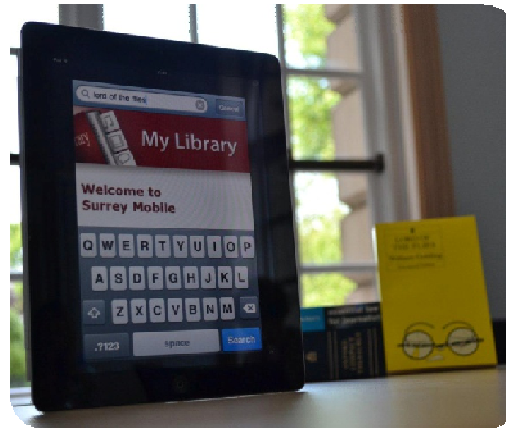


# The Vision for Surrey Libraries

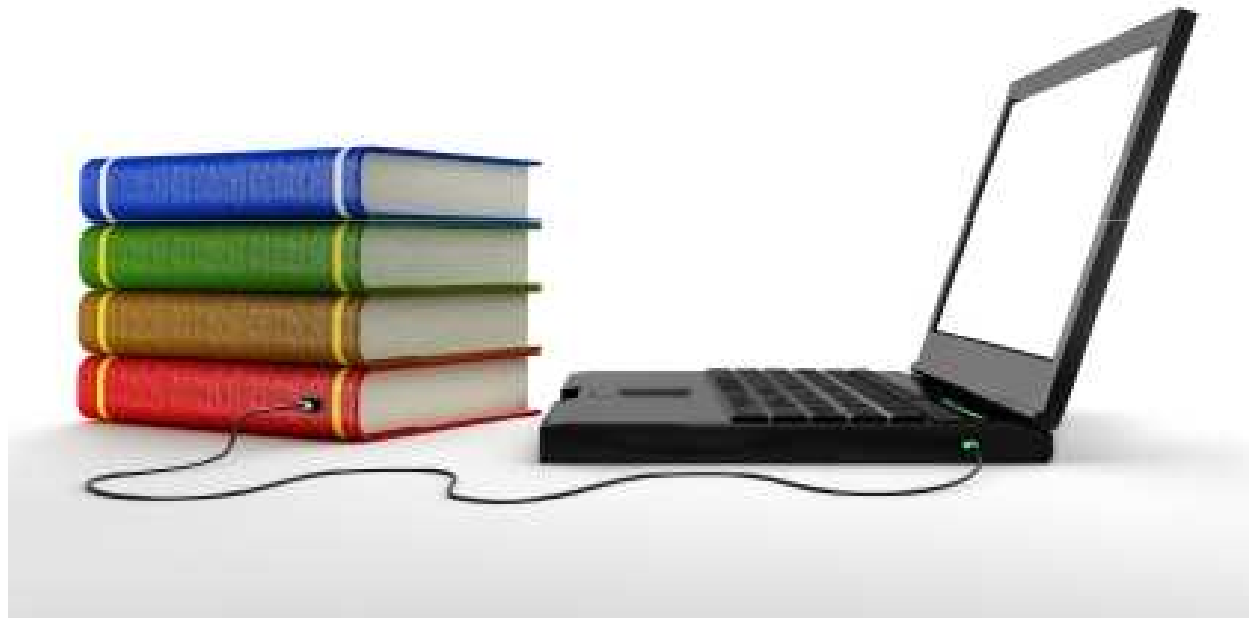


*Presentation to Customers and Communities  
Select Committee  
20 March 2014*

# Overview

- ❖ Virtual services & IT in libraries
  - ❖ *Helen Leech*
- ❖ The libraries events programme
  - ❖ *Janet Thomas*
- ❖ Refurbishment programme & library property strategy
  - ❖ *Rose Wilson*
- ❖ Committee Discussions (3)
  - ❖ *Arts Council England's priorities for libraries*
  - ❖ *What should the vision for libraries be*
  - ❖ *What services should be provided in the context of reducing budgets*

