

Report Title:	Library Transformation Strategy 2021-25
Contains Confidential or Exempt Information?	No - Part I
Lead Member:	Councillor Rayner, Deputy Leader of The Council, Lead Member Resident and Leisure Services, HR, IT, Legal, Performance Management and Windsor
Meeting and Date:	Cabinet 28 January 2021
Responsible Officer(s):	Adele Taylor, Director of Resources
Wards affected:	All

REPORT SUMMARY

1. This report recommends that the draft Library Transformation Strategy goes out for public consultation and community, partner and stakeholder engagement, and returns to Cabinet in April 2021 for a decision.
2. The Library Transformation Strategy will contribute to and support the Corporate Transformation Strategy by helping to build a “Community Centric Borough of Opportunity and Innovation” while achieving essential savings for the Council.
3. The Strategy will prioritise strength-based activity in a co-ordinated manner to give communities more power to develop their own resilience and independence, and to mitigate against the digitally disengaged becoming more isolated, more disadvantaged and more excluded, so that communities can create and implement their own solutions.
4. Councils remain statutorily responsible for overseeing and ensuring the delivery of a ‘comprehensive and efficient’ library service and are also responsible for supporting the overall health and well-being of their communities.
5. As funding pressures on Adult Social Care and Children’s Services increase and resident expectations change the role libraries play in place shaping and preventing dependency has become more important than ever.

1. DETAILS OF RECOMMENDATION(S)

RECOMMENDATION: That Cabinet notes the report and agrees to:

- i) **Commence a full Public Consultation and extensive engagement with stakeholders on the proposed Library Transformation Strategy**
- ii) **Review the consultation outcome in April 2021 and consider approving a Library Transformation Strategy to shape the service, in line with the Corporate Transformation Strategy, until 2025.**

2. REASON(S) FOR RECOMMENDATION(S) AND OPTIONS CONSIDERED

Options

Table 1: Options arising from this report

Option	Comments
Hold an extensive public consultation with partner and stakeholder engagement to inform the adoption of a Library Transformation Strategy that supports the Corporate Transformation Strategy and delivers on Corporate priorities. This is the recommended option	Adoption of the strategy will provide clear objectives for the library service, taking into consideration current and future requirements, and will bring existing policies and strategy up to date and ensure they deliver on the Corporate Priorities, in line with the Corporate Transformation Strategy.
Reject the development of a Library Transformation Strategy and retain existing policies and strategies. This option is not recommended	This is not recommended as existing policies are being updated and refreshed to reflect current conditions.
Adopt the Library Transformation Strategy without public consultation or partner and stakeholder engagement. This option is not recommended	This is not recommended as the risk of challenge and Judicial Review is high with this approach.

2.1 The proposed Library Transformation Strategy seeks to support the Corporate vision of creating a “Borough of Opportunity and Innovation” by seeking to promote 6 strategic priorities:

- 2.1.1 Facilitate opportunities for young citizens to make a positive contribution to society
- 2.1.2 Empower citizens to be healthy, skilled and independent
- 2.1.3 Help shape vibrant, strong and resilient communities
- 2.1.4 Assist economic recovery and aspiration, achieve potential
- 2.1.5 Deliver value for the community by the community by managing resources well
- 2.1.6 Ensure access to trusted information without a commercial or partisan bias.

2.2 The strategy outlines how the library service will continue to adapt in an agile way to changing circumstances, opportunities and demands using innovative technologies, and will assist councillors, senior officers, library professionals, stakeholders, communities and customers to understand the role that library services can play in delivering other council priorities and shared objectives.

3. KEY IMPLICATIONS

Table 2: Key Implications

Outcome	Unmet	Met	Exceeded	Significantly Exceeded	Date of delivery
Sustainable and resilient library service coordinating and facilitating the delivery of support services through libraries that promote community resilience at no additional cost to the Council while meeting the requirements of the 1964 Public Libraries and Museums Act and related legislation.	Not achieved by 01 April 2022.	01 April 2022	01 Sept 2021	01 June 2021	01 April 2022
Deliver essential savings for the Council.	Savings not delivered by April 2022.	£292K savings delivered by April 2022.	10% additional savings achieved.	20% additional savings achieved.	April 2022
Continue to diversify the service by implementing actions as outlined in the Strategy.	Actions not carried out.	01 April 2023	01 Sept 2022	01 April 2022	01 April 2023
Ensure the digital offer is not “Our Best Kept Secret” evidenced by an increase in take-up by 1000 engagements per year and	No increase in take-up.	01 April 2024	01 April 2023	01 April 2022	01 April 2024

Outcome	Unmet	Met	Exceeded	Significantly Exceeded	Date of delivery
10,000 loans and visits per year.					
Provide services to the most vulnerable and young people via the Inclusions Reading Development Service, Schools Offer, Home Library Service, Mobile Library Service and Volunteer-led digital support services evidenced by an increase in take-up.	Equality Impacts are challenged and fail at JR.	01 April 2024	01 April 2023	01 April 2022	April 2024
Expand the strong foundation of co-location and shared spaces within communities by increasing the number of partners using and contributing to the upkeep of library buildings.	No new partnerships developed.	01 April 2024	01 April 2023	01 April 2022	April 2024
Support residents to access support and services to promote independence by facilitating and	No new community led support services delivered from libraries.	01 April 2023	01 Sept 2022	01 April 2022	April 2023

Outcome	Unmet	Met	Exceeded	Significantly Exceeded	Date of delivery
coordinating new community-led support services.					
Increase in take-up, positive customer feedback and positive partner feedback.	Decrease in take-up, positive customer feedback and positive partner feedback.	01 April 2024	01 April 2023	01 April 2022	April 2024

4. FINANCIAL DETAILS / VALUE FOR MONEY

4.1 Approval of the Library Transformation Strategy itself requires no additional funding

4.2 Savings of £292K per annum will be achieved by April 2022

Table 3: Financial Impact of report's recommendations

REVENUE COSTS		2020/21	2021/22	2022/23
Additional total		£0	£0	£0
Reduction		£0	£121,000	£171,000
Net Impact		£0	£121,000	£171,000

5. LEGAL IMPLICATIONS

5.1 Library services must comply with the Public Libraries and Museums Act 1964 and other legal obligations, including the Equality Act 2010 (under which the Public Sector Equality Duty arises).

5.2 In providing this service, a library authority must secure adequate stocks sufficient in number, range and quality to meet the general requirements and any special requirements of adults and children; and encourage adults and children to make full use of the library service.

5.3 Equality Analysis must be carried out to demonstrate that decision-makers are fully aware of the impact that changes may have on those with protected characteristics in line with the Equality Act 2010.

5.4 The Secretary of State for Digital, Culture, Media and Sport (DCMS) has a duty under the Act to:

5.4.7 superintend and promote the improvement of the public library service provided by councils in England

5.4.8 secure the proper discharge by councils of their functions as library authorities

5.5 The Act also provides the Secretary of State with the statutory power to intervene and call a local inquiry when a library authority fails (or is suspected of failing) to provide the required service.

5.6 If a representation is made to the Secretary of State about a library service not meeting its legal obligations, the library authority will be required to demonstrate that it has met the legal obligations as outlined in the Library Transformation Strategy. Failure to do so puts the Local Authority at risk of Judicial Review.

6. RISK MANAGEMENT

Table 3: Impact of risk and mitigation

Risks	Uncontrolled risk	Controls	Controlled risk
A representation is made to the Secretary of State about the library service not meeting its legal obligations.	High	The Library Transformation Strategy is developed around local need, is consulted on extensively and includes a rigorous analysis of potential impact.	Medium
An individual or group challenges the lawfulness of decisions relating to the Library Transformation Strategy through a Judicial Review	High	During a judicial review, the courts will examine the council's decisions and the process the council took in reaching those decisions, including the council's approach to equality considerations. Therefore Councillors must make their decisions based on the statutory requirements of the relevant legislation and follow due process	Medium
Delivery of the outcomes and strategic objectives of the strategy are not achieved.	Medium	A phased action plan is developed with indicative timescales. The library lead officer drives delivery.	Low
The strategy is not aligned, conflicts with or does not complement other strategies and policies resulting in lack	Medium	Proactive communication with officers and Members to ensure that there is awareness and understanding of the strategy. Corporate Leadership Team to provide challenge in	Low

Risks	Uncontrolled risk	Controls	Controlled risk
of clear objectives, inefficiencies and mixed messaging to residents.		decision and policy making to ensure that the strategy is recognised and considered.	
Delivery of the strategy is unaffordable.	Medium	The strategy has been developed to align with the current and projected financial position.	Low
The enduring impact of Covid-19 alters the library and community 'landscape' significantly.	Medium	The strategy will be reviewed and updated dynamically as the impacts of Covid-19 become clearer.	Low

7. POTENTIAL IMPACTS

7.1 Equalities. A full EQIA has been carried out. Equality Impact Assessments are published on the [council's website](#).

7.2 Climate change/sustainability. The Climate Impact approach of the Library Transformation Strategy is included in Appendix K.

7.3 Data Protection/GDPR. The Library Transformation Strategy does not relate to personal data and a DPIA is not required. However a DPIA will be completed for individual elements of the action plan as they are developed and delivered if required.

8. CONSULTATION

8.1 The strategy has been subject to internal review and will be extensively consulted on. Engagement with partners, stakeholders and residents will take place during February and March 2021.

8.2 A Consultation Plan will ensure that the relevant Forums such as the Disability and Inclusions Forum are consulted, that engagement with Parish Councils takes place, that the Service's Health and Wellbeing partners and Arts and Culture partners are involved and that residents without access to digital options or who may require Large Print documents are supported.

8.3 A revised Strategy informed by this consultation process is due to return to Cabinet in April 2021 for approval.

9. TIMETABLE FOR IMPLEMENTATION

Table 4: Implementation timetable

Date	Details
10 Feb 2021	Public and Partner Consultation
29 April 2021	Review of consultation outcome, Legal Advice, Cabinet
01 June 2021	Staff consultation
01 Sept 2021	Implementation

10. APPENDICES

10.1 This report is supported by 1 appendix:

- Appendix A RBWM Libraries Transformation Strategy 2021-2025

11. BACKGROUND DOCUMENTS

11.1 This report is supported by 15 background documents:

- Equality Impact Assessment
- Digi Bootcamp Minecraft Presentation
- ABCD Libraries Presentation
- “Volunteering that Creates Opportunities” Presentation
- Introduction to the Universal Offer (UO) Library Framework
- Universal Library Offers Handbook
- Children’s Promise Presentation
- Culture and Creativity UO Presentation
- Reading UO Presentation
- Digital and Information UO Presentation
- Health and Wellbeing UO Presentation
- Vision and Print Impaired People’s Promise Presentation
- Schools RDS (Reading Development Service) Library Offer
- Reading Development Inclusions Annual Report
- Carnegie Trust Making a Difference

12. CONSULTATION (MANDATORY)

Name of consultee	Post held	Date sent	Date returned
Cllr Rayner	Deputy Leader, Resident and Leisure Services, HR, IT, Legal, Performance Management and Windsor	24/12/20	24/12/20
Duncan Sharkey	Managing Director	24/12/20	06/01/21
Adele Taylor	Director of Resources/S151 Officer	24/12/20	24/12/20
Kevin McDaniel	Director of Children’s Services	24/12/20	

Name of consultee	Post held	Date sent	Date returned
Hilary Hall	Director of Adults, Health and Commissioning	24/12/20	
Andrew Vallance	Head of Finance	24/12/20	
Elaine Browne	Head of Law	24/12/20	06/01/21
Mary Severin	Monitoring Officer	24/12/20	04/01/21
Nikki Craig	Head of HR, Corporate Projects and IT	24/12/20	04/01/21
Louisa Dean	Communications	24/12/20	
Karen Shepherd	Head of Governance	24/12/20	04/01/21
Louise Freeth	Head of Revenues, Benefits, Libraries and Resident Service	24/12/20	24/12/20
Adrien Waite	Head of Planning	24/12/20	
Barbara Richardson	Director: RBWM Property Company	24/12/20	
Chris Joyce	Head of Infrastructure, Sustainability and Transport	24/12/20	

REPORT HISTORY

Decision type: Key decision (entered into the Cabinet Forward Plan 08/12/2020)	Urgency item? No	To Follow item? No
Report Author: Angela Huisman, Library and Resident Contact Lead, 07717 693031		

Royal Borough of Windsor and Maidenhead

Library Transformation Strategy

2021-2025

“BUILDING A COMMUNITY CENTRIC BOROUGH OF OPPORTUNITY AND INNOVATION”

The RBWM vision is underpinned by six priorities:

