

# The Local Authority Public Library Service

# Public Libraries Overview

- Public libraries provide a wide range of services both physical and virtual, including print and digital lending material, reader development advice, internet access and support, information and reference resources and guidance, learning and e-learning activities, literacy support, cultural promotion and community development.
- There were 17.6 million visits made to public libraries in 2015, an increase of 4% from 2013.
- There were 902,245 members of the public library service in 2015, an increase of 6.8% on 2013. This amounts to 19.46% of the population.
- There were 18.4 million books, audio books, CDs and DVDs borrowed from public libraries in 2015, a decrease of 5.13% from 2013.
- 40% of the books borrowed by adults in 2013 were non-fiction books.

# Public Libraries Overview

- There were 2.3 million Internet sessions provided on 2,000 Internet access PCs and via free Wi-Fi in 2013.
- There are 336 branch libraries and 30 mobile libraries.
- Local Authorities spent €129.3 million on library services in 2013 v Peak of €155.7 million in 2009
- Local Authorities spent €7.7 million on stock in 2013, an average of €1.68 per capita. V peak of €14.8 million on stock in 2008
- (The national standards and benchmarks per capita stock fund target is €3.77)
- Public libraries in Ireland are run by 30 separate library authorities.

# International surveys

- Carnegie UK Trust in 2012 carried out survey on public perception of the value of the public library in England, Wales, Scotland, N Ireland and Rep of Ireland. ROI scored highest, with 79% of those polled saying PL was “very important” or “essential” to communities.
- In survey entitled “Ireland’s Vital Signs 2013” libraries and reading were placed 5<sup>th</sup> of 119 options regarded by public as being most important to them

# Key Stakeholders

## Local Authorities

- Public Representatives/The Council/ SPC
- Council Management /Library Management and Staff

The Department of the Environment, Community and Local Government

Libraries Development LGMA

Library users

# Reserved Functions

Under the Local Government Act, 2001:

- A library authority shall from time to time, or if requested by the Minister, prepare and adopt a programme for the operation and development of its library service.
- Every library development programme prepared by a library authority shall include
  - an outline of the existing library services,
  - the development objectives and priorities for the library service,
  - the measures taken or proposed to be taken to secure those development objectives,
  - the financial or other implications of the library development programme,
  - such other matters as are considered necessary by the library authority or as the Minister may specify in writing.

# Reserved Functions

- Each local authority prepares an annual budget, including for the library service

# Losses in Book Funds and Staff

	2008	2013
Book Fund	14.8m	7.7m
Staffing FTE	1,834	1,393



# Staff Embargo

- Dublin City -16%
- Fingal - 23%
- Kildare -15%
- Louth -20%
- Wicklow -25%

In many cases these resulted in loss of opening hours at libraries.

Some recovery has been made in last 12 months

# Public Library Strategy

- Opportunities for All 2013-2017
- Ambitious strategy for library service development and innovation
- Positioning the library service in the broader local authority strategy

# 1. Physical Space & Service Provision

**Aim:** To provide a high quality public library network, delivering universal free access to a consistent service nationally, and leadership in local authority community engagement by 2017

**Actions:**

- The Department has announced a new Capital Programme for libraries – 22 million for 16 new libraries
- Books are central to a library service. The Department has set a per capita stock fund target of €3.77
- Free library membership is now available across Ireland. Registration mechanism for universal membership for children born in Ireland is being investigated

# Capital €22.7 million includes:

• Dublin City – Kevin St.	€1.0
• Sth. Co. Dublin – North Clondalkin	€1.0
• Kildare – Athy	€1.65
• Laois – Portlaoise	€1.65
• Offaly – Edenderry	€1.7
• Longford – Edgeworthstown	€1.25
• Wicklow – Wicklow town	<u>€1.0</u>
Total	€9.25 million
Also – Open Libraries projects nationally	€2.3 million

