

**Authority:** Powys Library Service

1. The impact which the library has had on an individual, or on a group of individuals, during the year. Describe the use made of the service, and the difference that use made to the individual or group concerned. Up to four case studies may be provided (indicative length: 500 words each).

a) A visually impaired reader from Newtown was absolutely delighted with the introduction of the Borrowbox e-audio downloads: “As someone who has been a life-long lover of books, finding out about the Borrow Box free library service has been exciting. I can no longer read a paper book, but now I have thousands of Audiobooks and e-books available on my tablet---I need never be without a book again.

“I can borrow or return a book in seconds. I can select a book, look at the "cover" and get an idea of what the book is about before borrowing. The Librarian set it up for me and they are available to help with any queries. This service is available to everyone who has a library ticket.”

The lady was shown the resources as part of a joint working initiative with the RNIB digital inclusion advisor, to help people with sensory loss to get online.

b) A job seeker who uses Llanfyllin library explains the benefits to him: “As I am currently on JSA I can neither afford to buy books or to have the internet at home. The library provides access to both. This is very important to me as I love to read and without internet access I would find much harder if not impossible to sign on or search for jobs. Furthermore the services the library provides for the council mean that I do not need to go into town which saves me £4.10 each time. As well as this the leaflets spread around the library advertising local events have given me the opportunity to become more involved with the community.”

c) A young man with special needs has managed to gain employment after coming to his local library in Talgarth for work experience, with his job coach. The branch librarian encouraged him so



Success story for  
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much, and the library experience gave him the confidence to talk to people.

d) A 75 year old Brecon library customer has learnt how to use a computer and tablet with the support of library staff. “Since learning the basics, I am now a regular at the free tablet sessions that the library puts on each week, and I have found the help here invaluable,” she said. The lady was able to use the technology to arrange a visit to her daughter who lives abroad: “The distance was not a problem when we were online - it allowed me to make bookings and arrangements for flights and even down to when I could be collected from the airport, which was important to me. It felt like she was next to me, when in fact she was hundreds of miles away on another continent. Before I went I even learnt how to download a couple of e-books to read on my journey!” She now uses all of the library service’s e-resources, including the e-books, e-audio downloads and e-magazines, and has learnt how to download her photos from her camera to her laptop. This lady has been a lifelong member of the library since her parents encouraged her to start reading from the age of 5, and is a

regular visitor: “The library is about more than taking out books and has so much more to offer people, although don’t get me wrong, I still love getting a good book off the shelf when I visit here to take home and read. The added bonus is that the staff are great fun, friendly and really helpful, which adds to the community feeling that the library has.”

2. Please provide a narrative that demonstrates how the library service is contributing towards wider Welsh Government priorities and strategic goals (indicative length: 500 - 1,000 words).

See separate document

3. Please provide a short statement about the future direction and plans for the library service (indicative length 200 words).

See separate document

