July 2017 by the VC Memorial and First World War Memorial. The Borough Archivist was able to trace living relatives who were invite to the event.

The commemorative stone to Walter Napleton Stone was unveiled on 30th November 2017. Several family members were traced by LHAC and were able to attend. These included Walter Stone's Great nephews, one of whom is Jamie Stone - Liberal Democrat MP representing a constituency in Scotland. The family also made some photographs available for the commemorative brochure.

The commemorative stone to Alan Jerrard was unveiled on Saturday 24th March 2018. The unveiling was marked by the laying of the 'Wreath of Respect' an artwork commissioned by an anonymous donor to mark the centenary of WW1. It is currently housed at the Staffordshire Regiment Museum and was brought by the Custodian travelling with Standard Bearers from the Midlands. The Wreath, which was designed to be touched and held as a medium for reflection, is constructed of metal hand-made poppies supported by a horseshoe which came from one of the black stallions that pulled the gun-carriage which brought soil from Flanders Field to the Memorial Garden in Horse Guards. The horseshoe represents not just horses but all animals who served in conflict. In the centre of the wreath is a metal plate engraved with the Exhortation and this is replicated on the back of the Wreath in Braille in order that anyone who is visually impaired may experience the full beauty and meaning of it.

7.2. **International Womens Day 2018**

IWD2018 was marked by an event led by Cllr Joan Millbank at the Civic Suite commemorating the Centenary of some women getting the vote – 'Vote, Organise & Participate'. The day celebrated 100 years of women's achievements and voluntary contribution in Lewisham and recognised how their activism brought social and political change.

At this special day of celebration, the Library Service:

- promoted books and information
- the Heritage team provided a display of famous Lewisham women including suffragettes and activists such as Rosa Billinghurst and Kath Duncan.
- arranged for Jill Mountford to deliver her talk on the working woman's contribution to universal suffrage to students from six secondary schools
- curated an exhibition of photographs by ten women photographers working in and around Lewisham, several of them Fellows or Associates of the Royal Photographic Society
- ran two very popular "Famous Women" photo quizzes for young people and adults
- organised a public vote on the design of the flag to be used at International Womens Day in the future. This also took place in libraries and will be part of the Library Service's offer for People's Day 2018.

In our libraries there was an exhibition on Lewisham suffragettes, featuring a facsimile of an original banner from the suffrage marches (Lewisham Local History and Archives Centre) and an all-day Rebel Girls event held at Crofton Park Library, celebrating women's contributions in all fields of knowledge.

7.3. **What's the Story?**

"What's the story?" was a multi-media journalism, filming summer programme run by Lewisham Library & Information Service with funding from the Arts Council. We partnered with Goldsmiths, the Local Assemblies team and the Young Mayor's office.

The project was delivered from 17th July 2017 to 18th August 2017 and enabled 10 16-21 year olds to develop skills in journalism, filming, using editing IT, media and creating news reports. Using the theme of the Battle of Lewisham 40th anniversary

participants were able to explore the meaning of 'Fake News' and learn the skills to enable them to research and identify Fake and authentic news.

The project was partly field/location based where the young people worked in small groups accompanied by Youth Workers, undertaking research work, filming on location, interviewing members of community and groups we identified, recording and developing their reports. They visited the Local History and Archives Centre for training on how to research archive and local history material, walked the route of the Battle of Lewisham and visited Cable Street where they interviewed Ivo Mosley.

The programme was launched to coincide with the 40th Anniversary of the "Battle of Lewisham" and the young people were able to research this historical event and create their own pieces to "rewrite" the perceived history around this event. The work was published and hosted on a website supported by Goldsmiths and some of the work produced formed part of the community Artwork being made for the anniversary of The Battle of Lewisham.

The final element of the project is an exhibition which will showcase the work of the students about the Battle of Lewisham. The exhibition will be on display at People's Day and will eventually tour all libraries.

7.4. **People's Day 2017**

The Library Service celebrated our heroes at People's Day 2017. Highlights included:

- Wall of fame – a chance for visitors to nominate their own heroes and add them to the maroon plaques on our wall
- Comic book workshop with a member of staff who is also a published graphic artist
- Dressing up as a hero
- Information on maroon plaques around the Borough – including an interactive online trail
- Literary heroes quiz

Of course there was also the opportunity to "be a hero" and join the library. Our library apps provided a great incentive to do this!