## 2. Learning, Skills & Enterprise

**Aim:** To provide opportunities for individuals to develop as literate, informed, articulate and confident citizens, and to support local economic initiatives and developments

**Actions:**

- High quality collections to foster reading as basic life skill
- Online resources in place across Ireland to support literacy, numeracy and digital skills, and lifelong learning
- Support children's literacy, numeracy & communication skills through a new initiative called Right to Read
- New educational support & leisure reading materials service in place between schools, pre-schools and public libraries
- Working with Local Enterprise Offices, jobs and self-employment organisations and business services to support job-seekers, entrepreneurs and the self-employed

# Library Management System(LMS)

- National tender for LMS
- By 2017 all will be on the same system
- Borrow items from any library in the country
- Catalogue will be viewed as one
- Access online resources

# eResources

- eMagazines / Journals
- eBooks
- eAudio
- eNewspapers
- eReference material
- eLanguages

Funding model based on population

# 3. Culture & Community

**Aim:** To foster literary appreciation, provide a cultural space for people and communities, and provide economic stimulus through learning, creativity and access to reliable and authoritative information

**Actions:**

- All libraries will facilitate groups and community activities appropriate to their location, scale and the local community
- Build on the role of the public library service in delivering information
- Continue to make available cultural space for the community and provide high range of cultural programming



# A Poem for Ireland

- Part of the 1916/2016 programme
- National programme carried out in combination with secondary schools and public libraries
- Top 8 shortlisted and poems read out in Dublin Castle on May 6
- Audience of 600

# 2016 Programme

- Public libraries playing central part in commemorating 1916/2016
- 12 County/City Librarians are their local authority Co-Ordinators
- Extensive programmes of talks, exhibitions and events in public libraries

# New Initiatives

- Open Libraries: 8.00am to 10.00pm / 365 days a year
- Community Engagement working with the LCDC and the PPN
- Health and Well-being services and information

# Open Libraries

- Piloted in Tullamore, Banagher & Tubbercurry
- Grant aid of up to €20,000 for each
- Access from 8AM-10PM, 7 days a week
- Regular staffed time still provided
- Self-service, study, Internet, Wi-fi, Community Meetings

# Open Libraries

- Very successful abroad – particularly in Scandinavian countries
- Broader range of customer
- People able to access the facility at a time that suits them
- Very few incidences reported

# Overview of Daily Structure

- 8 AM – Timer lock released, to make library accessible. Equipment and lighting is powered up + alarm is powered off
- 10 AM – staff arrive on desk duty – carrying out other tasks since 9AM
- 5PM / 8PM – Staff lock up private areas, close and lock any windows and exit. Public must also leave the building and re-enter. Monitoring cameras and door opening mechanisms turn on automatically
- 21.40 – Loudspeaker alerts users + lights fade slightly
- 21.50 – Loudspeaker alert (2) – equipment powered off
- 22.00 – Lights off, doors locked and security activated

# Restrictions

- Need special access card
- Children U16 not issued with card

# Pilot Performance

- Up to 25% of visits are now during Open Libraries hours
- 20% of items borrowed during extra hours
- Positive reaction from staff, who were initially apprehensive
- Opportunity to release staff from more mundane tasks and deliver a more user-focussed service



# Open Libraries - Recommendations

- Extend on an incremental basis
- One model (minimum) per local authority
- New projects to have Open Libraries capabilities as a condition of grant aid
- Not to be used to replace staff, but to complement the service and make it more meaningful to all



# Kildare Library Service Development Plan

## ‘Ideas Realised: Spreading the Word’ 2015 - 2019





## Kildare Library Service – Educational and Discovery Zone

### Space – Programmes – Collections - Partnerships





## Toys, Technology & Training Project

- A specialist service provided free through Kildare Library Service since 2007
- Three collections of specialised Toys and Technology to support children and adults with learning difficulties and more significant needs
- Available free of charge to borrow through any of our libraries
- A free series of training lectures, workshops and support for parents, teachers and professionals
- Continuous Professional Development Certification available for participants.

