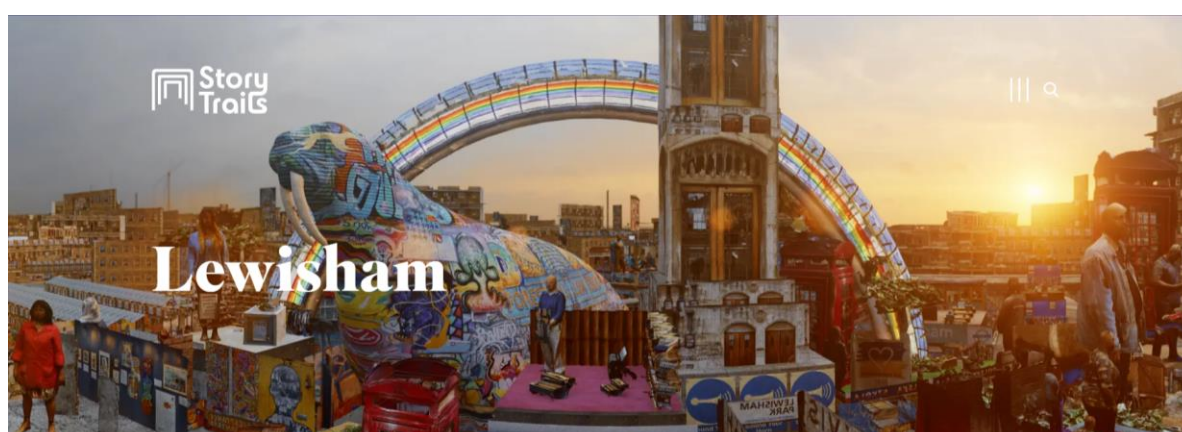


Appendix B

Library profiles

1. The following presents a brief description of each library in the borough with key indicators, including a short situational assessment for each building, as well as some information about key activities in the last financial year April 2022 – March 2023. Performance has been reviewed against measures in 2018-2019, the last full year of operations pre-pandemic.
2. It should be noted that the Hub Libraries are not currently taking payments. Libraries have not been able to allow borrowers to pay their fines, buy withdrawn books, etc. The only paid service that is still operational to customers with a payment card is printouts, which are paid through Princh, an external provider that allows residents to print from any device. We are hoping to reintroduce payments in later 2023/24.
3. The computer infrastructure, including PCs and Wi-Fi services remains poor, but Lewisham Council has allocated £230,000 of capital investment to the ICT Improvement project, which is due to be implemented by the beginning of 2024/25.