Appendix 3

Library and Information Service community Library Highlights 2017 – 2018

1. Blackheath Community Library

- 1.1. Over the last 12 months, the library has been running well with the introduction of a Creative Writing class and our Reader Group. The Creative Writing Group has just completed its fifth session of a run of eight sessions before a summer break. They are now a group of eight and organise the sessions between library volunteers.
- 1.2. The Library is well managed with 5 supervisors, and interviews and taster sessions are taking place for new volunteers. Saturdays are still an issue but have advertised specifically for Saturday volunteers. Supervisors enjoy having Tim as their link librarian and we welcome the expert support we get from the Council.
- 1.3. We currently have 3 Duke of Edinburgh volunteers in the library but took 48 DoE volunteers throughout the organisation in 2017/18.
- 1.4. Over the last year, we have had an average of 130 active volunteers providing over 10,480 volunteer hours.
- 1.5. We have won Time-Out London's most loved café in Blackheath award for the second time, this is testimony to our team of staff and volunteers who do more than provide food and drink but make friends and create a community in which we combat isolation and loneliness. The combination of the library, activities, not for profit café and our reminiscence intervention for people with dementia has created a vibrant community hub.
- 1.6. We offer a wide variety of weekly activities for older people to keep them active and part of the community. We offer a mixture health and wellbeing activities e.g. belly dancing, seated Pilates, computer training, creative writing, yoga, and art classes. In the last year, we have provided over 700 hours of activity classes. This year we held the first of a four-course programme called 'Acting up at our Age' which is a series of four 10 week courses based on theatre skills designed to get older people active and social in a creative environment. We kicked off with a drama and storytelling course and in 2018/19 will have courses in singing, theatre set design and dance.
- 1.7. These activities are complemented by activities for younger age groups such as rhyme time and the summer reading challenge which our volunteers particularly enjoy being part of.
- 1.8. Blackheath community library is part of Age Exchange which works on a wider basis transforming lives through the reminiscence, improving health and wellbeing. This year just under 7,000 hours of group support has been provided to 130 people with dementia and their carers. Whilst referrals come from a variety of agencies the library also provides a route into much-needed support for some carers. This combination of activities with a café and library has helped to create a synergy across the organisation where activities and projects feed into each other.

- 1.9. In 2018/19 we are planning to merge with another charity called Community Integrated Care, we will remain a separate registered charity but a wholly owned subsidiary. Nothing will change at our centre in Blackheath of which the library is a crucial part, but this gives us the opportunity to expand into other parts of the country and to operate in a more sustainable environment.

2. Forest Hill Community Library

- 2.1. Forest Hill continues to go from strength to strength, remaining the busiest of the community libraries with the longest opening hours, our community continues to support the work of the amazing volunteers who dedicate their time to not just keeping the doors open, but competing to do the very best we possibly can for our users of all ages and requirements.



- 2.2. The library opens its doors to a queue of people every morning and quite often has to prise users from their seats at the end of the day. Molly's rhyme time on a Tuesday morning is so popular we are often reduced to standing room only. Last year's City of Stories was incredibly popular and well attended, with writer in residence Irenosen Okojie helping to stir up hidden talents among those lucky enough to attend.
- 2.3. Origami classes continue to prove popular and we have recently introduced an origami class for children, and we will go on, and not be satisfied until Forest Hill has been covered entirely in small paper swans!
- 2.4. Ties with the Horiman Museum meant that we had an impressive display of Totem Poles outside the Children's library for a while, providing a marvellous discussion point for visitors. The library's place in Forest Hill might be geographically on the edge, but it is very much in the centre of people's hearts and minds as they flocked to buy their 'Friends' cards to help support the library, and then helped raise thousands of pounds so a new shop could be opened on the high street to sell donated books and records and create a sustainable source of additional income to support the library. This has meant we are now able to re-open a function room at the back of the library for us to bring online more groups and events, as well as providing extra study space during exam season.
- 2.5. We had an excellent introduction to our first Summer Reading Challenge, and with one of the highest set of targets of any library in the borough we were very annoyed to be less than 1% short of our target on the day the figures were filed!

3. Manor House Community Library

- 3.1. The past year at Manor House has been a very eventful one, and it seems we get busier with each month that passes as the word finally gets out that we are back open for seven days a week. We now have four reading groups at Manor House, with a new group dedicated to arriving, reading a short piece of prose, or a poem, on the spot, and

then dissecting and discussing it for the remainder of the hour.