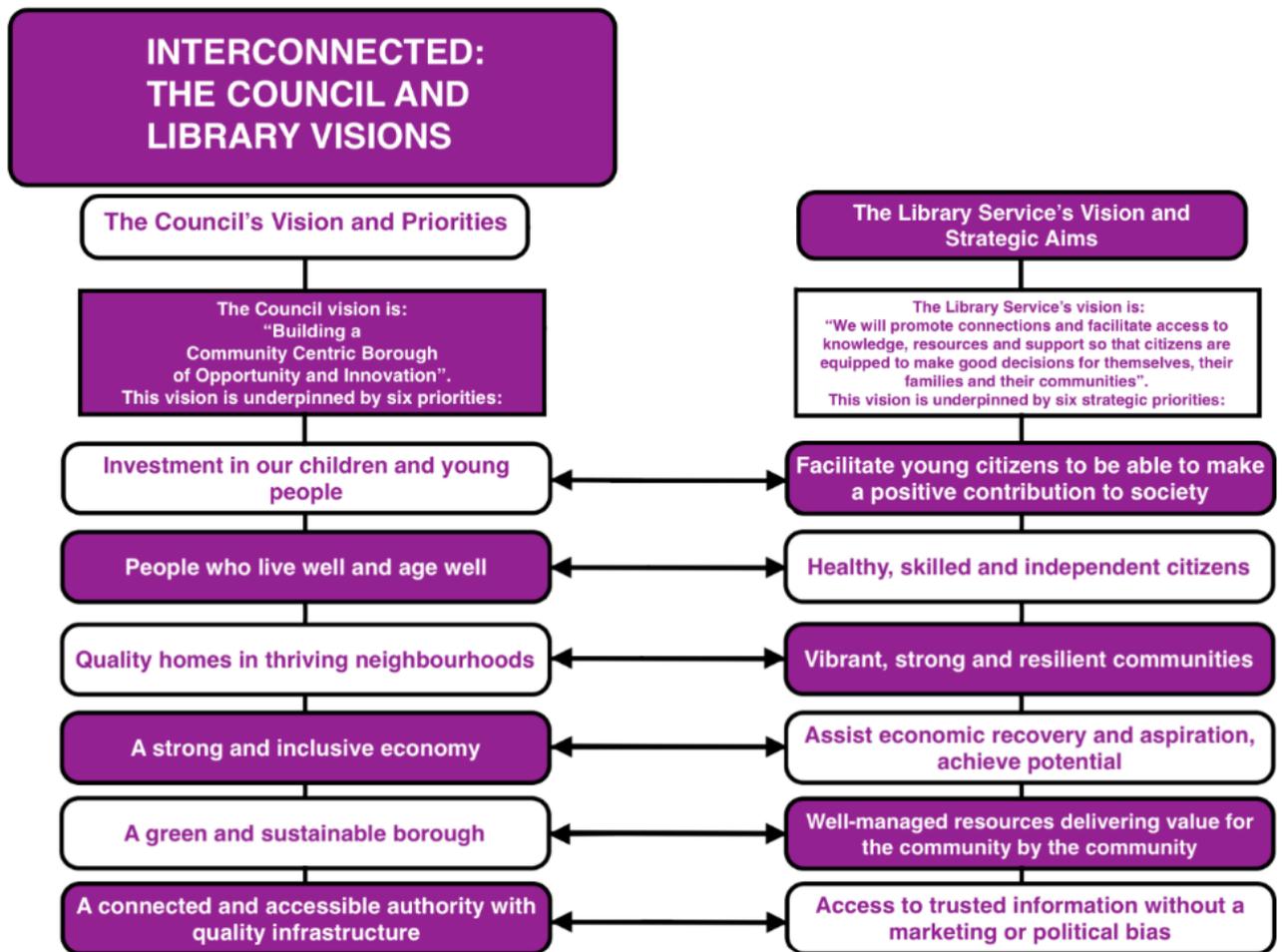
- Investment in our children and young people
- People who live well and age well
- Quality homes in thriving neighbourhoods
- A strong and inclusive economy
- A green and sustainable borough
- A connected and accessible authority with quality infrastructure

The RBWM Library Service Vision:

We will nourish connections and facilitate access to knowledge, resources and support so that citizens are equipped to make good decisions for themselves, their families and their communities.

The Library Service vision is underpinned by 6 Strategic Priorities:

- Facilitate opportunities for young citizens to make a positive contribution to society
- Empower citizens to be healthy, skilled and independent
- Help shape vibrant, strong and resilient communities
- Assist economic recovery and aspiration, fulfil potential
- Well-managed resources delivering value for the community by the community
- Access to trusted information without a commercial or partisan bias



1. Introduction

- 1.1. The council is introducing a more radical and transformational approach to providing local services to deal with pressures on resources, increasing demands for social care and changing expectations from local communities.
- 1.2. Financial, technological and demographic challenges are increasing. Councils must give communities more power to develop their own resilience and independence, and to mitigate against the digitally disengaged becoming more isolated, more disadvantaged and more excluded, so that communities can create and implement their own solutions.
- 1.3. A robust, objective and evidence-based library strategy is required in order to help deliver corporate priorities through a Library Service that helps release the power and assets within communities to meet local need. The impact that this approach to delivering library services has on lowering costs in Adult Social Care, Children's Services, Housing, the NHS and other Public Services is significant¹.

¹ <https://www.artscouncil.org.uk/sites/default/files/download-file/The%20health%20and%20wellbeing%20benefits%20of%20public%20libraries.pdf>

- 1.4. This strategy outlines how the library service will continue to adapt in an agile way to changing circumstances, opportunities and demands, and will assist councillors, senior officers, library professionals, stakeholders, communities and customers to understand the role that library services can play in delivering other council priorities and shared objectives.
- 1.5. This strategy will be clear about aims, priorities and outcomes for the service, with an understanding of the changing environment in which libraries operate.
- 1.6. It will be creative, realistic and designed around new possibilities and ways of working.
- 1.7. It will challenge complacency, inspire innovation and demand continuous improvement.
- 1.8. It will be clearly aligned with – and integral to – wider corporate strategies and plans.



Library Services Summer Reading Challenge supporting literacy

2. Background

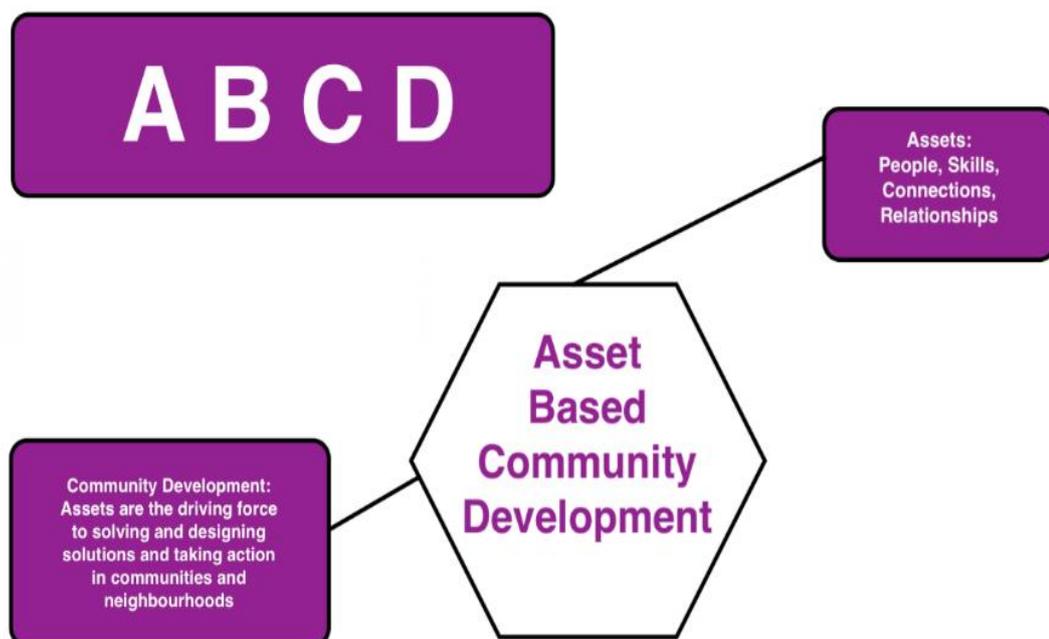
- 2.1. The Royal Borough's Library Service introduced an Asset-Based Community Development (ABCD) approach to the Royal Borough in 2013. The expressed aim of the new Offer was "Volunteering that creates Opportunities" and the objective was to "Maintain and plan for a sustainable delivery of extended services offered by volunteers" in the community.
- 2.2. The Community Libraries are embedded in their communities. Over a hundred volunteers, many of them young volunteers, and close to a hundred partners (community groups, charities, individuals, public services, council services and other organisations) have recourse to the significant reach the

community libraries have into local communities, providing a cost-effective way to link capacity with need.

2.3. When the success of the NHS's MECC (Making Every Contact Count) approach to behaviour change² became evident, library staff were not only trained but became a source of accredited trainers and are able to deliver this training to council colleagues in Public Health and other services.

2.4. MECC is an evidence-based approach to behaviour change that encourages people to come up with and implement their own solutions and encourages changes in behaviour that have a positive effect on the health and wellbeing of individuals, communities and populations.

2.5. Traditionally, public services, Social Services in particular, focused on weakness, providing services by responding reactively to identified problems. Strong evidence, however, supports expanding the ABCD and MECC approach already utilised in libraries across the Council to achieve Council and Community aims. See the [Corporate Transformation Strategy](#) for more detail on how this approach will be implemented across the Council.



Strengths of Libraries in ABCD

- **Place based:** Community Libraries, Mobile, Maidenhead and Windsor Libraries – in the locality, with the resources and spaces for learning, IT, meeting, responsive opening times, access to online resources, current and potential shared use of infrastructure space
- **Local partnerships:** with schools, volunteers, CAB, police, community wardens, parish councils, Friends of RBWM Libraries, local funding organisations, Ascot Durning Trust, local businesses Royal Ascot, nurseries, activities such as knit and natter, rhymetimes, storytimes
- **Community Builders:** Library staff trained and local and wider knowledge focused, always sharing, signposting, focused on people development, human connectedness, informed empathy
- **Community Connectors:** staff, library members/readers, library volunteers, library volunteers and their links and skills, Friends of RBWM Libraries, reading group members, school teachers, parents, CAB colleagues
- **Asset mapping:** our activities and resources are shaped by community connectors and partnerships, libraries facilitate development of skills, promote literacy, nurture talents, progressive approach to inclusion and learning

² <https://www.makingeverycontactcount.co.uk/>

2.6. Councils remain statutorily responsible for overseeing and ensuring the delivery of a 'comprehensive and efficient' library service³ and are also responsible for supporting the overall health and well-being of their communities.

2.7. This strategy will promote books, digital resources, reading and literacy.

3. Methodology

3.1. Evidence used to develop this strategy included current usage data, local knowledge, comparative statistics, JSNA, local plans, neighbourhood plans, schools' data, CIPFA, Libraries Taskforce core datasets and digital exclusion heatmaps.

3.2. Strategies and Documents that have been referred to during the development of this strategy have included The Corporate Plan, Environment and Climate Strategy, RBWM Transformation Strategy, Asset Strategy, Maidenhead Vision Charter and Libraries Ambition⁴.

3.3. Expertise and evidence from sector support organisations, DCMS, library professionals and staff have guided the development of this strategy.

3.4. In order to implement the Strategy the Service will implement a combination of physical, digital, social and content-based offers to ensure residents have access to the means, the information and the connections they need to make good decisions in order to achieve the six Strategic Aims of this Strategy.



Promoting Bookstart⁵

³ <https://www.legislation.gov.uk/ukpga/1964/75>

⁴ <https://www.gov.uk/government/publications/libraries-deliver-ambition-for-public-libraries-in-england-2016-to-2021/libraries-deliver-ambition-for-public-libraries-in-england-2016-to-2021>

⁵ Impact of Bookstart Programmes: <https://www.booktrust.org.uk/what-we-do/impact-and-research/Research/>

4. Current Position:

- 4.1. Up until the start of the Pandemic, more people visit libraries than attended Premier League football games, the cinema, and the top 10 UK tourist attractions combined. Maidenhead Library regularly had more than a thousand visits a day as residents used the space to access a wide variety of information, resources, books, support and services.
- 4.2. There is strong evidence that reach, quality interaction, support and access to physical resources have been significantly limited and have curtailed the library services' ability to deliver a curated social experience and wider range of benefits to communities. This was particularly felt in relation to opportunities for structured and unstructured forms of interaction and engagement⁶.
- 4.3. Use of other community spaces such as community centres and youth clubs are very low in comparison to libraries. People still choose, in very high numbers, to go to the library rather than make use of other community spaces for activities such as study, social contact, community groups exercise and access to support.
- 4.4. While all age ranges are well represented amongst library users, the under 24 demographic had the highest usage prior to Lockdown. The Pandemic, however, has seen highest usage amongst the 18-35 age group.



