

Appendix C Services available from your local library

“The right book or information for the right customer at the right time”.

Welcoming, neutral environment for all – customer care rating 90% in library user survey 2015

Trained, knowledgeable and friendly staff who are able to support reading, research, ICT and a wide range of information and social needs

Proactive contact and outreach work to promote resources and services with local schools and community where possible

The Reading Offer:

- Wide range of adult and children’s books in English and Welsh, including physical books, e-books, audio and e-audio books, large print, books suitable for dyslexic children, local history materials, newspapers and e-zines
- Promotion, demonstration and ongoing support for all the e-resources available via Powys libraries – particularly Borrow box e-audio downloads and Zinio e-magazines.
- Frequent changing of displays to promote library services, stock and events.
- Request titles from across the county through the online catalogue, place requests from home, work or school, or with support and suggestions from staff in the library
- Space to sit and read quietly
- Story and rhyme times for children, many run with partners such as Mentrau Iaith, Meithrin, Toy Library, or run by volunteers
- Book groups for adults and children - some run by staff, others by volunteers. Require support with suggesting and obtaining titles to read
- Activities, events and displays to promote reading in all forms, e.g. World Book Day, World Book Night, summer reading challenge
- Author visits and talks
- Reading and writing squads for children, in conjunction with the Literacy Co-ordinators
- National literacy programmes including Bookstart, Every Child a Library Member and the Summer Reading Challenge
- Books for housebound readers through the mobile libraries and through a joint scheme with the local community support organisation in Builth
- Purchase book tokens to give the gift of reading

The Information Offer:

- Wide range of physical and electronic information sources, and help to find information needed
- Tourist information for visitors - bus/train timetables, places to visit, places to walk, what to do on a wet day
- Information from other organisations and PCC departments running drop-in sessions, such as Money Advice Service, Workers Educational Association, RNIB, housing advice
- Newspapers for up-to-date information (local and national)
- Information boards, folders and provision of local newsletters – bringing together and keeping up-to-date posters for events, activities and opportunities as part of community life in the local area
- Display space for local charities and organisations

- Copying and printing information – often the only place in a town with these facilities for the public
- Access to PCC and local town/community council minutes, ability to watch online debates
- Local councillors, AM and MP surgeries held in some libraries
- Dissemination and display of posters and information for other departments e.g. recycling information posters, bank holiday collection dates
- Dissemination, encouraging people to take part, and collection of surveys for other PCC departments for return via library deliveries, including hosting drop-in consultation sessions e.g. for budget consultation 2015

The Learning Offer:

- How to use computers and online applications – informal and formal support, from staff and partners
- Online learning resources such as Theory Test Pro, Ancestry, Find My Past, and Access to Research which offers academic articles remotely to students and academic researchers via library computers only
- Access to online courses e.g. Open University
- Local studies collections and research facilities and support from trained staff to use them – maps, census returns, local newspapers, Ancestry and Find My Past available online in libraries
- Quiet space to study – e.g. useful for young people in exam time
- Space for 1:1 tutoring and home education, e.g. for excluded pupils
- Homework clubs
- Lessons in information literacy and how to use the library – class and group visits to explore resources
- Support for jobseekers – newspapers and access to online job adverts, completing job applications, compiling and printing CVs
- National Interlibrary loan system for students and others to request specialist/academic titles for research
- SWAMP passport scheme for sharing of resources across public, academic and health libraries across the SW and Mid Wales area, including walk-in access for the public, using their Powys Library service card
- Craft clubs such as sewing and lego, to learn new skills – often run by volunteers
- Courses run by partners in the library e.g. basic computer skills, English as a 2nd language courses
- Events and activities for Adult Learners week annually
- Opportunity to practice Welsh with Welsh speaking members of staff
- Volunteer opportunities for Duke of Edinburgh, Welsh Bacallaureate, work experience or to develop new skills
- Wide ranging exhibitions and displays
- Buy memory sticks to save your work