Hub Libraries

Catford

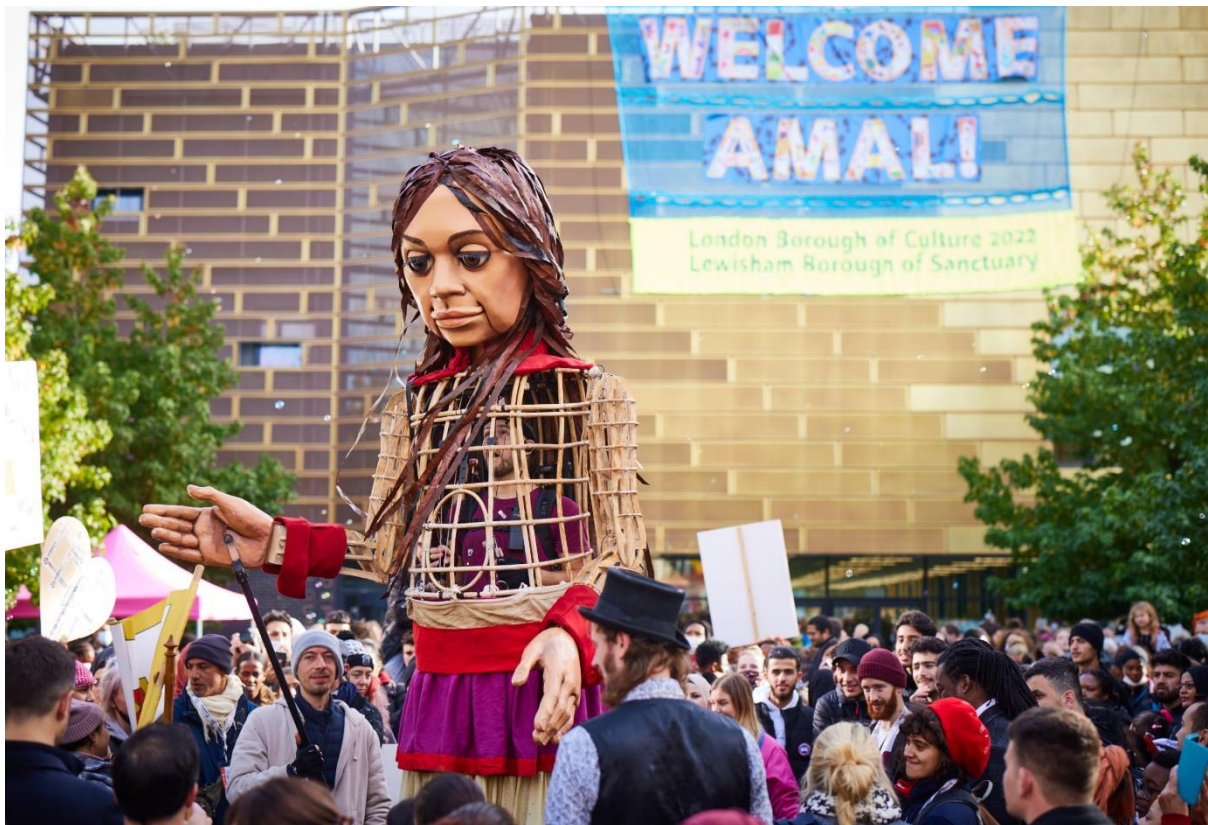
4. On 26 July 2022, more than 700 people enjoyed the reopening of the new library in the Catford Shopping Centre. The library includes new furniture, books, Wi-Fi and computers, additional meeting rooms, study space, and bookable pods. The library is open 7 days per week.
5. Despite the late opening in the year, the library quickly reached an average of 15,000 visits per month which is ca. 60% more than the average 9,000 visits it counted in the old Laurence House location. The average book issues of almost 8,000 books per month is almost three times what the library used to issue in 2018-2019 (our last full year of operations).
6. While the refurbishment has certainly improved the offer, the main issue at present is with the works to the building which are still to be completed. The first floor of the library should offer additional flexible space. The outside of the building on the first

floor should offer buggy parking and cycle locking facilities. Some storage solutions in the building will need to be added to support operations and increase H&S measures. The snagging is not finished, although it is expected that the works will complete before Christmas 2023.

- Clearly the library is incredibly popular, many council departments make regular use of its spaces, including CYP, Adult Social Care, the Mayor’s Office, Economy, Jobs, and Partnerships, and many others. In the last year Catford has been the base of the new BIPC London service that Lewisham Libraries deliver in partnership with the British Library to support local established and fledgling entrepreneurs. But it has also hosted the Mayor’s Awards, the final event of the StoryTrails initiative (<https://story-trails.com/>) that started in Northern Ireland and concluded in Catford Library, and much more.

Catford Library in numbers

Issues	Visits	Weekly opening hours	Days open per week	Key services
62,754	107,382	64	7	MP and Cllr surgeries, 2 meeting rooms, private pod, open pod, Wi-Fi, 16 PCs, Obie interactive play area, activities for children, BIPC



Deptford Lounge

- The Library at Deptford Lounge is an incredibly versatile cultural and civic space that offers a rich cultural programme thanks to the collaboration with the Albany, that manage the spaces in the Lounge, the bookable rooms across the building, as well as

the FM for both the Lounge and the Tidemill Academy Primary School.

9. The Lounge has been instrumental in supporting the Covid Action Team during the pandemic and is now resuming full programming. The Lounge celebrated the 10th anniversary last year and resumed its successful post-Covid programme reaching ca. 40% of the visits it did in 2018-2019, while issuing 21.5% more books than it did that same year.
10. The Service is looking at the contract renewal next year, which will cover again the cultural programming as well as the Facilities Management and Planned and Preventative Maintenance for the building.