Maidenhead Library Teenagers

⁶ https://d1ssu070pg2v9i.cloudfront.net/pex/carnegie_uk_trust/2020/10/13090335/Overarching-report-Making-a-Difference-1.pdf p23-27

- 4.5. Prior to Lockdown RBWM libraries visits and loans increased every month when compared to the same month of the previous year, with almost a million visits and over 700,000 loans in 2019-20. Close to a hundred partners deliver services to residents via libraries.
- 4.6. The Royal Borough is not unique in experiencing this increase in demand for library services. About one quarter of library services are seeing an increase in demand as councils centre libraries in place-shaping, prevention and community development.
- 4.7. Demand for the Royal Borough's Library Schools Offer has increased since schools opened after the initial Lockdown as children and parents turned to books to support mental and emotional health as well as academic achievement. Schools can select from five different options depending on their budget, needs and numbers of pupils. Subscriptions range from £350pa to £2500pa. Add-ons such as topic boxes and additional reading development sessions can also be purchased on an ad hoc basis. 5 schools have recently upgraded their collections to include Reading Well and Empathy sets.
- 4.8. The Local Studies service is particularly valued by residents, with a collection that includes very valuable primary and secondary material from the 1500s onwards. Appendix 1 outlines the resources available and some examples of the Local Studies enquiries that have been dealt with since the start of the pandemic. Curation of the collection and ensuring the resources are accessible to residents is an integral element of the core, statutory library offer.
- 4.9. The Royal Borough's library service was the first RBWM council service to introduce many innovations such as tablets, wifi, interactive webpages, social media, interactive facilities, extensive volunteer programmes including one for teenagers, VR (Virtual Reality), MECC and ABCD.
- 4.10. Working closely with sector leaders and partners, thinking creatively and making evidence-based decisions, the service aims to be innovative, agile and ahead of the curve. The "Digi-offer" was expanded with the initial Lockdown and take-up was high. The expanded Digi-offer can be viewed in Appendix 2.
- 4.11. Take-up of the blended offer prior to the Pandemic was of course many times higher and the service looks forward to facilitating the full range of support services, via community partners, to residents once again when it is safe to do so. Many of those services will have developed their digital offer and together the aim will be to create a truly blended support community that enables people to stay independent, active and healthy and avoid the need for costly crisis interventions.

- 4.12. The RBWM Library Offer is underpinned by the Libraries Connected Universal Offers⁷. Support from many organisations such as the Reading Agency, BookTrust, Public Health and ACE (Arts Council England), and successive successful funding bids, have enhanced Royal Borough Library Services without adding cost to the Council Tax Payer.
- 4.13. The community library model requires one single part-time staff member on site for a limited number of hours per week to facilitate and coordinate the range of activities and support services delivered by volunteers, charities and other organisations while helping residents navigate access to digital and physical information sources and books. It is worth noting that there are significantly more library volunteers (102) than library staff (58).
- 4.14. RBWM libraries are co-located with several other services and running costs, excluding NNDR, are low.
- 4.15. The option to form a Trust to reduce the NNDR bill has been reviewed but as libraries are fully merged with Resident Services and deliver such a wide range of support services, other expenses related to establishing and running a Trust alongside continuing those services would negate the NNDR savings.
- 4.16. Sufficient income to cover other costs as well as volunteer support mean that NNDR is the only expense for some RBWM Libraries. It is an interesting aside that the rules for NNDR are the only driver to close the library in some instances.
- 4.17. Most community libraries are located in rent-free shared spaces. Library spaces are available to the community 7 days a week and are regularly used by volunteers, community groups, charities and other partners such as Thames Valley Police outside of library opening hours.
- 4.18. Community groups, Charitable Trusts and Parish Councils contribute to the running costs of the community libraries.
- 4.19. The Library Service is an integral part of the Dedworth and Clewer Community Pilot Project and has already enabled the establishment of a Cycle Hub on the Dedworth Library site. The supervisor has extensive experience working with the community, having been involved in drone filming for teens, a pop-up café, film clubs, and many other community endeavours. See Appendix 3 for a Case Study: Dedworth Library supporting the Local Community.
- 4.20. Many of the support services delivered via libraries emerge from within the local community to meet the unique needs of that community (“what the

⁷ <https://www.librariesconnected.org.uk/page/universal-offers>

community cares enough about to do something about”). Library volunteers are key as they have an important influencing role on the service.

5. Statistics and comparators

5.1. See Appendix 4 for comparator statistics against similar Library Authorities

5.2. See Appendix 5 for key facts and figures for RBWM Libraries

5.3. See Appendix 6 for key partners (this list is not exhaustive or static).

6. Outcomes delivered by RBWM libraries (see Appendix 7 for details):

6.1. Cultural and creative enrichment

6.2. Increased reading and literacy

6.3. Improved digital access and literacy

6.4. Helping everyone achieve their full potential

6.5. Healthier and happier lives

6.6. Greater prosperity

6.7. Stronger, more resilient communities.

7. Future Needs and Forecasting

7.1. The way in which customers use and engage with the service is constantly changing. Specialist library staff ensure the service remains ahead of the curve in terms of technological and social developments, introducing new technologies and innovations to the Council every year.

7.2. As funding pressures on Adult Social Care and Children’s Services increase, the role libraries play in preventing dependency has become more important.

7.3. The service has responded quickly to the increase in demand for business start-up advice, job seeker support, UC support and Basic IT Skills Training (See Appendix 8).

7.4. Libraries are perfectly placed for Social Prescribing⁸ and a funding bid to the Thriving Communities Fund is currently being developed. GPs have stated that the Social Prescribing Service has the potential to save the NHS millions

⁸ <https://www.england.nhs.uk/blog/social-prescribing-at-the-library/>

of pounds. In Shropshire, where the Library Service played a significant part in the Social Prescribing Offer, a statistically significant reduction of 40% was seen in visits to the GP for people who used the social prescribing service⁹.

- 7.5. Staff are already MECC trained and have access to the information needed to link activities and services to those with the greatest need, to help prevent dependency For staff, MECC means having the competence and confidence to deliver healthy lifestyle messages and the encouragement for people to change their behaviour and to signpost to local services that can support them to change.
- 7.6. The spike in demand for digital library services is being met, but decision-makers must be cognisant of the significantly higher cost of e-books and digital reference resources and arduous licencing restrictions in comparison to traditional books, and the very limited range of (mostly American) titles to choose from. This is a challenge for the sector that is being brought to Government attention via appropriate Government Select Committees¹⁰.
- 7.7. Job losses and financial constraints may mean an increasing number of citizens will require access to public PCs and library volunteer support for online Job search and training if unable to access or afford digital services from home. Public PC access points for those who cannot travel into Maidenhead and Windsor Town Centres will need to continue to be provided via community libraries to ensure access to Benefits and other support services for the most digitally disengaged.

8. How will the Library Service achieve its Vision and Strategic Aims

- 8.1. The library service will support the Council's vision and priorities by implementing an action plan that will focus on achieving the 6 strategic aims of this strategy.
- 8.2. This will be done by facilitating and coordinating, via community groups and other partners, a range of services for everyday life to meet community needs as set out in the illustration below.

⁹ https://42b7de07-529d-4774-b3e1-225090d531bd.filesusr.com/ugd/14f499_131547f575344dcdbf4c8281f80ea18c.pdf p49

¹⁰ A comparison of physical and e-book NF titles to support learning and education can be viewed here: <https://docs.google.com/spreadsheets/u/0/d/1ix8AkrDisZnO9TEPD0wFtPdG8to9WQ28l0qAqJ9ZOI0/htmlview>

RBWM Libraries Deliver Services for every day life



Active learners

- Users' needs including:**
- Reading
 - Digital literacy
 - Health and wellbeing
 - Study space
 - Connectivity
 - Careers information
 - Learning resources
- Libraries deliver services including:**
- Free WiFi and computers
 - Health information
 - Social spaces
 - Free study space
 - Books and e-resources
 - Homework clubs
 - BookAhead and Quick Reads



Children and young people

- Users' needs including:**
- Reading
 - Digital literacy
 - Health and wellbeing
 - Family activities
 - Life skills

- Libraries deliver services including:**
- Free WiFi and computers
 - Health information
 - Social spaces
 - Bookstart
 - Rhymetime
 - Summer Reading Challenge
 - Code Clubs
 - Volunteering



Active ageing

- Users' needs including:**
- Reading
 - Digital literacy
 - Health and wellbeing
 - Family activities
 - Social activities

wonderful libraries that will make every kid a reader

Sunninghill Library, Windsor



Active citizens

- Users' needs including:**
- Reading
 - Digital literacy
 - Health and wellbeing
 - Community
 - Business support
 - Family activities

- Libraries deliver services including:**
- Free WiFi and computers
 - Health information
 - Social spaces
 - Local information
 - Business Start-up Advice
 - Books and e-resources
 - CV and Job Search support



- Libraries deliver services including:**
- Free WiFi and computers
 - Health information
 - Social spaces
 - Books and e-resources
 - Events and activities
 - Home delivery service

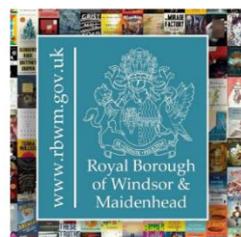
8.3. The Library Service will also deliver on the outcomes expressed in the strategic priorities by supporting and coordinating targeted services for specific life situations as illustrated below.

Libraries deliver targeted services for specific life situations



Health

- Long term health issues:**
- Books and information
 - Meeting spaces for groups
- Disability support:**
- Access to equipment and facilities
 - Accessible spaces
 - Information resources
- Mental and wider health issues**
- Reading Well: Books on Prescription
 - Autism and dementia-friendly libraries
 - Safe and inclusive spaces



Services

- Urgent needs:**
- Access to legal services
 - Signpost to food banks
 - Emergency information
 - Local community information
 - Citizenship test support

Skills

- Lacking digital skills and access:**
- Digital skills training
 - Free WiFi and computers
 - E-resources

- Looking for work or starting a business:**
- CV and job search support
 - Start-up business support
 - Shared work spaces



9. Next Steps

- 9.1. Implement Wi-fi printing, a Library App and a digital library card, which will negate the need for plastic membership cards and allow customers to conduct all library transactions using their SmartPhone.
- 9.2. Loan digital devices such as tablets, with training, to support video and zoom GP and other medical appointments
- 9.3. Further develop VR, interactive digital technology for children and platforms such as the library Minecraft Server, Instagram, Coding Clubs and YouTube.
- 9.4. Expand, reinforce and energise Local Partnerships to add community asset value to serviced locations. Resume lapsed partnerships with Looked After Children services, Young Offenders, National Careers Service and Business Start-up Services.
- 9.5. Submit a funding BID for Social Prescribing¹¹. This funding is designed to increase social connectedness, help communities cope with the impact of COVID-19 and enhance collaboration and networking between local organisations. It aims to strengthen the range of social prescribing activities offered locally and enable social prescribing link workers to connect people to more creative community activities and services.
- 9.6. Explore ways to make partnerships and activities sustainable over time
- 9.7. Raise awareness amongst Elected Members, partners, senior leaders and residents of the opportunities to make use of library spaces during and outside of library opening hours.
- 9.8. Take advantage of library design which has ensured maximum flexibility to facilitate multiple potential uses of the space for cultural activities, educational services, health and wellbeing events, community support and volunteering opportunities.
- 9.9. Make every effort to ensure the digital offer is inclusive to all and fully blended with the physical offer. It is essential that mitigation against digital exclusion continues to be a priority across the service.
- 9.10. Continue to deliver volunteer-led IT drop-ins and more formal assistance and training at all locations and over the phone, and develop video and VR technologies to support this strand further.
- 9.11. Library staff, as community builders & connectors, will coordinate and facilitate community-based services ensuring exclusion is avoided, safeguarding is robust, health and safety regimes are compliant and efficient,

¹¹ Social prescribing - Shropshire Libraries got funding from University Westminster to train staff on this and have already seen 40% reduction in GP appointments and health benefits.

and individual privacy is protected. The value of a limited paid staff cohort is centred in their knowledge and expertise, their relationship with the community groups, charities and volunteers, and the professional approach to ensuring access to all.

- 9.12. Libraries are place based – in the locality with resources and spaces attuned to the locality. Place-shaping is local public service provision which is neither prescribed nor so fragmented that no meaningful direction is apparent. It empowers local groups to act consciously to cultivate the unique strengths and assets and meet the specific needs and concerns of their communities. See Appendix 9 for the pivotal role the Library Service must play in Place Shaping in the Royal Borough¹².
- 9.13. Whilst many residents use the library service extensively, few have knowledge of the wide range of services available. This must be improved.
- 9.14. Review alternative delivery proposals such as schools or parish councils.
- 9.15. Budget efficiencies will continue to be sought via:
- Joint Procurement (CBC, SELMS)
 - Shared Services (all CSC Council Services, CAB and the range of partners already using library spaces)
 - Co-Location
 - Selling Services such as training
 - Income generation
 - Funding bids
 - Direct trading such as the Schools Offer
 - Retail
 - Charitable and other donations
 - Trust funding support
 - Friends of the Libraries
 - Funding from parish councils to support libraries
 - Section 106 agreements, CIL
 - Fees and Charges
 - Rents and hire of spaces

10. Core Values

- 10.1. The Library Transformation Strategy will ensure that the library service
- meets legal requirements
 - is shaped by local needs
 - focuses on public benefit
 - delivers a high-quality user experience

¹² The Contribution of Public Libraries to Place Shaping: A report by Shared Intelligence for Arts Council England July 2017: <https://www.artscouncil.org.uk/sites/default/files/download-file/Combined%20placeshaping%20report%2017%20July.pdf>

- makes decisions informed by evidence
- builds on success
- supports delivery of consistent England-wide core Universal Offers
- promotes partnership working, innovation and enterprise
- uses public funds effectively and efficiently.

10.2. RBWM Community Libraries are embedded community hubs used by a range of partners to bring people together, give them access to a greater breadth and depth of services, and support and operate as a gateway to physical and digital information.

10.3. They are also trusted safe spaces.

10.4. Public health, adult learning, employment advice, access to the police, and a broad range of business, community and cultural services are already delivering services through library spaces. However, in redesigning the overall library service, the aim is to be economic and efficient while continuing to grow capacity and resilience within the community.