3.2. The 2017 Summer Reading Challenge went particularly well at Manor House, with our targets for both participants and finisher's being smashed as a whole new generation of borrowers came through the doors and followed clues that lead to an array of prizes and rewards. Our rhyme time and story time sessions for pre-schoolers at 11am on Monday and Wednesdays are gaining popularity, mostly thanks to the wonderful work of our Children's library co-ordinator Laura, who never tires of making the kids smile and sing. Our Cantonese rhyme time is as popular as ever and continues to run on the first Saturday of the month during term time.

3.3. We have also hosted a couple of book signings and hosted a great evening to celebrate Arachne Press' fifth anniversary, with readings and performances from some of their best published work. This year we welcome City of Stories into Manor House to run workshops for budding writers, and we host The Paper Traveller in the summer with their library-based performance art.

3.4. We have fully re-networked our computers and have a brand new printer and copier installed, and super-fast fibre connection that makes our wifi access particularly quick.

3.5. We continue to host the Manor House Midwives, they run sessions twice a week from our function rooms and have now taken offices on the top floor. We continue to hire rooms out and have Yoga, Pilates, French language, mindfulness and NCT classes, as well as free seminars on a variety of subjects, including management and nutrition. Sing and Sign classes and writing clubs for children continue to thrive and Manor House Daycare operates an afterschool club so popular they are taking on more rooms from September to cope with demand. Our new Thursday evening craft club is also proving popular for those who want to sit and knit and chat and with plans for more groups to be added with a wider variety of classes and workshops, we expect the coming year to be even better than the last.



3.6. To celebrate a year of being in the building and to reveal the People's Patchwork in its permanent home, we held a party in May. We were delighted that Sir Steve Bullock was able to attend as one of his final official duties in Lewisham. He was very impressed with the People's Patchwork, a work of art created by the community, being celebrated in a building which is at the heart of our community. He also loved our cake!



4. New Cross Community Library (New Cross Learning)

4.1. New Cross Learning remains the heart of its community, supporting and encouraging people along the way. It holds a very special place in the hearts of its users and continues to welcome people who discover the space as they are passing through. In

January a lease extension was granted until 2024.

4.2. NXL presents a list of events, not in any particular chronological order nor in any levels of importance:

- Seaside trips to entice registration for the Summer Reading Challenge 18/08/17 and 01/09/18
- The 100 mph Dog by Jeremy Strong, performed by storyteller John Kirk to launch the Summer Reading Challenge 2017
- December, another performance from John Kirk, this time a 'panto' for over 500 pupils from local schools
- First public showing of the film called 'Sink' by a local director. Other low budget films included 'The Nature of the Beast'; 'Winstanley'; 'The Acting Class' and 'Once A Jolly Swagman'
- Alice Corble's (PhD, Goldsmiths) book launch in Brighton University 'New Practices for New Politics' with a case study on New Cross Learning with one of our volunteers James answering questions about our volunteer community library
- Coding Club grows and we are now forced to commandeer all computers on a Thursday between the 3:45-4:45pm for the children who participate
- Children's Film Club continues to be very popular
- We have had a number of art and photographic exhibitions throughout the year
- Events have included; '100 years that women got the vote and how the working class played a part' and a great celebration of LGBTQI Month including a visit from Paradise Press.
- We're pleased to report that we have continued to have time donated by employees from a range of FTSE 100 companies this year. We are able to use the skills that these professionals bring to help local people, for example with CVs, job applications, financial advice.