Deptford Lounge in numbers

Issues	Visits	Weekly opening hours	Days open per week	Key services
89,466	144,155	58	6	MP and Cllr surgeries, 2 meeting rooms, Wi-Fi, 25 PCs, flexible exhibition and performance space, activities for children, as well as ample range of hireable spaces to the upper floors.

Downham

11. The library is co-located within the Downham Health & Leisure Centre and, since 2006 when it reopened, has been at the forefront of the Service's innovation. It was the first library fully co-located with a vast array of other services, it was the first to implement self-service, it was the first to adopt a security presence.
12. The link to the PFI programme allows this library to be maintained according to a definite schedule. Together with Deptford Lounge, this library has kept most of its original appeal and functionality. However, it appears that issues are emerging that are causing issues with the library presence in the building. These relate to maintenance, cleanliness, and more generally communication.
13. Still, the library is incredibly popular both in terms of visits and issues, attracting ca. 50% of visitors and issuing almost 92% of the titles it did in 2018 – 2019.

Downham in numbers

Issues	Visits	Weekly opening hours	Days open per week	Key services
60,016	180,665	58	6	MP and Cllr surgeries, meeting room, Wi-Fi, 24 PCs, flexible exhibition and performance space, activities for children

Lewisham

14. Preparing the library for the closure in the Summer of 2023 has been incredibly challenging, especially so because of the increased shortcomings of the building, including failing escalator, lifts, heating, electrics, etc. Indeed, for most of the year, the library operated on the ground floor only and suffered numerous unplanned closures.
15. The impact of the building failures reflected on the Archives and Local History provision that has been very disrupted. Indeed the collections had to be moved off site.

16. Despite some major weaknesses, the library remains much loved and needed by residents. Lewisham still issued the largest number of books in the borough even though it attracted a fraction of the visits that would visit it normally.
17. The LUF funding brings once-in-a-generation opportunities to revive the building and improve services for the longer term.

Lewisham in numbers

Issues	Visits	Weekly opening hours	Days open per week	Key services
101,027	74,886	58	6	Cllr surgeries, 2 meeting rooms, private pod, open pod, Wi-Fi, 28 PCs, 4 iMacs, flexible exhibition and performance space, activities for children

Community Libraries

1. The Community Library partner organisations have again supported the libraries admirably, providing additional services to the communities they serve.
2. However, they all had to contend (in varying measures) with pressures related to delays in opening post-Covid, increases in costs for utilities and maintenance, revenue generation, recruitment of volunteers, and changes in their individual organisations.
3. They all participated and took advantage from the Warm Welcomes funds, and delivered much needed services to thousands of residents, who visited their buildings last Winter. The funding has also supported their cashflows at a critical time, which we hope may be possible again next year.

Blackheath Village Library – Age Exchange

4. A small library, coordinated and staffed by local volunteers and run as part of the Lewisham libraries. They have a varied catalogue of adult, young adult and children's fiction, non-fiction and other titles.
5. They offer yoga, belly dancing, computer classes, local councillor surgeries, creative writing classes, reader groups, bump and baby classes, movement classes.
6. Blackheath surpassed their target number of issues for 22/23.
7. They aim to focus more on children and young people moving forward with their stock, which is something Lewisham Libraries staff can support and explore together.

Blackheath Village in numbers

Issues	Visits	Weekly opening hours	Days open per week	Key services
25,639	65,334	21	5	Meeting room, activities for children
Building tenure				N/A. Age Exchange own their building

Corbett Community Library

8. The Archibald Corbett Society and Corbett Residents Association took over the running of the library in October 2016 and have been overwhelmed by the support and interest they have received from the spectacular local community. They are a mainly volunteer run Community Centre, Library and registered charity, serving the community in Catford.
9. The provider cooperated with Lewisham Council to provide a full library service whilst also providing, free public access internet and computers, Pay-to-use print facilities, Help with various online forms including benefits, council tax/ blue badge and bus passes, a Book Shop, Various children's singing and story-time groups, ESOL (English as a second language) classes, Dementia friendly drop-in group, Reminiscence groups, Gently seated Yoga/ Hatha Yoga, Knitting clubs, Book club groups, Weekly Health Visitor, WI, Homework club, Monthly Folk Club, Slimming World, and more.
10. They also organise arts and music events, quiz nights, craft fairs, evening talks, concerts and art displays that attract large groups of local people, including many families with small children.
11. Corbett Community Library have surpassed their target for issues for in 2022-23.