10.5. RBWM libraries will continue to be co-designed and co-created with the active support, engagement and participation of their communities, so that services remain accessible and available to all who need them in a way that builds connections and encourages independence.

10.6. The Library Friends group and other partners will be central to delivery of the strategy, promoting partnership working, innovation and enterprise

10.7. A Climate Strategy has also been included. See Appendix 10

11. Steps to implement the Strategy

11.1. Identify community libraries to remain open and agree savings to be made. See Appendix 11

11.2. Identify mitigations for those communities that will lose their community library

11.3. Present the proposals for review - Public Consultation 2

11.4. Review consultation results and alternative proposals

11.5. Present options to Cabinet for a decision

11.6. Staff consultation

11.7. Communication and Implementation of the Strategy

12. Strategic Outcomes: Impact and what success will look like

- 12.1. Sustainable and resilient library service
- 12.2. Deliver essential savings for the Council
- 12.3. Continue to diversify the service
- 12.4. Ensure the digital offer is not our “Best Kept Secret”
- 12.5. Provide services to the most vulnerable and young people via the Inclusions Reading Development Service, Schools Offer, Home Library Service, Mobile Library Service and Volunteer-led digital support services
- 12.6. Expand the strong foundation of co-location and shared spaces within communities
- 12.7. Support residents to access support and services to promote independence
- 12.8. Increase in take-up, positive customer feedback and positive partner feedback

13. Legal and Statutory Requirements

- 13.1. Library services must comply with the Public Libraries and Museums Act 1964 and other legal obligations, including the Equality Act and Public Sector Equality Duty.
- 13.2. In providing this service, a library authority must secure adequate stocks sufficient in number, range and quality to meet the general requirements and any special requirements of adults and children; and encourage adults and children to make full use of the library service¹³.
- 13.3. Equality Analysis must be carried out to demonstrate that decision-makers are fully aware of the impact that changes may have on those with protected characteristics.
- 13.4. This does not mean that all library branches must or should remain open. There are libraries within the Borough that may be in the wrong location or in buildings unsuited to delivering the services needed by today’s and future communities
- 13.5. Library services must be delivered efficiently, within the resources available

¹³ <https://www.legislation.gov.uk/ukpga/1964/75>

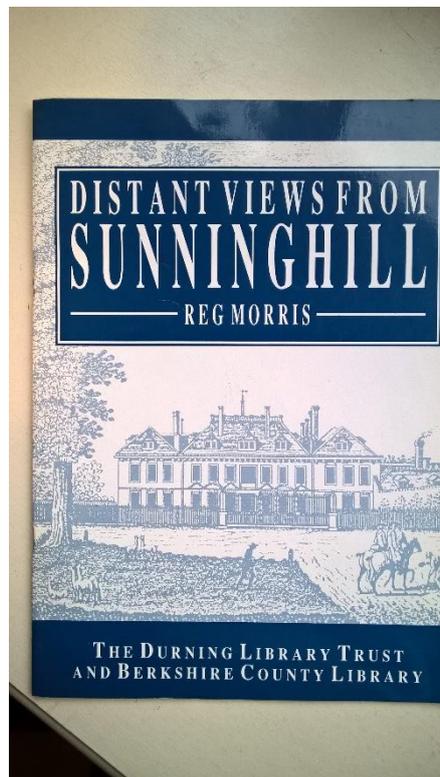
- 13.6. If a representation is made to the Secretary of State about a library service not meeting its legal obligations, the library authority will be required to demonstrate that, in drawing up its strategy, it had
- consulted with local communities alongside assessing their needs using robust evidence to make its judgements about assessing local need
 - considered a range of options to sustain library service provision in its area
 - undertaken a rigorous analysis and assessment of the potential impact of its proposals
 - considered accessibility, quality, availability and sustainability.

RBWM Libraries Local Studies Service

The Library's Local Studies Collection has been professionally maintained and developed for over a hundred years. Primary and secondary collections dating from the 1500s and 1700s are available to view.

Some of the resources available include:

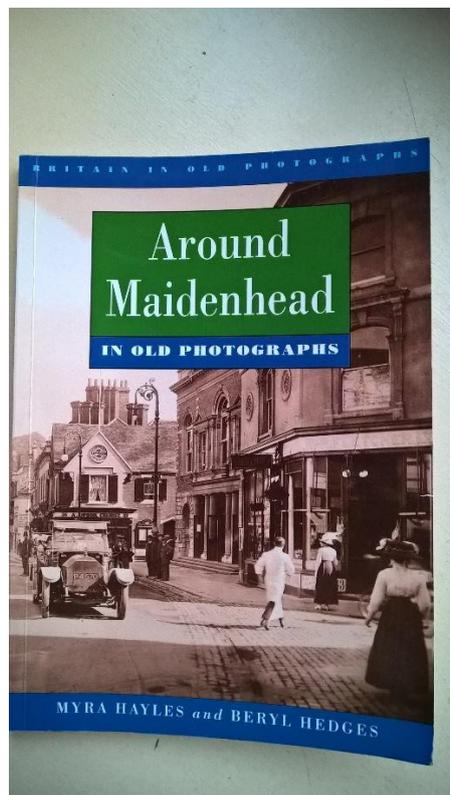
- Census returns from 1841
- Cuttings and ephemera – hundreds of cuttings, red boxes and wallets of documentation going back a hundred years, all indexed and ordered to be accessible to researchers.
- Electoral registers from 1947
- Historic council minutes from 1908
- International Genealogical Index (IGI) (1988)
- Kelly's directories: City and town from 1823
- Kelly's directories: County and regional from 1830
- Local newspapers from 1870
- Maps including original historical maps from 1868
- Online resources -such as Ancestry and Times Digital Archive (from 1785)
- Other materials including notebooks from 1797
- Parish register transcripts from the 1500s
- Periodicals such as Berkshire Archaeology Society Reports from 1879
- Telephone directories from 1955
- Unpublished indexes



Examples of research conducted since the start of the Pandemic:

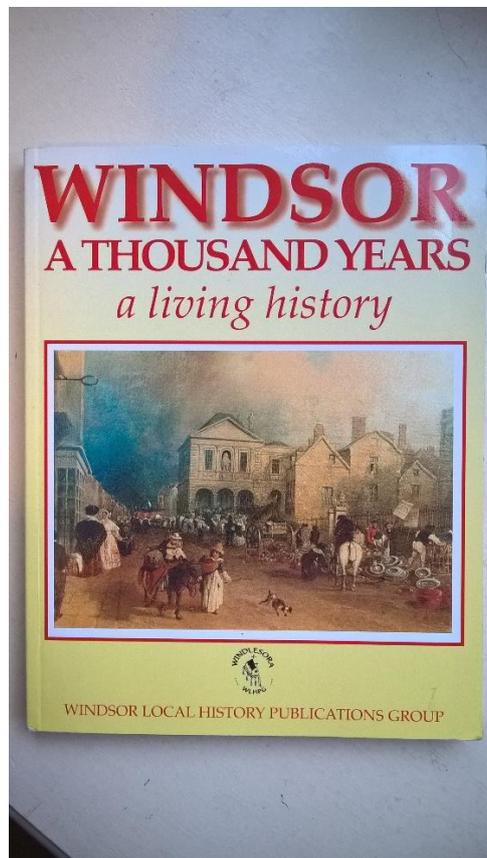
Maidenhead

- Photographs of St Mark's Hospital
- Photographs of Maidenhead in the 60s, 70s and 80s.
- Budgens supermarket in Maidenhead
- King Charles last meeting with his children
- The establishment of Maidenhead football ground
- Photographs of a Maidenhead pageant
- History of the Langworthy family in Holyport
- Ockwells Manor, history and ownership
- RBWM's planning archives
- Access to historical newspaper archives
- Weather records for Maidenhead and district
- The nature of a property in Penystone Road
- The last resting place of Lucy Dobson
- 19th century Cookham, family history
- Location of the plans for the Brocket Building
- Newspaper accounts of a family murder
- History of Tittle Row stores
- Record high temperatures, September 1906
- Riverside flooding and relief scheme
- Request to view the Darby notebooks
- The Home Guard in Maidenhead



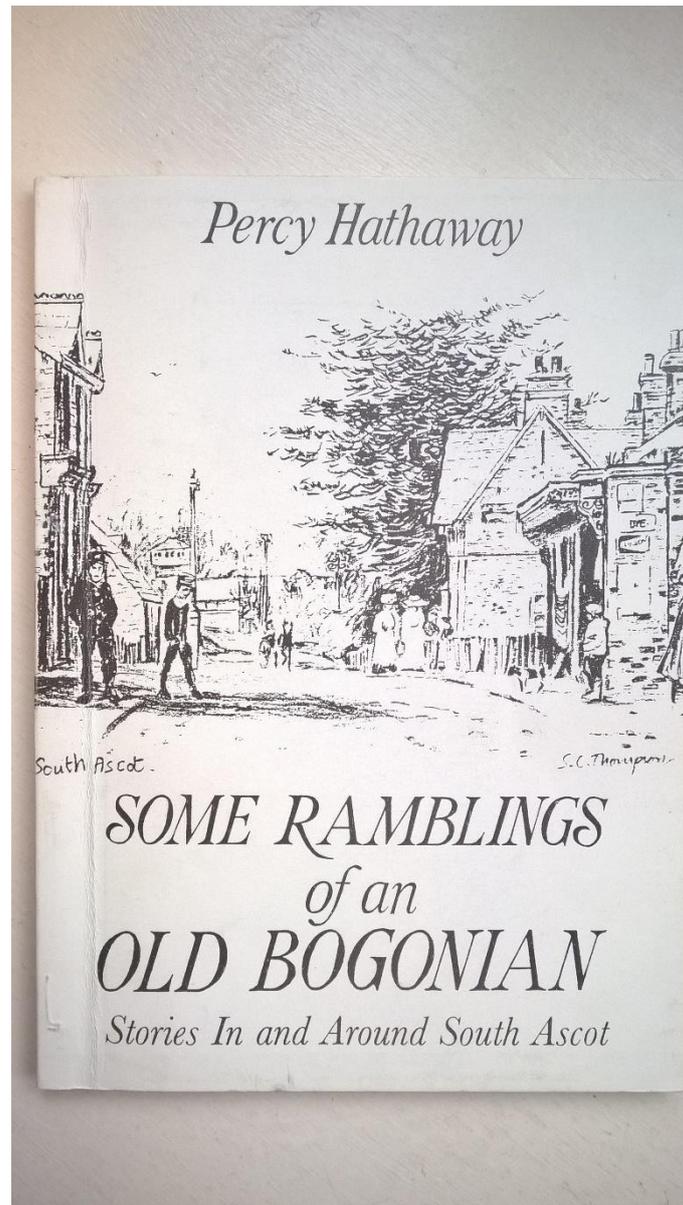
Windsor

- Presentation of a Stag's Head to Sir Frederick Dyson
- Hamilton Lodge, history
- Date of a 19th century photograph of a shop in Thames Street
- The purpose of the Long Walk
- Who are the major land owners in the Borough?
- The Flowerdew business in Windsor in the 1950s
- History of 13, High Street, Windsor
- History of 20, Thames Street, Windsor
- An Italian who may have worked in the Royal Household
- A possible footman at Windsor Castle
- Queen Victoria's statue and the Christmas tree, Castle Hill
- A couple who may have worked in the Castle in the 19th century
- History of Burton Way, Dedworth
- Windsor police in the mid-19th century
- Court reports in the 1970s
- Safeway / International Stores in William Street Windsor, 1980s, photos
- Edward VII Coronation medal issued in Borough
- Closure of the Royalty and Empire Exhibition
- An early address in Windsor, does it still exist?
- Query about a medal issued in 1977 – a jubilee year

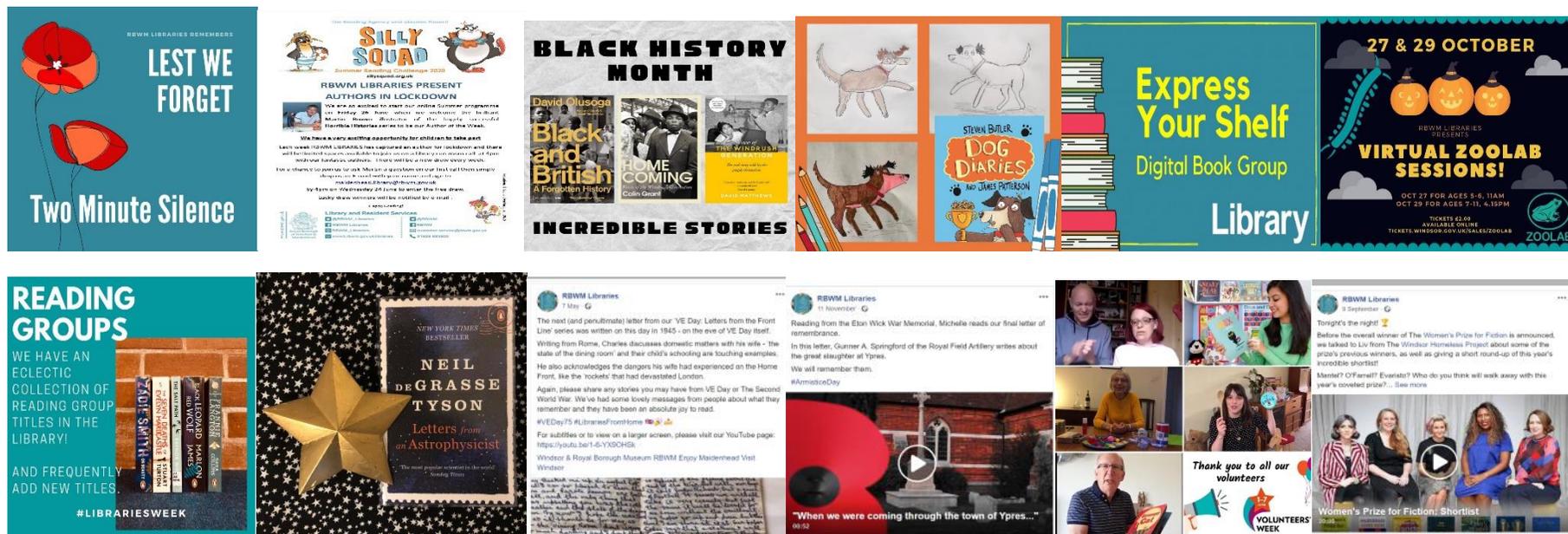


Ascot

- The route of a stream running through Ascot and Sunningdale
- History of Knole Wood House in Sunningdale
- Tittenhurst Park and the Beatles
- Monk's cottage in St Mary's Road
- Kings Rise House, Ascot