# Dublin City Public Libraries

Current initiatives

May 2016



## The office of Dublin UNESCO City of Literature, is managed by Dublin Public Libraries



### Dublin: One City One Book 2016

This year Dublin joined with Belfast for a Two Cities One Book festival as readers in both Dublin and Belfast read *Fallen* during the month of April with a programme of events in both cities.



*The Book of Learning* by E.R. Murray was the chosen book for the **2016 Citywide Reading for Children campaign**. The aim of the initiative is to encourage children to read for pleasure, with be author visits to public libraries as well as city-centre based events to promote the campaign.

## Home Energy Saving Kits were launched in March in Dublin City Public Libraries in cooperation with CODEMA

The Home Energy Saving Kit contains 6 practical tools to help save energy at home. The kit is available to borrow free of charge from 10 Dublin City libraries for a period of 2 weeks. It helps citizens take the first step in becoming more energy efficient by identifying problem areas in their home and helping them make sense of the energy they consume on a daily basis.



Comhairle Cathrach  
Bhaile Átha Cliath  
Dublin City Council

## Start up start here: Dublin City Libraries Supporting Business in the Community

The ***Business Information Centre*** at the Central Library is a one stop service specialising in business research, consumers' economic activities, market profiling and career information.

Holding a unique collection including relevant subscription research databases, business start up books, printed publications, reports, directories, print magazines and electronic periodicals, Irish company annual reports, daily and archived newspapers, Irish telephone books in print, city and county development plans with maps, newspaper/press cuttings for top Irish companies and organisations, social issues and a range of business related subjects, such as Entrepreneurialship, Innovation, Law, Management, Marketing, Health & Safety and Economics.

Hosting regular talks, courses and advice clinics including:-

- A Career Direction and Development Programme
- A Start Your Own Business programme in association with Local Enterprise Office
- Regular Advice clinics and information stands



Comhairle Cathrach  
Bhaile Átha Cliath  
Dublin City Council



# Fingal County Libraries Early Years' Literacy Strategy

- A targeted 3 year strategy with a programme of 10 key actions.
- The first literacy strategy developed by an Irish public library service.
- Aimed at supporting the significant people in the lives of children from birth to six years, to give these children the best start in life through the use of books as fuel for the imagination and lifelong learning.



# Fingal's Literacy Strategy: Key actions

- Develop a core Early Years Collection called Early Readers
- Establish and maintain Baby Book Clubs in our branch library network
- Deliver a family learning programme
- Engage with authors and illustrators
- Maintain and develop an exemplary collection of literacy materials
- Deliver literacy training to library staff
- Use our mobile library service to deliver community storytelling
- Create leaflets and tip sheets relating to early reading
- Explore the possibility of a Book Gifting Scheme

# Europe Direct / Business, Enterprise and Employment Centre

## **Europe Direct**

- ✓ Information on living, working and travelling in the EU
- ✓ Forum for discussion and debate
- ✓ Events: career workshops, soapbox competitions, public meetings on European referenda

## **Business, Enterprise and Employment Centre**

- ✓ Information for job seekers, entrepreneurs and people growing a business
- ✓ PCs, printing, databases, informal meeting area, formal meeting rooms
- ✓ Networking events, business talks, jobs fairs

# Culture Programme in dlr Libraries

- . Vibrant Outreach Programme to Local Community
- . Children's Book Festival, Science Week, One City One Book etc.
- . Book Clubs, Writing Groups, Language & Internet Classes

## **dlr Library Voices Series**

- . Donna Tartt, Jo Nesbo, Ruby Wax, Jodi Picoult, Jeffrey Deaver, Kate Atkinson, Audrey Niffenegger, Joseph O'Neill, Rachel Joyce, Ian McEwan