Corbett Library in numbers

Issues	Visits	Weekly opening hours	Days open per week	Key services
26,699	61,260	29.5	4	Meeting room, activities for children
Building tenure				Premises Management Agreement, duration 5 years renewable, no rent

Crofton Park Community Library – Eco Communities

12. Crofton Park Library hosted numerous events for Borough of Culture along with their regular weekly events. They provide a free, accessible library service that enable the community to thrive.
13. Crofton Park Community Library had the second highest number of new borrowers after Forest Hill. All Community Libraries are up 91% on new borrowers from the year before.
14. They have embraced and offered Lewisham Warm Welcomes, art exhibitions and installations, spoken word and poetry performances, Summer Reading Challenges, Café pop ups, art and photography competitions.

Crofton Park in numbers

Issues	Visits	Weekly opening hours	Days open per week	Key services
53,956	55,254	27	5	Meeting room, studios for hire, Wi-Fi, 11 PCs, activities for children
Building tenure				Lease, duration 25 years, no rent

Grove Park Library – Eco Communities *now* S&B Childcare

15. Grove Park offered warm spaces as part of Lewisham’s Warm Welcomes during winter 2022. Held book clubs, mother and toddler groups, stories and rhyme times, coffee mornings and knitting clubs. They also offered a few one-off events, such as Personal Development and Counselling.
16. Grove Park Library surpassed their target number of issues for 2022/23 and will be celebrating its 70th anniversary on 12th December 2023.
17. Eco-Communities have released their tenancy and Service level agreement to deliver community library services at Grove Park and a new provider has been appointed. The library is currently closed but we are working with the provider to ensure the library opens again as soon as possible.

Grove Park in numbers

Issues	Visits	Weekly opening hours	Days open per week	Key services
13,401	19,001	25	4	Meeting room, studios for hire, Wi-Fi, 8 PCs, activities for children
Building tenure				Lease, duration 25 years, no rent

Forest Hill Community Library – V22

18. Forest Hill Library is a purpose-built library from the early 20th century on Forest Hill's busy Dartmouth Road. The library has several creatives using the former offices on the 1st and 2nd floor, nearly all working in and around the arts and entertainment industries. The children's library is adaptable enough to host public meetings after the library closes and the air-conditioned community room hosts several groups from as little as £10 an hour. The library has 15 public PCs and colour and black and white printing and copying services at 50p/10p respectively for A4 and twice that price for A3, along with free scanning capabilities.
19. Forest Hill Library continued to flourish during the 22/23 year, and had 1,193 new borrowers signing up, the most out of all the Community Libraries in Lewisham for 22/23. It was also had the highest number of visitors through the door in one month, a grand total of 19,263 visitors in March 23.
20. Forest Hill Library was involved in lots of Borough of Culture projects, from workshops to exhibitions, culminating in the Murmuration installation, which was so impressive that it made the national press. Some of which now exists as a permanent legacy display from a fantastic year of cultural celebration across the borough.
21. Forest Hill Library benefitted from two NCIL grants, one to improve the community room, which is now being used for a whole host of activities from The Story of Chinese



Words workshops to Yoga classes and has proved useful for hosting meetings and classes alike. The second grant was spent in the children’s library, giving it a new lick of paint and providing a colourful new rug. Artwork from the V22 Collection has started to arrive to provide the finishing touches to this much-loved space.

22. In the year ahead V22 hope to expand the number of activities in the community room and expand support for digital literacy and the support we can offer job seekers. Forest Hill Community Library has gained some funding for new environmentally friendly LED lights to be installed throughout the building and hope to once more be a warm space this winter, providing a place for residents to sit and relax, and learn more about how to cut their bills and reduce energy waste in their own homes.