Pandemic Library Digi Offer 2020



From April to September 2020 the Library Service delivered

- 7486 Naxos Tracks played (records)
- 3489 Kanopy Plays (films)
- 15,059 Magazine loans
- 8907 E-audio loans
- 10 Adult events
- 9 Family events
- 6 Young Teenage events
- 23 further events for everyone
- October 2020 Overall engagement with the Digi Offer: 11,554 including Facebook, Instagram, Twitter, You Tube

Activity	How	Platform	Outcomes	Target Audience
Library Minecraft	RBWM Library Minecraft Server was set up during the 1 st lockdown and moderated 7 days a week by staff.	Minecraft	Social contact for young children during the first lockdown when schools were closed. Parents trusted library staff to moderate effectively. It encouraged development of digital skills.	Children
Queen's Birthday 21/04/2020	Posted a special Royal Storytime using the book <i>The Queen's Lift Off</i> by Steve Anthony. Links to our online books for the best birthday cake recipes. Links also to our digital stock about the Royal family.	Facebook, YouTube, links from twitter & library catalogue (WPAC)	Timely post linking to a current event in the public eye. Additional storytime for children and promoted relevant stock in the library.	All
Earth Day 22/04/2020	Created a special post providing links to Earth Day events. Posted a list of books available online connected with Earth Day. Posted a craft video for children using recycled paper. Linked to relevant videos available on Kanopy, our video streaming platform.	Facebook, Twitter, YouTube and links to WPAC and web pages	Posts to link in with the National Earth Day programme. To generate interest in library stock and available online resources through linking to a worldwide event.	All
Kanopy	Created interesting posts with links to Kanopy. Posts scheduled and released across the first week of release then reposted.	Facebook, Twitter, YouTube and links to WPAC and web pages	To promote the newest online resource. To provide information on the resource in order to create interest and raise visits to online resources page. To engage new viewers with additional resources.	All

Online Resource Videos & Niche Academy	Short "How to" videos created showing the process of how to search and download eBooks, audiobooks, magazines & newspapers online; the process for using a selection of online resources such as Kanopy, Naxos, Press Reader, RBDigital and OverDrive. Videos posted on WPAC, web pages and Facebook.	Facebook, Twitter, YouTube and links to WPAC and web pages	To provide support to customers with the move to online resources whilst libraries are closed. To provide information and to promote use of FREE online resources via library membership.	All
Intro. videos made on all online resources.	Short "How To" videos on our main online resources were made, i.e. Libby for OverDrive, Press Reader, RBDigital & Kanopy. We posted these on all our platforms on a regular basis.	Facebook YouTube & Instagram	With the library closures we wanted to not only promote our online resources but to make sure that our residents knew how to use them.	All
World Book Night, Thursday 23rd April 2020	We created a range of media to link to World Book Night. We also linked content to Shakespeare's birthday, which falls on the same date.	Instagram, Facebook, Twitter, web pages & WPAC	To support national initiatives and promote the benefits of reading and sharing books. To create conversations around reading and demonstrate library stock available via online platforms.	Adults
	Shakespeare Quiz.	Instagram and Facebook	To promote interest and provide activities for customers whilst at home.	Adults
	Montage of Shakespeare quotes.	Facebook, YouTube & link via Twitter	To promote interest and engagement from customers. To involve a large group of staff in social media promotion, linking libraries to those at home and increasing visits to social media platforms.	All

	Books influenced by Shakespeare.	Facebook, Instagram & Twitter	To promote interest and provide stock suggestions for customers whilst at home.	All
	Recorded Zoom call to talk about what you are planning to read.	Facebook	To promote interest in book titles, provide recommendations of titles to read, to increase visits to social media platforms, online resources and promote stock.	Adults
	Picture of a book you are currently reading.	Facebook	To promote interest in book titles, provide recommendations of titles to read, to increase visits to social media platforms, online resources and promote stock.	Adults
Why Do We Read	Created a series of posts using images, quotes and book recommendations outlining why we choose to read, the benefits of reading and linking posts to the Health & Wellbeing agenda.	Facebook	To support mental health and wellbeing agenda by promoting the benefits of reading for mental health and to promote the benefits of library membership and reading.	Adult
BBC Books That Shaped Our Lives	We continued to expand our online offer working in conjunction with the BBC 2020 project, The Novels That Shaped Our Lives. Having stocked the libraries with the books just before we closed our doors, we bought as many of the eBooks for our digital offer as possible. We continued to promote readership of these novels by posting the monthly books and	Facebook	We wanted to continue and create awareness of this programme to encourage issues and library membership. The videos made were to encourage resident feedback and seek engagement in the project.	Adults and young people

	themes and recording videos of books that have shaped our lives.			
My to Read Pile	We asked staff to take a picture of their 'to read book pile' and to say why these are their next choices to read. We posted a mixture of images and videos.	Facebook & Instagram	Promote interest and suggest books to encourage viewing and engagement.	Adults and young people
Book Covers quiz & Guess the Character and Opening Lines	Created online quizzes, two for adults and two for children. Quizzes consisted of an 'opening lines' quiz for adults, featuring a mix of genres from classics through to more modern titles, and an adult 'book cover' quiz with a 'guess the character' quiz for children.	Facebook & Instagram	To create interest in our social media platforms and to create content to engage residents looking for activities whilst libraries are closed. To create discussion around books and to promote library engagement by linking to stock. To promote an interest in reading for pleasure.	All
National Bookstart Day - Pyjamarama	We created a special Pyjamarama story and rhyme video with staff using featured books from Bookstart, dressing in pyjamas and promoting sharing books at bedtime with children. We also used links on Facebook and Twitter to promote the Bookstart channel, which had a wealth of author events and resources for families to engage with.	Facebook & Twitter	To support the National Bookstart event and to promote reading for pleasure and sharing stories. To engage interest in social media and promote use of library services.	Families/adults with children under 5 years

May 4th - Star Wars	Created a fun video linking to May The 4th Be With You and Star Wars Day. The video featured a mix of images along with books and magazine titles available from library online resources. We also created special Facebook & Twitter posts featuring Star Wars creatures created by the Library Lego Club.	Facebook, Twitter & links to WPAC	To link to available library stock.	All
VE Day - Friday 8th May	Posted daily videos in the week leading up to VE Day. A series of letters from a staff member detailing the last few days of the war and the build up to VE Day. We put together a video of resident VE Day pictures and WWII book covers with a backing track of 1940's songs from the local singing group the Oh Lala's. We also read out residents' experiences of VE Day that were sent in upon our request. Child and adult WWII book lists were posted demonstrating the titles available online. This offer was posted at timed intervals throughout VE Day and in conjunction with the RBWM Museum offer.	Facebook, Twitter & YouTube	We had 2 large events planned in the libraries for VE Day before libraries were closed. We wanted to still celebrate and offer the residents the opportunity to acknowledge this important date.	All
Where Do You Read Project	Created a series of posts using images, quotes and book recommendations outlining where we choose to read, the benefits of reading and linking posts to the Health & Wellbeing agenda.	Facebook	To support the mental health and wellbeing agenda by promoting the benefits of reading for relaxation and mental health. To promote the benefits of library membership and reading. To encourage customers to engage in posts and to create a conversation	All

			around reading habits and reading for pleasure.	
National Numeracy Day	Created posts linking to activities for National Numeracy Day.	Facebook & Twitter	To support National Numeracy Day and signpost customers to a large range of available content and resources.	All
Mental Health Awareness Week	We gathered library staff together and recorded a Zoom call called Desert Island Reads. The idea was to talk about the book you would choose to take with you and what question you would ask the author. We gathered pictures of best feel good books and made a montage and posted comments on why they made us feel good. We delivered a special storytime with Tom Percival's Ruby's Worry to help address young children's worries. We posted videos and pictures of staff walks in our local countryside, promoting walking as a brilliant aid to good mental health. We signposted to the Mental Health Awareness Week website and sent links of our online books addressing all sorts of issues, in particular, the Reading Well collection which launched this February & the teenage and adult listings.	Facebook, Twitter, Instagram and YouTube	To signpost our residents to mental health aids & create an awareness of the week. We delivered on all platforms with a mix of videos /posts and book links. We put a montage of feel good books on Instagram for a younger audience and a Zoom book chat on Facebook to address older residents. We delivered an under 5's storytime to address the younger readers and teenage self-help book links to capture this audience. We tried to focus on reading and walking, both of which are known to have positive benefits to mental health.	

Niche (online resources)	Signposted and sent links to our online training at regular intervals.	Facebook, Twitter & Instagram	To create awareness of this service. Also, a great time for online learning	All
Bookshelves Exposed	We posted pictures and videos of staff bookshelves along with comments on the books.	Facebook, Twitter & Instagram	For discussion and book suggestions.	Adults & young people
Black Lives Matter.	Posted a collection of books written by black authors	Facebook, Twitter & Instagram	Celebrate some of the superb black writers currently on offer.	Adults and teenagers
National Volunteer Week - 1-7 June	Posted a montage of each of our library volunteers to say thank you. We signposted and sent links across our platforms from the main volunteer website.	Facebook, Twitter & Instagram	We have a fantastic group of volunteers in the library service and we wanted to acknowledge their hard work. It was also an opportunity to let the residents know how valued our volunteers are, to increase awareness of the whole volunteer network and advertise library opportunities.	Adults and teenagers
The Summer Reading Challenge	We created a promotional video and sent it to all the local schools and put out on all our social media platforms on launch day.	Facebook, Twitter, Instagram, YouTube, Schools	To rise to the challenge of delivering a new SRC online and to support our residents in a new online programme.	Children, schools and families
	Regular share of online links to the Reading Agency			
	Schools toolkit sent to schools			
	Purchasing of eBooks and audiobooks on OverDrive and RBDigital to support the challenge.			

	Author of the week: A programme designed to encourage children to sign up to the challenge and promote awareness. Due to our excellent author relationships, each week we post a motivational video encouraging the children of RBWM to sign up and get reading. Halfway through the week books and links are posted to encourage the children to read the chosen authors books.	Facebook, Twitter, YouTube, Schools	To provide a local offer to children of the borough.	
	Authors in Lockdown programme: Every Friday the author of the week is booked for a 4pm Zoom call, where children can win the opportunity to enter the call and ask our authors any questions they have.	Facebook, Twitter, YouTube, Schools	Promote interest and suggest books to encourage viewing and engagement.	
Adult Summer Reading Challenge 27 July - 19 September	Submit book reviews for a chance to win book vouchers from The Little Cookham Bookshop.	Facebook, Twitter, YouTube, Schools, Website, e-newsletter	Encourage adult reluctant readers to read and review books alongside their children for SRC.	Adult reluctant readers
Carers Week - June 8th - 14th	Links and signposting to websites.	Facebook, Twitter & Instagram	To acknowledge carers & offer information and support to our residents.	Adults and teenagers
Empathy Day - Tuesday 9th June	Links to website and wellbeing books promoted on our channels. EBooks bought to support this promotion.	Facebook, Twitter & Instagram	To raise awareness of our collection of empathy books which can assist families with issues they may be dealing with. To show that books in themselves can offer support. Also, to advertise our online collection.	All

Online Book Promotions	Regular postings with links to our new online collections. From Summer Reading Challenge suggestions, VE Day and Reading Well collections to new adult books (fiction and non-fiction).	Facebook, Twitter, Instagram & YouTube	To advertise our online offer of ever-increasing e-audio & books.	All
Gardens in Bloom Week 1st June to 12th July	In support of the RBWM annual Gardens in Bloom competition we created a catalogue of images of staff members gardens to allow weekly posts, showing gardens in bloom and to promote the competition. Posts contained links to gardening related books and magazines held on the library catalogue.	Facebook, Twitter & WPAC	RBWM runs Gardens in Bloom every year and this year is the first time it has been done online. We created posts in support of this competition: to signpost customers to entry page on the RBWM website and to promote stock relating to gardening to increase issues/visits	All
National Reading Group Day - Saturday 20th June	Recorded Zoom call of a local book group meeting. We also produced a video of a collection of book group 'best reads' with questions and answers. We encouraged residents to join a reading group. Signposted to the Reading Agency's World Book Group Day offer.	Facebook, Twitter, Instagram & YouTube	We wanted to celebrate National Book Group Day. We would have delivered an event in the library so delivered online due to library closures. We wanted to demonstrate the benefits of joining a reading group and support the Reading Agency. From this platform we plan to launch a digital reading group.	Adults
Women's Prize for Fiction	Online events in place of the annual physical event. We used six local women from charitable organisations to read the shortlisted books and give their opinions.	Facebook, Twitter, Instagram & YouTube	Promote interest and suggest books to encourage viewing and engagement.	Adults