# What are we planning, IT-wise?



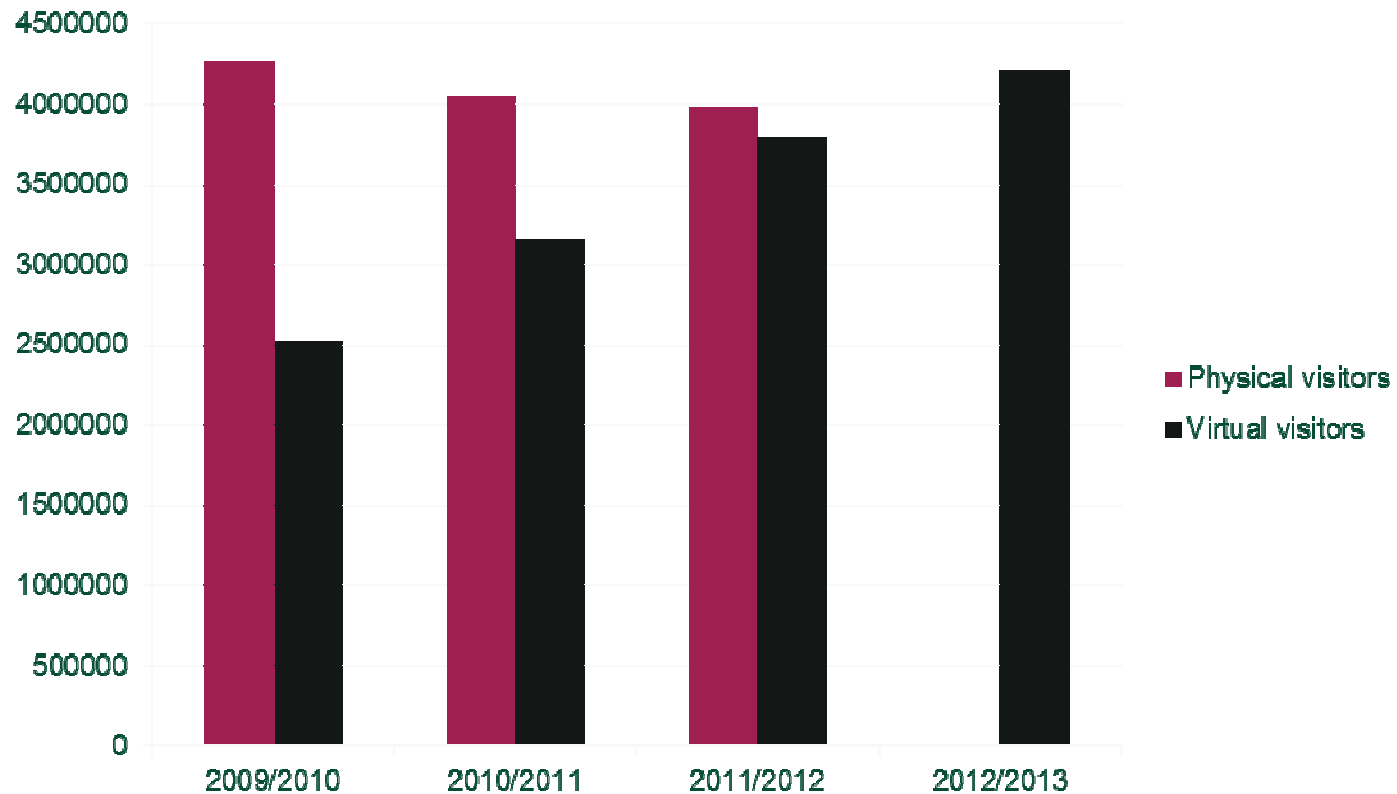
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*Helen Leech*

*Acting Virtual Services Manager Surrey Library Service*

*@helenleech*

# Virtual Visits



# People are going mobile...

- ❖ Tablet ownership has more than doubled in the past year, rising from 11% of homes to 24%.”
- ❖ “Over half of adults (51%) now own smartphones, almost double the proportion two years ago (27%).”



**The Communications Market  
2013**

# Piloting tablets for staff

- ❖ 40 Samsung Galaxy Tab 2s
- ❖ One to each A and B library
- ❖ Preloaded with library-related apps

## 14 Things you can do with a Tablet in each Branch.

1. Demonstrate E Reading to a user. (a) (b)
2. Demonstrate and use the Axig! app to a reader. (a)
3. Access the Surrey Website to join a reader anywhere in the branch or even outside in the high street—see extras-. (a) (b)
4. Search the catalogue anywhere in the branch. Walk with the reader to shelf if its not there. Reserve it for them without having to return to a terminal. (a) (b)
5. Live Tweet from events. (a) (b)
6. Take photos of events and publish them online. (a) (b)
7. Take photos of invoices, passports etc and email them direct to Business Support.
8. Bus Pass. (a) (b)
9. Answer enquires eg Where is? Whats the number of? While floor walking. (a) (b)
10. Book the user onto an event. (a) (b)
11. Be a library advocate not tied to a desk. (a) (b)
12. Skype to have video meetings. (a)
13. Branch Emails through Good) (a)
14. Do nWOW. (a) (b)



# Apps for the public

- ❖ Surrey Libraries (catalogue)
- ❖ Overdrive (eBooks)
- ❖ OneClickDigital (eAudiobooks)
- ❖ Zinio (magazines)
- ❖ Naxos (music)



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# Ebooks

❖ *The number of Americans owning at least one digital reading device jumped from 18% in December 2012 to 29% in January 2013. Pew Research Centre, January 2013*