4.3. Our space is very much in demand from a variety of organisations and assemblies and we are very proud of it.

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

5.1. Our Successes: From the few classes we started with, we now run more than 20 regular activities per week ...

- 5.2. Our visitor numbers have grown such that ESOL, Digital Learning Zone and Baby Bounce have become so over-subscribed, that they needed to be run twice weekly. We have also added bilingual playgroups and an increasingly popular Coding Club to the array of activities for children.
- 5.3. Fostering strong relations with our local neighbouring schools and colleges; including Brent Knoll and Lewisham College, we frequently host class visits, taking on-board many volunteer work experience groups, ranging from Duke of Edinburgh Awards' to ASD student placements.
- 5.4. As a dementia-friendly activity centre, we provide dementia awareness, training and weekly drop-in sessions; and as a community Arts centre, we have created and promoted a widely-viewed historic film documentary, funded by both the Heritage Lottery Fund and The Archibald Corbett Society. We also continue providing free local concerts, and have taken part in the Catford Arts Trail, hosted exhibits by Adult Learning Lewisham, and helped to develop the all-new Corbett Women's Institute.
- 5.5. Naturally, we always benefit from the involvement of key-individual support; e.g. local entrepreneurs, authors and illustrators, who among others are always proud to support the well-being of our community, offering vital online learning, mindfulness and emotional support classes, and a new Digital Learning Zone (which supports Lewisham residents with their benefit claims, important welfare issues, and help filling council and government forms).
- 5.6. Currently, we operate with over 70 volunteers, delivering our range of activities and essential Library services; providing operational administration and management, contributing to raising the support of everyone who donates or takes part in our events, and purchase books from our increasingly-popular 'second-hand' bookshop.
- 5.7. Regardless, almost all the services we currently offer remain fully-staffed and run entirely by unpaid volunteers, and most importantly, everything is provided to the public — free of charge.

Case Study Volunteer: *"I very much enjoy my role as a volunteer at the Corbett Arts and Heritage Library. It is a rewarding role in an inspiring and welcoming community environment. During my time as a volunteer I am continually struck by the dedication and enthusiasm of all of those who give their time so generously to this library, the volunteer librarians as well as the talented individuals who run the great*



range of activities throughout the week with something to suit everyone in this great community, young and old. I have lived in this area for a number of years but never before have I met and talked to so many local people, neighbours. The Library has a fantastic spirit, this lovely old building is brought alive by the people who pass through its doors. People in this community use this valuable resource, they truly care about their Library, about their local community and about each other. It is a heartening and humbling privilege to be part of such a fantastic service. It gives me a feeling of inclusion, of self-value to come here and interact with people. I love that this hub of the community attracts all the different types of people that make up the local area, people of so many cultures, ages

and walks of life. The experience is enriching and a joy and I will continue to learn more about the people who live around me, enjoy the books and increase my experience of accessing different authors as well as learning about the history of the local area.”

Visitor Comment: “I think the Library is wonderful and well needed, there are so many activities going on. I’m in a few - the Reminiscence (x2) and writer’s group and, before they moved, the Inspired Word - plus the sing along with my grandchildren. I am 62 years of age and instead of being like a vegetable at home growing old it’s keeping me nice and young and my mind active and meeting lots of new and wonderful people. I thank God every day.”

6. Eco Communities

6.1. Eco Communities is a social enterprise that has evolved from Eco Computers and the change in name reflects a wider change within the organisation. We are empowering communities to create services that benefit everyone. Some examples are:

- The cafe in Sydenham Community Library has become an opportunity for a local businesswoman to maintain and expand her small business.
- We employ an ESOL and basic skills tutor who is now delivering Maths and English classes across our sites because of an increase in the number of requests for this tuition.
- Grove Park Library is a home-from-home for many of the residents in the nearby residential homes. Several residents volunteer in the library and the manager there has organised senior’s day trips including a beach trip for them.
- Our programme of work maintaining and repairing the buildings continues. We are currently gradually replacing old lighting with modern, eco-friendly LEDs.



6.2. In total Eco Communities benefits from more than 3600 volunteer hours per month. We’re very proud of the way that we work in partnership with the local community.

7. Crofton Park Community Library

7.1. Crofton Park Community Library, including the café and the popular second hand book shop “Crofton Books” continues to go from strength to strength. Some of the highlights from the past year include:

- Book Club once a month. This has moved from 'being talked about' in last years' report to actually happening. Twelve people attend regularly and it happens on a Tuesday evening from 6pm for a couple of hours once a month.
- Croffest at BrockleyMax happened in 2017. On the first Saturday of the BrockleyMax festival last year Croffest took place. The library hosted a children's book reading; the launch of a book with the author present, and everything was well attended.

- “Croftmas” meant that Christmas came early to Crofton Park! Celebrations took place at the end of November/start of December. Attendance was good and raised the profile of all that was happening in the library.
- Christmas tree sales took place during the early part of December for three weeks, raising funds for the library as well as the profile.
- As part of a wider celebration of International Women’s Day, Silvana ran a Rebel Girls’ event one Saturday, which raised the profile of girls and women in the library. It was well attended with several events taking place and competitions.
- Code Club has started, held each Saturday during term time at 10am for one hour and is well attended by both boys and girls.
- Cantonese sing-a-long continues to be well attended and numbers are growing. Sophie, who runs the event, has started running a second sing-a-long in another local community space at the request of people in that locality.
- We have a work experience student coming along each Thursday from Drumbeat School until the end of the school year. We are in discussion with the school to see if we are able to host two children from this school during term time from the new school year.
- “Crofton Books” is the 42nd best vintage bookshop in the country. It has recently branched out and now sells vinyl alongside a wide range of books, DVDs and some CDs.
- Brockley History Group meets regularly at our library.