Roald Dahl Day 13/09	Online quiz for families.	Facebook, Twitter, Instagram	Inspire children to read Roald Dahl books.	Children, schools families
Windsor Fringe Festival	Author interviews with Maz Evans, Alex Bell and Helen Dennis for children; and Women's Prize interviews for the adults.	Facebook, Twitter, Instagram, YouTube and Windsor Fringe website	Promote interest and suggest books to encourage viewing and engagement.	All
Man Booker Shortlist 15/09/2020	Review shortlisted titles to promote interest.	Facebook, Twitter and Instagram	Promote interest and suggest books to encourage viewing and engagement.	Adults
Buying books online	Purchasing e-audio books and advertising on all platforms	Facebook, Twitter, Instagram & YouTube	Response to library closures	All
Banned Books Week 28/09/2020	Provoke discussion on controversial books. We created a quiz on Instagram to support this event.	Facebook, Twitter and Instagram,	Promote interest and suggest books to encourage viewing and engagement.	Adults
National Poetry Day 01/10/2020	Poet A.F. Harrold recorded 3 special videos for social media and school assemblies.	Facebook, Twitter, Instagram & YouTube	Highlight Poetry Day and the theme of Vision.	Children & Schools
Black History Month October 2020	Celebrating the achievement of Black people in Britain.	Facebook, Twitter and Instagram	Promote interest and suggest books to encourage viewing and engagement.	All
National Libraries Week 5 - 10 October 2020	Staff interviews showing the vital work of librarians during the pandemic. Author Tom Palmer assemblies at Cookham	Facebook, Twitter, Instagram & YouTube	Celebrate libraries and their vital role within communities.	All

	Rise, Trevelyan and St Michael Primary schools.			
October Half Term	Online ZooLab sessions: - we set up Teams meetings so that children could interact with animals and their handlers in half term.	Microsoft Teams	Promote child non-fiction books	Children
October Half Term First children's online reading group 07/11/2020	Two craft sessions.	Facebook, Twitter, Instagram & YouTube	Activities linked to books and Halloween	Children Families
	Three Spooky storytimes.	Facebook, Twitter, Instagram & YouTube	Promote interest and suggest books to encourage viewing and engagement.	
	Chatter Books digital reading group with schools from the Clewer Cluster	Microsoft Teams	Promote interest and suggest books to encourage viewing and engagement.	
Remembrance Day	Readings from <i>Windsor in the Great War</i> and book title suggestions.	Facebook, Twitter, Instagram & YouTube	Promote interest and suggest books to encourage viewing and engagement.	All
Weekly Book recommendations for Adults and Children	Every week we promote one children's title and one adult title via Facebook.	Facebook	To draw attention and promote our wonderful and diverse stock. These are incredibly popular and some videos have generated 1k+ views.	
Express Your Shelf	We set-up our first digital book chat in November in an attempt to connect isolated book worms.	Teams	To connect isolated residents and booklovers. We were able to promote our stock and existing services.	

Non-fiction November	Daily social media postings of book covers and brief description of the books.	Facebook, Twitter and Instagram	Promote an excellent selection of non-fiction titles from 2020.	All
Book Advent Calendar	Daily social media postings of the best books for all ages of 2020.	Facebook, Twitter and Instagram	Promote interest and suggest books to encourage viewing and engagement.	All
Rhymetimes	Weekly rhymetimes to replace usual physical offer	Facebook, Twitter, Instagram & YouTube	Promote interest and suggest books to encourage viewing and engagement.	Families
Storytimes	Weekly storytimes to replace usual physical offer	Facebook, Twitter, Instagram & YouTube	Promote interest and suggest books to encourage viewing and engagement.	Families
Craft Videos	Weekly craft activity to replace usual physical offer	Facebook, Twitter, Instagram & YouTube	Promote interest and suggest books to encourage viewing and engagement.	Families

Dedworth Library supporting the Local Community

A Case Study

Dedworth Library is a medium sized library within the grounds of the Dedworth Green First and Dedworth Middle schools. It is in the heart of the residential district of West Windsor with excellent access links for local residents. Since 2013, when the library was established in its current location, staff have actively facilitated, coordinated and promoted community events, activities and support for residents.

Carparking is sufficient but many residents walk or cycle - there are bike sheds.

Areas of deprivation in Dedworth have been identified, and the service has consulted heat maps, community partners and the local schools to ensure services are able to meet the needs and aspirations of residents who live within these pockets. Free wifi is available, and residents can access Public PCs at no charge with free printing to support activities such as homework. Free or low-cost events are delivered for all ages.

Groups are supported but encouraged to become self-sufficient and self-directed. Staff costs are low in relation to opening hours as the library is single staffed, with support from volunteers, for all opening hours other than evenings.

The Community Room is available for hire when not being used by the Pre-school. It is a particularly popular space for children's birthday parties and has been set up to facilitate IT training.



Schools and young people

Library staff are actively involved with the local schools. They attend assemblies, support topic box and curriculum development, manage the RDS (school library support) and host regular school visits into the library. All reception school children receive a library card, and school teachers can have a class library card.

The library is ideally situated for the onsite schools, Dedworth Green First and Dedworth Middle, but some schools from a greater distance, notably Hill Top and St Edward's also visit regularly.

The library facilitates visits by the adjacent Lilliput pre-school. It is a safe and easily accessible venue for them. Lilliput staff can use the library for story time, or if time and staffing allow, then library staff will read stories. They are also able to access the BookAhead service which is part-funded by AfC.

The Thursday morning story time has been very popular and is a great introduction to the library and a place for new mothers to meet people. Library staff facilitate and coordinate storytimes which are, wherever possible, delivered by volunteers. Volunteers are provided with training and support. Storytime volunteers range from teenagers / young adults to retired couples who deliver the sessions together.

A significant number of new parents come into the library when visiting the Smith's Lane clinic. The library gives out Bookstart bags to parents with new babies. The library service works closely with health visitors to ensure all babies in the Borough receive these packs. A whole body of evidence has been produced to demonstrate the impact of the Bookstart initiative in particular on more disadvantaged children whose parents may not have considered taking them to the library if they had not received the pack and the support within the pack¹⁴.



¹⁴ <https://www.booktrust.org.uk/what-we-do/impact-and-research/Research/>

The Dedworth Library Supervisor has been doing Summer Reading Challenge assemblies for over 20 years and has built up a unique and very positive relationship with the schools. This work brings in families who may not be traditional library users. The Summer Reading Challenge is a national event that encourages children to continue reading throughout the long summer holiday and a significant amount of evidence has been produced to demonstrate the impact of this scheme on literacy levels and life chances¹⁵.

The SRC (Summer Reading Challenge) Teenage Volunteer Programme is very popular with young people in the Borough. From the age of 14 young people can sign up to participate in the 8-week programme which not only helps them develop very useful skills but also enables them to demonstrate these skills and provide evidence for their personal statements. The programme is rigorous and places high expectations on young people. They are trained in a wide range of skills (from basic skills such as appropriate dress code and arriving at work early to the importance of GDPR and Safeguarding). Those who do not demonstrate high levels of professionalism and commitment are not permitted to complete the programme.

Some of the young volunteers go on to become weekend library advisors at the age of 16. They are then able to develop a full range of skills and ultimately are able to single staff a library for a shift, taking full responsibility for the building, the customers, health and safety and any evacuations that may be required including fire drills. This is a very strong foundation for working life and many of our youngsters use the service as a stepping stone and go on to become architects, psychologists, solicitors, graphic designers, publishers, airline pilots, the Civil Service, and are even head-hunted by top international IT firms.

Celebrations such as World Book Day are always enjoyed in partnership with the schools.

The dependence on volunteers and community groups ensures that library staff remain fully embedded in the community and are able to respond in an agile manner in terms of delivering services that are useful to the community, in ways that benefit and are convenient to residents. The role of the staff member is to facilitate and coordinate, not dictate or deliver. However their professional expertise and commitment ensure high standards, effective delivery with excellent outcomes and beneficial impact.

The library is a pleasant place for parents and grandparents to wait at school collecting time. Many residents do not know about all the facilities on offer this is an opportunity for them to begin to use the wide range of services offered at the library. They are also able to socialise with one another offering mutual support and community cohesion. Parents with children at Maestros and the All Weather pitch also come into the library while their children are occupied.

The library is a Safe Place for children to be in while they wait to be collected after school. This is particularly useful for working parents. Staff are trained in the Library

¹⁵ <https://readingagency.org.uk/children/004-impact/>

Children's Policy, Safeguarding and the Children's Promise. They are selected for their caring and approachable natures. The library is a space free from bullying. Parents are sometimes late to collect, arriving after the library has closed. Staff will make sure that children are safe before they close up, allowing them use of a phone when required.

Some children do not have access to supported IT at home. The library provides free computer use and wifi, as well as free printing for homework. The free online resources facilitate homework and provide safe reliable information. Staff assist children so that they get the most out of their learning.

Staff also facilitate requests from Brownie leaders for an opportunity for the Brownie reading badge.

Library staff co-ordinate events with visiting authors and invite local schools to Dedworth library. Recent author events have included:

- Author and Illustrator Tom Percival
- Author and Illustrator Nick Sharratt.
- Poet James Carter
- Horrible Science author Nick Arnold

<https://www.windsorexpress.co.uk/gallery/windsor/157082/alexander-first-school-pupils-meet-childrens-illustrator-on-world-book-day.html>

Book Buzz courses and Literacy Days have been delivered in the schools. The service also delivered targeted training sessions to parents of those children receiving pupil premium support and invited appropriate families working with the schools.

Targeted work with Broom Farm is also undertaken by the service, partly funded by CLASS.

https://www.readingforce.org.uk/avada_portfolio/dedworth-library-windsor/

Library events

The library staff co-ordinate a regular seasonal programme of holiday events. There are also topical ad hoc events.

Dedworth Library works closely with Tesco through their Community Champion. This is a value-added resource at no cost to the library and a range of community activities are delivered at the library. The Community Champion provides pumpkins, Gingerbread, Easter Eggs, for example, and a variety of ingredients free of charge and comes to help as well.

<https://www.baylismediaphotos.co.uk/gallery/home/125612/dedworth-129201.html>

The local PCSOs are very familiar faces at the library and come to events with their Fun Food Station to show how to make low cost healthy, tasty food which is handed out free to library customers. They engage brilliantly with the community, giving out freebies and advice. Tesco provides the ingredients for the food.



<https://www.windsorexpress.co.uk/gallery/dedworth/113665/children-visit-dedworth-library-for-fun-easter-activities.html>

Summer Holiday events tie in with the Summer Reading Challenge. These vary but nearly always include colouring, competitions, face painting/glitter tattoos and, of course, stories. <https://www.windsorexpress.co.uk/gallery/dedworth/91351/In-pictures--Reptiles-win-over.html>

Green Watch Fire engine has visited.

https://www.windsorexpress.co.uk/gallery/dedworth/102567/in-pictures--dedworth-library-s-summer-fun.html?refresh_ce

The library has held football competitions.

<https://www.windsorexpress.co.uk/gallery/dedworth/119240/football-fans-design-their-own-boots-at-dedworth-library.html>

A drone was funded and used for a teen film making series of events. Film clubs, board games clubs, a pop-up cafe and any other activity that the community wish to participate in are facilitated and coordinated by the service,

Dedworth Library events are always oversubscribed. Parents often comment on how nice it is to have events in Dedworth rather than having to trail children into town.

Home schooling families use the library as well and free books are distributed throughout the community as part of the World Book Night initiative.

Booksales are popular.

<https://www.windsorexpress.co.uk/gallery/dedworth/106144/bookworms-pick-up-a-bargain-at-dedworth-library.html>

And the library has even returned a lost bear to a child via the local newspaper:
<https://www.sloughexpress.co.uk/news/dedworth/79985/Dedworth-Library-hoping-to-send-lost.html>



Children enjoying a Halloween storytime

Social Isolation

The Knit and Natter group is a very friendly, welcoming group that has been running since 2013. It is more than just knitting; the participants are concerned and check up if anyone does not turn up in case they are sick or need help. They are a mix of ages and backgrounds but they mingle and share advice supporting one another. Some of the participants would be very isolated without this weekly drop-in session. The library helped set up this group but as with many on site activities it now runs itself. There is a small voluntary donation to cover tea/coffee and biscuits. The library service ensures the activity is promoted, that it is coordinated with other activities and that the refreshments are topped up as required, and that anyone is welcome.