❖ *One in five UK households (22%) has an e-reader.*

*Ofcom Communications Report 2013*





# What Surrey's doing about ebooks:

- ❖ Surrey is a leading member of Society of Chief Librarians Digital / ebooks group
- ❖ Co-chair of Shelf Free
- ❖ SCL / Sieghart pilot projects
- ❖ E-book workshops for staff and public
- ❖ Self-publishing



## Small projects we're doing

- ❖ [23 Things](#)
- ❖ Minecraft play sessions
- ❖ Geocaches in libraries
- ❖ Social media – new developments include Pinterest and paper.li
- ❖ Developing content for My Learning Extra and investigating Surrey Academy

# Imminent IT challenges

- ❖ RFID book control system, and associated software upgrade
- ❖ Email accounts for all staff
- ❖ Event booking software
- ❖ Arena – new catalogue for the public
- ❖ Project Unicorn: Public Service Network and Surrey Superfast Broadband
- ❖ Up skilling staff and volunteers

# Committee Discussion 1/3

## Virtual Libraries

The exponential growth of virtual services and their cost effective way of delivering volume will need significant investment to sustain these customer led services. At the same time many residents want us to retain physical libraries. Do members think there should be a rebalancing of resources between the physical library network and the virtual, and if so, how would the physical libraries be reworked to do this?

The library service has no IT budget of its own. The current IT budget for libraries is held within IMT. It covers running the basic book issuing system, with no budget for IT development. As IT is going to be key to the development of libraries in the future would Members support the development of a business case or cases for an invest to save approach to Libraries having an IT development budget?

# The libraries events programme

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Janet Thomas

Programme Manager, Surrey Library Service

*“Reading is to the mind what exercise is to the body”*  
(Richard Steele – essayist and dramatist)

*“..far from being passive and receptive, reading is a creative activity in itself and is the cornerstone of other creative processes”*  
(Demos)

# The base

- ❖ Pebble card launched
- ❖ Summer Reading Challenge 2013 – 17,000+ children @ £1.50 per child
- ❖ Reading groups – 700+ throughout the county
- ❖ 760 learners helped through basic IT skills sessions (2013)
- ❖ Library Direct – serving 1700 people + 22 homes (pilot) with room for expansion
- ❖ 526 children/families brought together during Family Learning Week



# Encouraging the creative journey

- ❖ Encouraging the creative journey
- ❖ Pebble's Reading Adventure
- ❖ Off the Page – Children's Book Award and Festival
- ❖ Surrey Reading Challenge
- ❖ Creative displays – prize winning titles
- ❖ Live sessions with major authors through Writers Booked (national award)
- ❖ Partnerships with local festivals and major publishers

# Strengthen the community

- ❖ Deliver against 6 of the 9 SCC priorities
- ❖ Domestic Abuse ([national award](#))
- ❖ Dementia
- ❖ Tackling difficult areas of life – mental health, reading well
- ❖ Working with looked after children (e.g. Letterbox club)
- ❖ Partnership with Job Centre Plus (Welfare to work)
- ❖ Countywide welfare reform group
- ❖ Business information
- ❖ Specialist reading groups

# Committee Discussion 2/3

## Events Programme

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The more intensive work achieves high individual impact (sometimes life changing) for a smaller number of people. Generally not costly in pure outlay (equipment etc), it can be costly in terms of staff time and is not generally a short term effort. With a difficult financial climate yet increasing focus on issues such as dementia, mental health, what importance should we place on maintaining these kinds of activities and are some areas of work in this field more critical than others?

The library building as a focal point for the community and activities is very important. Our virtual presence extends our reach and our ability to engage and draw people in. Should we create more events in non-library venues to engage non-users?

# Refurbishment programme & library property strategy



Rose Wilson  
Library Operations Manager  
Surrey Library Service

## Library refurbishment & self service programme

- ❖ 53 libraries
- ❖ 22 still to refurbish
- ❖ 8 need self service
- ❖ £4.3 million to complete
- ❖ Current technology becoming obsolete

# Design & Location

- ❖ Evolution in library design
- ❖ Wi-fi
- ❖ Flexible spaces- moveable shelving, seating, crowd facilities
- ❖ Visibility, signage and branding
- ❖ Libraries are more like retail than any other SCC service
- ❖ Social benefits of libraries
- ❖ Anchor buildings in communities
- ❖ Cultural quarters

# Committee Discussion 3/3

## Refurbishment programme & library property strategy

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With declining resources what should be the key role/roles for libraries going forward?

Would it be more effective to have a smaller, higher quality network or retain the current network?

If resources decline should the emphasis be on retaining the network, hours of opening and the front line services, or should the wider roles be retained?