8. Grove Park Community Library

- 8.1. Grove Park continues to cater for all ages. The Library is a designated Dementia Friendly space and continues to run very popular chair-based exercise sessions, a knitting group and digital inclusion sessions where people can either bring their own devices into the library or use our computers. A highlight of the year with our seniors

group was a day trip to the seaside.

- 8.2. Grove Park children's library is now also home to a very popular Stay and Play session for pre-schoolers. We decided to offer that for our families when the provision was closed down at the centre next door - and the parents and carers have rewarded our efforts by coming along regularly and in increasing numbers.

9. Pepys Community Library

- 9.1. Pepys Community Library is now a vibrant partnership between Eco Communities, the "We Women" collective and Exchange - a social enterprise where people can exchange their time for the opportunity to learn a new skill.
- 9.2. The space celebrated this new approach with a reopening in late December at which a Ukulele band played and where partners were able to give local residents a taste for what was to come. People are gradually returning to the library and making the space their own.
- 9.3. The Library now hosts all of these sessions every week:
 - Pilates and Yoga
 - Mindfulness meditation sessions
 - A befriending service that meets weekly and offers people chair-based exercise and arts and crafts
 - The Women's Circle - where local women can support each other's small business ideas and work together to turn ideas into reality
 - A children's art and craft club
- 9.4. We continue to have a small cafe (we've recently installed a piano) and a lovely second-hand book shop area and, like other Eco Communities run libraries, we provide digital inclusion sessions.
- 9.5. This year, working with The Challenge, we had more than 30 young people come and take part in our befriending project, joining in with the exercise classes and taking part in an inter-generational quiz. We were delighted to be one of the three libraries to welcome a stop-frame animator to work with families as part of the Spine Festival in March.

10. Sydenham Community Library

- 10.1. Sydenham Community Library continues to be at the heart of the community it serves. Particular highlights this year have included the fairs to mark Valentine's Day and Easter, as well as the traditional Santa's Grotto and a whole range of Christmas parties and activities for all the library's users. Over 100 people enjoyed the Christmas Pantomime in the library this year. Sydenham was delighted to be able to welcome Dr Lez Henry back for another Black History Month talk in October.
- 10.2. Chrissie, the Library Manager, is often to be found in the library on her day off and out of hours preparing activities for families and seniors, as well as drawing on her professional skills by running an advocacy service supporting people through tough times.
- 10.3. The library hosts a variety of groups every week including IT training, employability workshops, knitting, writing and exercise for those with poor mobility. The space is also

used for meetings, hire, training and interviews. This is a typical week in the life of Sydenham Library:

- Monday** *English as a second language 10.30am-12pm & 12.30 -4.30pm*
Basic IT lessons, one to one by appointment only 10am -2pm
CV formatting – by appointment Christine
Bridge Club 6.45pm-10pm new members welcome
- Tuesday** *Baby and toddler under 5's group with Allison*
Music, song and rhyme 10.15 am to 11.15am
Exercise group for people with poor mobility 11am – 12pm
Basic IT training one to one by appointment 10am-2pm
Children's Book writing club with Christine & Joan
Hearing sessions & advice 10.30am – 12.30pm 2nd and last Mondays
Adult book club every first Tuesday each month 6pm – 7pm
- Wednesday** *Closed*
Advocacy and CV's by appointment only (Christine)
English for children 5 -11 writing and reading by appointment
Bridge Club 6.45pm-10pm
Library hire by appointment/prior arrangements
- Thursday** *Song & Rhyme with Cat 11.30 – 12.pm*
Interaction and movement/play acting for babies and toddlers.
Basic IT training by appointment one to one 10am – 3pm
Arts & Crafts for Adults 1pm – 3pm
Every third Thursday Lewisham Homes; Job & CV advice
- Friday:** *Closed*
Advocacy and CV's by appointment only/hire
- Saturday** *Knitting group with Wendy & Betty 10am – 12pm,*
Children Crafts with Kate once a month (Dates may vary)
Coding club sessions 10.30am – 1pm