One lady who had recently moved to Dedworth from Australia commented that she didn't know what she would do without Knit and Natter. She didn't know anyone when she came here. She was effusive in her enthusiasm. Conversely another lady is the retired Lollipop lady from Dedworth school, who knows a lot of locals, but is missing seeing people now she no longer works. Someone else retired from Yorkshire and moved to Dedworth and enjoys the library atmosphere. There are also younger members who come occasionally depending on their other commitments. The IT volunteer joins the group from time to time as well.



IT

Staff are regularly called on to help people using the computers. They are trained in digital support skills which is one key element of the core Public Library Universal Offers as laid out by DCMS / Libraries Connected.

There are people who need help to access their emails and others who download photos from family who live far away. They benefit from coming to the library, learning new skills, keeping their minds active and keeping in touch with family.

There are still numbers of digitally illiterate users who need a lot of support. Even people who appear able to use their phones for social media are sometimes surprisingly digitally impoverished - they cannot log on to a PC, make a word document or download.

Some people need to access Universal Credit and could not do this without help. A known customer on UC regularly visits the library after going to the Food bank next door. The IT volunteer has helped him set up his accounts, and staff assist when required as well.

The IT volunteer is available at Dedworth library weekly. She is excellent, patient and non-judgmental. Residents drop in every week to see her. Here are her comments:

“I have been helping at RBWM libraries since the autumn of 2017, first with Job Match at Maidenhead Library and then with general IT at Dedworth.

I have helped set up applications for Universal Credit, in one case involving a client with very low literacy skills. I have had a number of people who want to declutter laptops, sort ipad password problems and malfunctioning apps and who need to connect to the library wifi. On the library computers I have helped with scanning, saving and emailing attachments, printing and using memory sticks.

A lot of the time I feel I’m there to be reassuring and to give people confidence about using their devices.”

Customers

The demographic using Dedworth library is primarily parents of school children, retired people, new mothers, families, children, those who access the digital support facilities and a significant minority who use their laptops at Dedworth library for working from home when they need a quiet space away from home distractions. Bereaved people also tend to visit their local library for support.

Reading groups

There are two Reading Groups facilitated by the library service. One is led by a volunteer and the other is a U3A Reading Group. School reading groups are also supported.

<https://www.maidenhead-advertiser.co.uk/news/windsor/74859/Teen-Read-Club-launches-at-school.html>



Community Room

The Community room is attached to Dedworth library. It is used by a pre-school during term time. This ensures a stable income stream for the library. As no rent is paid by the library service and utility costs are very low the only significant costs are NNDR. Other Community Room hirers pay a small charge for use of the room as indicated on the RBWM website. Local councillors have used the library for surgeries and to distribute non-political updates.

Other regular uses of the community room include weekly Yoga classes, MIND Mental Health Choir – Friends in Need sessions. Other events include Green Box First Aid Training and the Windsor and Royal Borough Museum Friends.

Health and well being

The library is a social space and many of the events listed above offer multiple benefits, are very low cost to coordinate or facilitate and contribute to the health and well-being of residents as well as community cohesion. The staff and volunteers in the library are welcoming and friendly to all. Some library users would be extremely vulnerable and isolated without this resource.

The library offers a very comprehensive e-resources reference service. Sylvia in her 90s, for example, uses Ancestry regularly.

Dementia Friends have presence in the library, giving residents the opportunity to speak privately to someone about Dementia.

The Community Wardens run a drop-in session once a month and give advice on safety and security.

Adult Learning provide courses, some of which are free, on Monday mornings.

Halsa Care group have been to the library to advise on spine health and posture giving free five-minute checkups.

Curves Gym, a fitness club for women, come to Dedworth Library after Christmas to advise on slimming, exercise diet better health.

Going Forward

Dedworth library is involved with the Dedworth & Clewer Community project which is working to integrate volunteer organisations across the area; it is encouraging the community to help themselves and support one another.

The library will engage and facilitate events and activities in line with the Kruger report and ABCD (Asset Based Community Development).

The library supervisor has met with the trustee of Maidenhead Cycle hub to arrange Dr. Bike sessions to take place at Dedworth library. The library is ideally situated in a residential area and has suitable facilities for the bike volunteers. Bicycles will be repaired for little, or no cost. Residents will benefit from free sustainable transport and a healthier lifestyle. Fewer cars on the road will help the environment and improve the area and town.

Comparative Library Statistics

Libraries	Population	No of Libraries	Area in hectares	Population per hectare (Density)	Issues per 1000 population	No of terminals with library catalogue and internet access	No of hours available for use of Public PC
RBWM	150,900	18	19,843	7.6	3,272	123	238,154
Herefordshire	192,100	11	217,971	0.9	2,452	66	113,030
Isle of Wight	141,500	13	37,961	3.7	3,028	106	109,427
North East Lincolnshire	158,900	4	19,186	8.3	1,330	38	76,219
Reading	163,200	8	4,040	40.4	3,004	65	111,054
Richmond	196,900	13	5,741	34.3	5,268	135	287,181
Slough	149,100	4	3,254	45.8	3,280	84	185,513
Thurrock	172,100	10	16,349	10.6	not supplied	153	257,504
Torbay	135,800	4	6,289	21.6	2,354	90	176,900
West Berkshire	158,500	9	70,417	2.3	2,954	60	99,621

Libraries	No of service points with Public access WIFI network	No of issues per busiest library per annum	No of visits per busiest library per annum	No of volunteers	No of volunteer hours	Total Book Stock at 31 March 2019	Total Electronic items products available for loan
RBWM	18	208,894	303,397	100	6,434	193,267	2,253,706
Herefordshire	1	147,900	145,136	66	2,794	197,666	2,370
Isle of Wight	6	117,190	214,275	27	3,965	171,428	2,243,035
North East Lincolnshire	4	75,701	97,535	46	2,186	155,941	2,281
Reading	7	196,546	246,243	not supplied	1,501	289,597	1,250
Richmond	12	161,755	246,540	158	5,248	268,880	2,251,996
Slough	4	167,494	348,520	268	4,379	144,798	8,749
Thurrock	9	103,450	378,045	83	2,028	155,344	3,589
Torbay	4	90,463	198,386	64	3,238	143,103	5,034
West Berkshire	8	174,603	167,311	322	12,035	115,807	6,689

Libraries	Total electronic annual Issues	No of requests for specific items	No of visits per library purposes	Visits for library purposes per 1000 population	Virtual visits
RBWM	26,887	41,809	722,005	4,785	195,096
Herefordshire	5,712	34,976	459,689	2,393	153,102
Isle of Wight	49,856	16,349	606,084	4,283	138,408
North East Lincolnshire	5,055	12,529	254,824	1,595	35,937
Reading	16,389	17,232	458,996	2,812	not supplied
Richmond	67,520	87,911	1,374,154	6,979	284,939
Slough	20,553	10,259	584,003	3,917	62,202
Thurrock	7,655	42,845	659,818	3,825	68,893
Torbay	17,810	10,962	not supplied	not supplied	159,095
West Berkshire	39,419	37,680	349,365	2,204	102,499

Key Facts and Figures – RBWM Libraries

The Royal Borough of Windsor and Maidenhead Library Service consists of the following:

- One Central Library in Maidenhead
- One Town Centre Library in Windsor
- Ten Community Libraries
- Container Library that serves 5 different locations in the Borough
- Mobile Library that stops at around 100 sites across the Borough
- Home Library Service to ensure Housebound residents are also able to benefit from library books and other resources.



Maidenhead Library

In 19/20 the Library Service delivered:

- 662,924 physical visits to libraries
- 317,906 virtual visits to libraries
- 625,677 physical book loans
- 107,338 eBook loans
- 2794 children enrolled on the Summer Reading Challenge
- 360 visits by the Home Library Service
- 5148 visits by the Mobile Library Service
- 12,545 issues by the Mobile Library Service
- 55,092 hours of public PC use
- 102 volunteers
- 7316 volunteer hours

From April to September 2020 the Library Service delivered

- 7486 Naxos Tracks played (records)
- 3489 Kanopy Plays (films)
- 15,059 Magazine loans
- 8907 E-audio loans

See Appendix 1 for detailed information about the Digi offer

Year on Year Comparisons:

Ancestry:

Last year total searches: 16,011

First 6 months of the current year: 111,229

Overdrive (E-Books and E-Audio)

Last year total loans: 23,807

First 6 months of the current year: 25,865

PressReader (E-newspapers)

Last year total: 62,091

First 6 months of the current year: 102,364

Understanding population size and characteristics informs effective planning and service delivery. The Library Transformation Strategy is mindful of the following factors:

- RBWM's boundaries contain 83% green belt land interspersed with villages, hamlets, and three urban settlements with a population estimate of 151,900 in 2020, rising to 152,500 in 2021. The Royal Borough has a high number of physical libraries in relation to population size and area. This is due to the nature of the spread of small villages across the Borough with very unique identities and few transport links between them.
- Population projections for 2041 suggest a slight shift towards an older population, estimating that 25.9% of the population will be aged 65+. However high levels of library usage are seen in the under 24 age group due to the number of students who rely on library spaces and families who frequent libraries, accessing the range of resources, events, activities and opportunities available across the Borough.
- The current Borough population has the following composition based on broad age group, 20.3% aged 0-15 years, 60.9% aged 16-64 years, 18.8% aged 65+¹⁶

¹⁶ Office of National Statistics (ONS), 2019.

- 23% of the Borough population is aged 0-17 years with 74% of children achieving a good level of development at early years¹⁷.



Ascot Library literacy development with little children

- 77.5% of residents in RBWM define themselves as 'White British' and 17.4% were born outside of the United Kingdom, which sits slightly above the South East average
- A snapshot of the local economy shows 9,550 businesses¹⁸
- Highly qualified workforce with 96% holding qualifications: 56% to degree level or higher
- Above average number holding managerial or professional roles: 63% compared to 46% nationally

¹⁷ ONS:2019

¹⁸ ONS:2020

What do customers think about the service?

Customer Experience Survey Summer 2019 – Key Findings¹⁹

Q3. Did you find what you were looking for?

388 answered

96.91% answered yes

Q4. How would you describe staff?

384 answered

Friendly 98.7%

Knowledgeable 77.34%

Q5. How would you rate your experience today?

385 answered

Very Good or Good 98.44%

58 written feedback forms named individual staff as excellent

A further 73 feedback forms said “staff” were excellent

Library complaints remain consistently very low and have primarily been about faulty IT equipment.

¹⁹ The full survey and results can be made available on request

Key RBWM Library Service Partners



Dementia Awareness Week at Maidenhead Library



Author event at Windsor Library

Current Partners

Achieving for Children

Action on Hearing Loss Drop-ins

Adviza Careers guidance and support for young people

Age Concern

Ahmadiyya Muslim Women's Association

All Saints Junior School

Army Welfare at Broom Farm

Ascot Durning Trust

Authors Aloud

Booktrust

Boyn Grove Dementia Centre

Boyn Grove LD Activities at Boyn Grove Library

Braywick Nursery employment and support for people with Autism

CAB at Ascot Library

CAB at Windsor Library

Cards for Good Causes

Carewatch

Children's Centres:

The Manor, Windsor

Poppies, Windsor

The Lawns, Windsor

Little Cygnets, Datchet

South Ascot, South Ascot

Riverside, Maidenhead

Pinkneys Green, Maidenhead

Woodlands Park, Maidenhead

Larchfield, Maidenhead

CLASS – Community Learning Courses

CLASS Inclusions Work

Community wardens

Cookham and Maidenhead Arts Trail

Cookham Parish Council

Cookham Rise School

Cox Green Parish Council

Cox Green School Library

Dash Charity

Dedworth Green and Dedworth Middle School

Dementia Action Alliance WAM

Energy Kids

Explore Learning

Family Friends Charity

Forest Wood School

Friends of the Borough Museum
Friends of the Libraries
Hilltop and St Edward's schools
History Society at Eton Wick Library
Immersive Experiences
Inclusions Reading Development schools: Eton Wick First School Alexander First School Homer First School Woodlands Park School South Ascot Village School Datchet St Marys School St Lukes Primary School Riverside School Woodlands Park School Boyn Hill School Eton Porny School Dedworth First School Wessex Primary School Manor Green School Maidenhead
Kennedy Scott Careers support
Knit and Natter groups
Larchfield SEND Group via Achieving for Children
Lego Robotics Groups
Lilliputs Nursery
Lions Club of Windsor
Mad Science
Maidenhead Advertiser
Maidenhead Amateur Dramatic Society
Maidenhead Arts Council
Maidenhead Book Festival
Maidenhead Drama Guild
Maidenhead Macular Support Group
Mental Health Scrabble Club
MIND choir
National Citizenship Service
Norden Farm
Nurseries - targeted groups (Reading Development Inclusions work): Transition Group Riverside School Nursery Class Buffer Bear Nursery Larchfield School Nursery class Woodlands Park School Nursery Class Datchet St Marys School Nursery Class Eton Wick first school Nursery class Alexander First School Nursery class Homer First School
Old Windsor Parish Council

Optalis
PCSOs with Fun food factory (Dedworth & Old Windsor)
Pets as Therapy
Pilates and Yoga Groups
Pre School Partners: Bray Pre School William Street Day Nursery Windsor Little Monkeys Windsor Natures Nursery Ascot Montessori Ascot Dreamcatchers Sunningdale Eton Pre School Eton
RBWM Museums
Reading Development Service (RDS) Schools: All Saints Maidenhead Braywick Claire's Court Cookham Rise Eton Porny Hilltop Lambrook Oldfield Queen Anne First School Sandhurst Secondary School St Josephs Grammer School Slough St Michaels CofE Primary Sunninghill Westgate Secondary School Slough Woodlands Primary School
Reading Groups
Rutherford Appleton Laboratory
Scratch Code Clubs
Spoore Merry Rickman
Storytimes and Rhymetime Groups
Sunninghill Reading Room Trust
Tesco Dedworth Community Group
Thames Valley PCSOs
Thames Valley Positive Support
The Old Court Windsor
Treehouse Community Café Windsor
Wellesley House
Wellpoint Health Support
Westborough Pre-School
Windsor Fringe
Youth Services

Outcomes delivered by RBWM libraries

1. **Cultural and creative enrichment** delivered via commemorative events and promotions, displays, forums for creative sessions, arts and craft sessions, museum displays, art exhibitions, author events, poet and poetry events, storytimes, rhymetimes.