## **Mountains to Sea dlr Book Festival**

- . 70 events over 5 days in 9 venues – over 36 events in dlr LexIcon

## **Writers in Residence**

- . Chris Binchy, Katy Hayes, Colm Keegan, Selina Guinness







# Snapshot Facts

**6,327 sq metres**

**Since December 2014, 700,000  
have visited dlr LexIcon, about  
1,500 per day**

**60+ computers for public use**

**80,000 items in library**

**100 study spaces**

**40,000 items in bookstore**

**Open 57 hours per week**

# Louth Libraries and Business Supports

- **‘Online Marketing’** 5 week course for Traders
- Aims to show local businesses how to make the best use of social media to promote their products and trade
- **Interview Skills** with Slí Nua Training aimed at Jobseekers
- **Job Applications and CVs** is a 2 day course for people returning to work in conjunction with Louth Leader Partnership
- **English Language for Employment** is a new course for non-English speakers and runs for 10 weeks

# Louth Libraries and 3<sup>rd</sup> level

- **Communiversiity Programme** with Louth Leader Partnership and Maynooth University
- The subjects on offer include Psychology; Local Studies; Community Development and Youth Work, and it gives participants a chance to sample higher education discussions and debate in a familiar library setting
- Runs for ten weeks and participants will receive a certificate of participation on completion of the course from Maynooth University
- **Joint membership** of Louth Libraries and Dundalk Institute of Technology (DkIT) – reciprocal borrowing and access to resources



# Louth Libraries and LMETB

- **English for Speakers of Other Languages**
- library literacy initiative in association with LMETB
- 10 weeks duration with a volunteer Tutor
- nationalities including Lithuanian, Latvian, French and Polish
- library staff will advise and recommend book titles and other materials

# Touch, Type, Read, Spell (TTRS)

- TTRS is a wonderful literacy programme that has helped many children in Ireland to improve their reading and spelling and to learn touch-typing. It is specifically designed for those with learning differences such as Dyslexia and Dyspraxia but can be used by all children. It is instrumental in developing confidence and self-esteem of children with learning differences. TTRS is also being used in **Dyslexia Association of Ireland** workshops and in several joint projects with the **British Dyslexia Association**.
- Wicklow County Council Library Service has adopted this programme and begun the process of rolling it out to primary schools in the county via Special Needs teachers

# Blessington library

## ("Build it and They'll Come")

€2.5 million	2005	2007
Membership	623	3,725
Items Borrowed	8,826	64,855
Sq Mtrs	50	400







Arklow library  
("Build it and They'll Come")

€3.5 million	2005 -2013	2016
Membership	1,800 – 2,400 annually	2,157 joined in April, including 1,150 new members
Items Borrowed	35,000 – 42,000 annually	8,849 borrowed in April
Sq Mtrs	120	900















Arklow Library and Municipal Offices - Architectural Cultural Award  
**Winners 2016**





# Public libraries - Opportunities

- To deliver further on community needs - including skills for employability
- Good partners in collaborative ventures
- Positive local presence for local government
- Digital era presents opportunities for libraries to innovate and change
- Where new improved buildings have been provided, libraries can respond to public awareness of the service + expectation – Blessington increased from 9,000 – 65,000 items issued annually + from 650 – 3,800 borrowers
- Can serve as business centres for local entrepreneurs vis a vis meeting space + wifi + professional support

# Public Library Strengths

- Perceived as very valuable and positive community benefit
- Reaching large and small populations
- Create opportunities for people to engage with civic life and enhance their overall well being
- Opportunities for families and individuals to socialise in a safe, non-judgemental environment
- Capital investment in recent years has resulted in vastly improved services and facilities (where this has occurred)

# National Network - Local Service

- “At the centre of our working day is the questioning customer, a young man looking for a company address, a schoolboy wanting a decently big picture of a volcano, a young woman waiting for her copy of Faye Kellerman, a young mother wanting to check if there is any Hotmail from her daughter in Manchester. The poetry of librarianship is in the every day incident, the personal need satisfied, if only with the promise of a book”  
- Cork City Librarian, Tom McCarthy (1999)