Forest Hill in numbers

Issues	Visits	Weekly opening hours	Days open per week	Key services
99,626	153,367	62	7	Cllr surgeries, meeting room, studios for hire, Wi-Fi, 15 PCs, activities for children
Building tenure				Lease, duration 25 years, no rent

Manor House Library – V22

23. Manor House celebrated its 250th anniversary in 2022 and has been a library for over 100 years, a full history of the building is currently being compiled as part of a Mayor of London backed project into untold histories and that will be unveiled and celebrated as we go into 2024. The site currently has a library over two floors, plus three community rooms and spaces dedicated to providing day care, wrap-around and midwife services, plus studios for local creatives and a small independent charity. The fully air-conditioned community rooms overlooking Manor House Gardens can be hired from as little as £15 an hour and there is also provision for free space to local community groups and other NFP / Charity groups. Manor House has 12 PCs for users to make use of and free scanning services. Colour and black and white printing and copying services are available at 50p/10p respectively for A4 and twice that price for A3.



24. Manor House continues to be the main hub for community activities in Lee, with the busy library operating six days a week and the community rooms packed with a variety of activities for young and old alike. Manor House hosted several Borough of Culture projects including the Internal Landscapes project curated by Dima Karout, a former V22 studio-holder and good friend of the library. They also hosted the popular SHEroes of Lewisham exhibition for a week as well as craft events and writing groups.
25. Three book groups returned to more usual numbers as old members cautiously returned after covid and new people joined, and the weekly rhyme time sessions for pre-schoolers found a new host and regular Wednesday morning slot during term times.

26. A new Manager has given events and operational activities across all three V22 libraries a new, and very well organised, sense of purpose. V22 were able to gain some excellent grant funding over the period of a couple of years and this has resulted in a stronger presence of management staff and Manor House goes from strength to strength as a result, with visitor figures now almost at pre-pandemic levels once more. 99,975 people came through the doors in 22/23.
27. As well as hosting social gatherings for those displaced by the war in Ukraine, V22 also raised funds and collected produce to be shipped out there in the early days of the conflict, and have continued to support displaced people housed at Pentland House throughout the year, be they from Ukraine, Syria or elsewhere, helping to provide ESOL classes and other resources, as well as volunteering opportunities for those looking to embrace British culture and gain a better understanding of their new surroundings.
28. In its 250th anniversary year, Manor House also hosted several events aimed at mental health support and wellbeing – including classes aimed at young fathers; SLAM recovery college workshops; Bromley, Lewisham and Greenwich Mind activities and sessions designed to support other marginalised groups. Local history talks, environmental and warm space groups and activities around Windrush also take place at this community library.
29. Along with other local spaces, Manor House Library hosted Lee Green Open Studios over two weekends towards the end of 2022, which included meetings from several local community groups and charities as part of their leading role in the Lee Green Consortium. An NCIL grant from Lee and Blackheath wards allowed the purchase some much-needed new tables and chairs so that for the enhanced comfort of residents using the space.
30. Plans for the coming year include some vital refurbishments to community rooms, and some long overdue reparations to the fabric of the library that have been caused by a leaking roof. A new sign at the front of the house is going to be installed, putting into context the plaque to Sir Francis Baring, in light of the history of Manor House and former associations to the slave trade of a number of residents and owners.

Manor House in numbers

Issues	Visits	Weekly opening hours	Days open per week	Key services
71,971	99,975	46	6	Cllr surgeries, meeting room, studios for hire, Wi-Fi, 12 PCs, activities for children
Building tenure				Lease, duration 25 years, no rent

Sydenham Library – V22

31. Sydenham Library is one of the oldest Carnegie Libraries in London, and the first purpose-built Carnegie Library in Lewisham. There are between 6 and 8 PCs operating for service users depending upon demand and offer black and white and colour printing in A4, priced per side at 10p and 50p respectively, while scanning is free. The community room is bookable from £10 an hour, meanwhile most of the other spaces are rented to fine artists and other local creatives, plus My Local Tutor, offering a variety of out-of-school support in a range of subjects and support for digital access and other in-demand services.