The Health Offer:

- Book Prescription Wales titles available in all libraries (prescribed by GP or other health professional)
- Better with Books children and families book prescription scheme – titles available through all libraries
- Incredible Years titles for supporting parenting courses

- Social interaction of visiting libraries and library events boosting mental health and counteracting isolation
- Cognitive behaviour therapy course offered online in libraries, prescribed by health professionals
- Dissemination of Powys Health Promotion information through all libraries e.g. vaccination programmes, stop smoking campaigns
- Hearing aid clinics, RNIB sessions, dyslexia support and stop smoking sessions held in libraries across the county
- Materials for those living with dementia and their families/carers, including promotional sessions

The Digital Offer:

- Computers and wifi for public use, particularly useful for those with no/poor broadband access or who do not have their own equipment at home. Registering and setting people up to use these
- Scanner and public printer in all branches – heavily used facilities
- 1:1 formal and daily ad hoc support with using computers, other devices and the wifi for a wide range of applications, from shopping to job searching, booking holidays, printing e-tickets, setting up emails, printing out forms, carrying out transactions on Powys.gov.uk or gov.uk sites e.g. file VAT returns, tax your car, register to vote, arrange a proxy vote, report a missed bin collection, apply for a parking permit etc
- Help with understanding computer terminology and internet safety
- Support for self-employed and small businesses – use of reference materials e.g. building regulations, safety standards, use of computers and wi-fi, and space to work when needed
- Support for job seekers who have to sign on and demonstrate online job seeking to claim Job Seekers Allowance, and use Universal Job Match. Rollout of Universal Credit is likely to increase demand.

The Library+ offer in Powys: over 43,000 enquiries and transactions in 2015/16

- Receiving enquiries about, signposting customers to and liaising with all other Powys county council departments to try to get residents the information that they need
- Dedicated council phone line in some libraries
- Online card payments taken e.g. for council tax or garage rent
- Car park permits – support to apply online
- Blue badges – support to apply online
- Bus passes – collect forms and have photos taken in some libraries
- Support to apply for housing benefit online
- Document verification and copying/scanning of required evidence for quick submission to Income and awards teams (e.g. housing benefit, council tax reduction), to speed up applications
- Collection of food waste bags
- Payment for bulk refuse, contacting department to arrange
- Supported use of online facilities / contacting other departments on behalf of vulnerable customers who are not able to do this for themselves, and provide a friendly face for those

who want to talk about their issue in person – library staff are the face of Powys county council.

- Access to Powys multi-site network services for other staff e.g. Social care (see intranet page 6454)

Other:

- Room hire for other organisations and departments

Outcomes for the customer, expressed in adult library user satisfaction survey 2015:

- | | |
|--|------------|
| • Has the library helped you to learn something new? | 76% agreed |
| • Has the library helped you with education? | 48% agreed |
| • Has the library helped you with job seeking? | 31% agreed |
| • Have you found information about health and wellbeing? | 69% agreed |
| • Does the library make you feel better? | 91% agreed |
| • Have you found information about your community? | 83% agreed |
| • Does the library make you feel part of your community? | 90% agreed |
| • Do you find the library an enjoyable, safe and friendly environment? | 99% agreed |
| • Has the library helped you access other PCC services? | 61% agreed |
| • Has the library been of economic benefit to you? | 78% agreed |
| • Does the library make a difference to your life? | 97% agreed |

“At a time when I am long term unemployed it is a place of friends, activities, education humour and welcome.”

“The Library is the only social outlet I have and I find that now the Library closes on a Wednesday that I feel isolated.”

“I know we are lucky to have a Library, with all the cuts etc and I think it’s a much needed part of our community. I use it for loan of books, access to computers, to encourage my children to read and take part in activities and to find out about local events: I would say that is definitely of benefit to my life and my children's - thank you.”

Overall satisfaction rate: Good or very good rating: 98%