32. It was a difficult period for Sydenham Library, with ongoing issues with the fabric of the building and the cost of operation. Unable to gain main grant funding or secure any money from NCIL, the service was cut and unfortunately, was unable to hold on to the management team. However, this did not stop the public visiting and all the usual activities carrying on as best they could, including a reading group, craft club, knitters and activities for children including the after-school writing group and the rhyme time every Tuesday morning for pre-schoolers.
33. A number of events happened over the course of the year to help celebrate Lewisham being the London Borough of Culture, including an event on the opening day. Sydenham Library were also hosted the actors and backstage staff of Spontaneous productions as they put on performances in Home Park, and played a part in the Internal Landscapes project, part of which remain on display in the library.
34. The advocacy service helped over 200 throughout the year, fixing a range of problems for people who otherwise struggle to cope with, or deal with, some of the issues life throws up, especially in an age of austerity, complicated by covid, an energy crisis and a move to a world that is digital by default and therefore alien to many.
35. The year 23/24 is going to be a new dawn for Sydenham Library getting a new lease of life, with some long-overdue works being carried out, new Lights being installed and a return to full hours with new members of staff.

Sydenham in numbers

Issues	Visits	Weekly opening hours	Days open per week	Key services
27,060	11,774	34	5	Meeting room, studios for hire, Wi-Fi, 8 PCs, activities for children
Building tenure			Lease, duration 5 years renewable, no rent	

New Cross Learning Library (NXL) – Bold Vision

36. New Cross Learning (formerly the New Cross People’s Library) is a community-run space offering a library service and a bookshop, printing services and Credit Union along with a wide range of learning activities, supported by registered charity Bold Vision. Among our major donors is the New Cross Gate Trust. New Cross Learning is wholly volunteer run.
37. NXL has been involved in local community activities for just over a decade. They offer CV writing clinics, IT training and help, computer and internet access and talks, workshops on a wide range of subjects, knitting club, crochet club, Baby Bounce sessions, Benefits, employment and Housing advice drop-in with trained advisors.
38. NXL surpassed their target number of issues for 22/23. Successful warm bank, advice, which will be offered again this coming winter. Community Advice Works and energy advice. They will be offering Code Club at the end of September 2023 as well.
39. In January 2022, Credit Union moved into the front of the library building, paying rent. Air-con was also installed in the whole building. Credit Union has a similar mission statement as NXL and who they want to attract. Meaning footfall has increased in the library building thanks to this collective use of space.

40. A coach trip to the seaside took place this summer for Summer Reading Challenge completers and their families, also it was open to people in the local community who have never been to the seaside, as a reward for reading and a chance to see the sea. NXL continue to offer as much as they can to help and support the community.

New Cross Learning in numbers

Issues	Visits	Weekly opening hours	Days open per week	Key services
5,645	3,596	16	4	Credit Union, projecting facilities, space for hire, Wi-Fi, 8 PCs, activities for children
Building tenure				Lease, duration 8 years, no rent

Lewisham Library spaces

Name/Location	Type	Size (SqM)	Ward	Services provided
Blackheath Village Library	Community	46	Blackheath	Library
Catford Library	Hub	632	Rushey Green	Library, (Local history centre to be relocated to the 1 st floor whilst Lewisham Library is closed for refurbishment)
Crofton Park Library	Community	443	Crofton Park	Library
Deptford Lounge	Hub	1,124	New Cross	Library
Downham Library	Hub	645	Downham	Library
Forest Hill Library	Community	450	Forest Hill	Library
Grove Park Library	Community	662	Grove Park	Library
Lewisham Library	Hub	2,680	Lewisham Central	Library, Archives & Local History (until closure 15 th Sept 2023)
Manor House Library	Community	482	Lee Green	Library
New Cross Library	Community	432	New Cross	Library
Pepys Library*	Community	-	Evelyn	Library
Sydenham Library	Community	547	Sydenham	Library
Torridon Road Library	Community	433	Catford South	Library
Total		8,576		

*Not part of the Statutory provision