Children's craft activities

2. **Increased reading and literacy** delivered via Bookstart, BookAhead, Audio Books, Braille and Makaton, Large Print, Quick Reads, Pictures to Share (Dementia Collections), Barrington Stoke (Dyslexia Collections), Dual Language, Deposit Collections, Magazines, Reading Group Collections. The photos below show children engaging in reading and literacy promotional activity at RBWM libraries.



Literacy activities in RBWM Libraries

3. **Improved digital access and literacy** delivered via PC Access, printing provision, IT help, drop-in support sessions, technical books, training courses, online resources.
4. **Helping everyone achieve their full potential** delivered via Job search, CV support, job application support, provision of papers, magazines, market intelligence and consumer insight, safe and comfortable space to work
5. **Healthier and happier lives** delivered via Reading Well Collections, Health and wellbeing events, Books on Prescription, Mood Boosting Books, Shelf-Help, Reading Well for Children, Book Groups, Knit and Natter, Coding Clubs, Lego Robotics, Games Clubs



Outdoor literacy events hosted by RBWM Libraries

6. **Greater prosperity** delivered via access to expertise, knowledge and information

7. **Stronger, more resilient communities** delivered via coordination and facilitation of the range of services and support delivered by the community through volunteers, charities, organisations and partners using the assets already held within the community to meet the needs of the community.



Remembrance at Windsor Library

Click and Collect Services

1. Click and Collect Library Services are integral to the RBWM library offer. RBWM Library Customers search the catalogue and place their requests, being notified when their books are ready for collection or ready for delivery by the Mobile Library Service or the Home Library Service.
2. Items that are not available on the RBWM Library Catalogue but are available elsewhere in the country, including at the British Library and University Libraries, are made available via the Inter Library Loan network.
3. Any item available at any of the 13 SELMS Library Authority partners appears on the RBWM Library Catalogue and may be requested via the website.
4. Customers may also request items in person, over the phone, via email or on any of the many library social media platforms.
5. In July 2020 the Click and Deliver Service was expanded as only Maidenhead and Windsor Libraries were able to open safely to the public. This service requires staff members to take books to 13 sites across the Borough every day, in their own cars. Customers pick up their books from those sites (mostly car parks).
6. This service has supported RBWM Library Provision ensuring that residents across the whole Borough have had access to library books without having to go to either Maidenhead or Windsor libraries. This has been a highly valued service during lockdown.



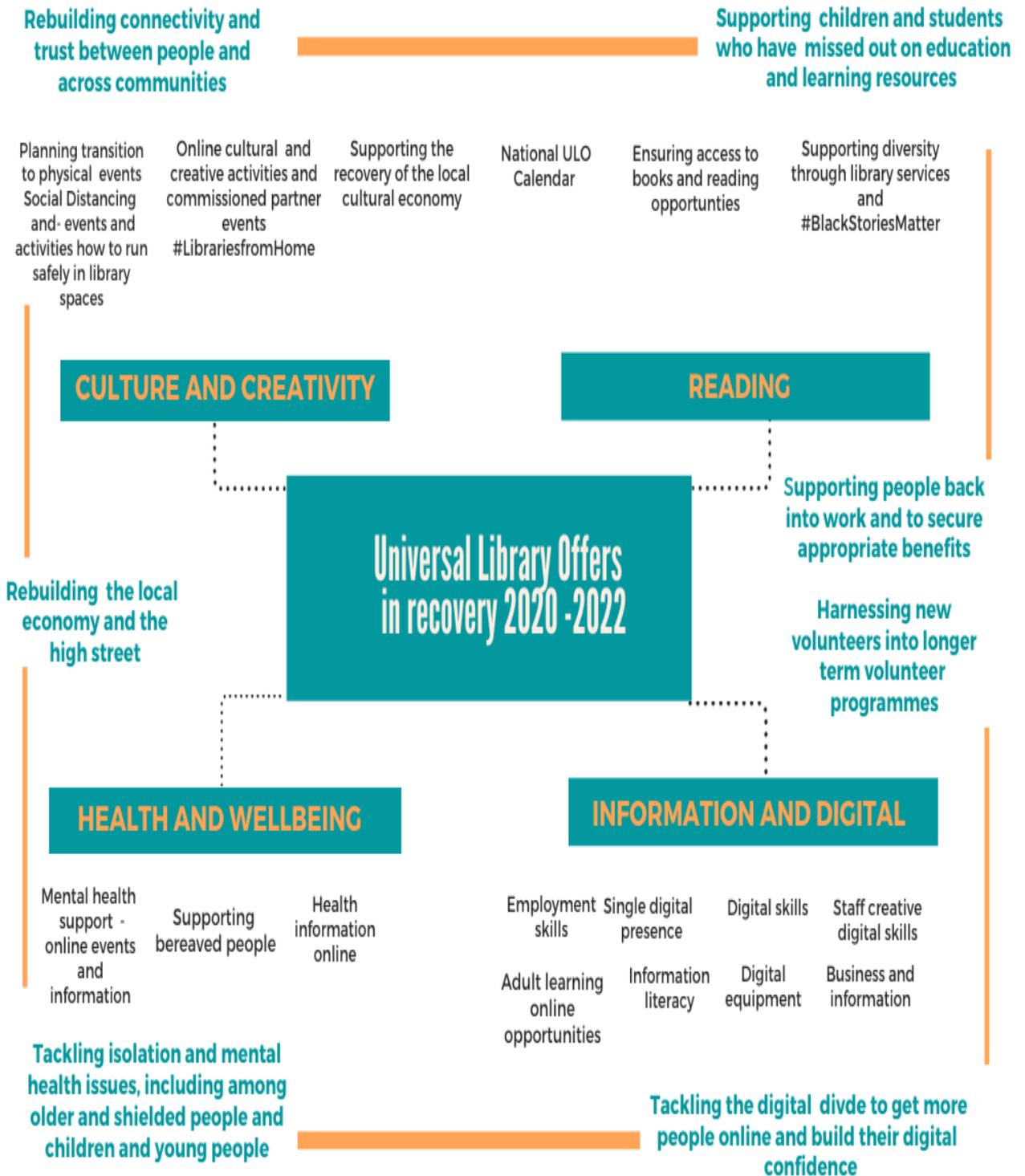
Packs of books waiting to be picked up by library staff for delivery

7. However, the Select and Deliver model is a very expensive and inefficient way of delivering library services, with an annual cost of £175K, and could not be sustainably replicated for the hundreds of thousands of books that are loaned by the library service each year.
8. Community Library buildings that are rent-free with low staff costs and income-generating potential are far more efficient as the book request process is largely self-service and can be supported by volunteers. The items are requested online. When they become available an automated email is sent to the customer. Customers visit the library and help themselves to the requested items, using the self-service kiosk to issue the items and then to return them at a later stage. The only significant cost for this model is the NNDR charge as staff costs are low and building-based service delivery is well supported by volunteers.
9. The Click and Deliver service requires high levels of staff intervention at each stage of the process for each individual item and is therefore far less efficient and more costly but has been a lifeline for some residents during the lockdown.
10. The Mobile Library is at end of life stage. A funding bid is in progress for a replacement electric vehicle.
11. Termination of the Mobile Library Service in its current form was agreed in 2018 but implementation was not supported by the Council Leadership. The service supports the volunteer Home Library Service and ensures residents in outlying areas and residential care homes and nursery schools receive regular library visits and can place requests for selected items or select their own books by going on-board the vehicle.



RBWM Mobile Library

Library Universal Offers for Pandemic Recovery:



Business Support, Skills and Training

1. Libraries and the people working in them change lives through:
 - 1.1. promoting enjoyment in reading and other cultural and creative activities
 - 1.2. raising aspirations and building skills so people can achieve their full potential, regardless of background



- 1.3. actively sharing information, encouraging people to engage with, co-create and learn from each other
 - 1.4. providing trusted and practical support and advice to those who need it
2. Libraries and their staff don't sit in isolation; they support other public services that are vital for local and national prosperity and wellbeing. They not only encourage a love of reading, but also provide business support, build digital skills, organise cultural activities, host community events, offer a quiet space to study, and much, much more.
3. All this builds on one of the most important strengths of libraries: the trust people have in them to provide objective and accurate information and guidance in a confidential and even-handed way.



4. The service has responded quickly to the increase in demand since the start of the pandemic, offering business start-up advice, job seeker support, UC support and Basic IT Skills Training.
5. Local libraries provide a 'cradle-to-grave' service. They offer significant reach into local communities and a cost-effective way of ensuring that people are connected to the services they need when they need them. This helps local councils achieve their strategic objectives and boosts communities' resilience and independence. (Libraries Connected 2020)
6. Average usage in terms of PC hours was over 55,000 before the pandemic, and the service supported residents to get online to complete government forms and applications and job searches as necessary.
7. Going forward, in response to increased demand from residents, the service will offer:
 - 7.1. Business start-up advice, small business advice and support from qualified volunteer professionals
 - 7.2. Universal Credit Support for applicants
 - 7.3. CV and cover letter advice
 - 7.4. Volunteer led IT sessions
 - 7.5. Support for community initiatives that assist residents
 - 7.6. Increased free WiFi options
 - 7.7. Loaning of digital devices along with practical support to empower residents to access online services, skills training and job search and applications.



Place Shaping and Library Design Criteria

Libraries' contribution to place-making

1. In July 2017, Arts Council England published a report compiled by Shared Intelligence on the contribution that public libraries make to place shaping²⁰.
2. Estate agents point to the presence and proximity of libraries in their brochures. Libraries are perceived as safe, neutral and trusted spaces, free from political agendas, reaching all sections and demographics within the community, although under 24s are the largest demographic to use libraries.
3. Libraries play a vital role in defining the areas where they are located, they give communities a sense of social space and collective purpose.
4. The NPPF²¹ requires local authorities to
 - 4.1 Plan positively for the provision and use of shared spaces and community facilities
 - 4.2 Consider and support the delivery of local strategies to improve health and social and cultural well-being for all sections of the community
 - 4.3 Guard against the unnecessary loss of valued facilities and services, particularly where this would reduce the community's ability to meet its day-to-day needs
 - 4.4 Ensure that established facilities and services develop and modernise, and are retained for the benefit of the community
 - 4.5 Ensure an integrated approach to considering the location of housing, economic uses and community facilities and services.
5. CIL can be used to fund a broad range of infrastructure including libraries.
6. Libraries are accessed and accessible by all regardless of levels of deprivation.

²⁰ <https://www.artscouncil.org.uk/sites/default/files/download-file/Combined%20placeshaping%20report%2017%20July.pdf>

²¹

https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/810197/NPPF_Feb_2019_revised.pdf

7. Public libraries are a population-scale platform for meeting the population scale challenges of aging. There are very few other public services which achieve regular personal contact with over one-third of the 75+ population. Those which do, notably GPs, are urgently seeking ways older people can be targeted by preventative interventions which reduce the likelihood of them needing more serious help from social care agencies and the NHS.
8. In this context libraries have a significant role to play in place-shaping because they are one of the most familiar, well-recognised, and trusted local institutions with very high levels of engagement across all demographics. Any decisions in regard to place-shaping that aims to centre residents and empower communities must place libraries at the heart of those decisions.



9. There is strong evidence that the Community Library approach boosts communities' resilience and independence²². The offer developed at each library location is different, reflecting and tailored to the unique assets, capacities, needs, interests and priorities of that community.
10. The Maidenhead Vision Charter, 2020²³ identified priorities for Maidenhead that are already delivered through the library, for example exhibition space, community activity spaces and the teenage volunteer programme. The teenage response to the Vision Charter consultation and engagement process was that "the library needs to be bigger".
11. The demand for study space, with very high levels of occupancy during exam revision periods, and repeated requests for extended opening hours during these times, provide evidence of the value students place on these facilities to be available for them. During the pandemic the service received written requests from young people to open the library for study purposes, to allow for safer and more socially distanced study opportunities than they currently have in other locations. Young people do not choose to use halls and community centres for study and social contact; they prefer library spaces for a range of reasons.
12. Maidenhead Library is unique in terms of architectural design and offers unmatched flexibility. The library featured recently in the c20 Society Journal.²⁴ A recent internal refurbishment worked with this design. Spaces are now fully flexible with shelves and other furniture mobile in order to accommodate changing requirements during the annual cycle and to allow the building to host cultural events, exhibitions and other community activity.

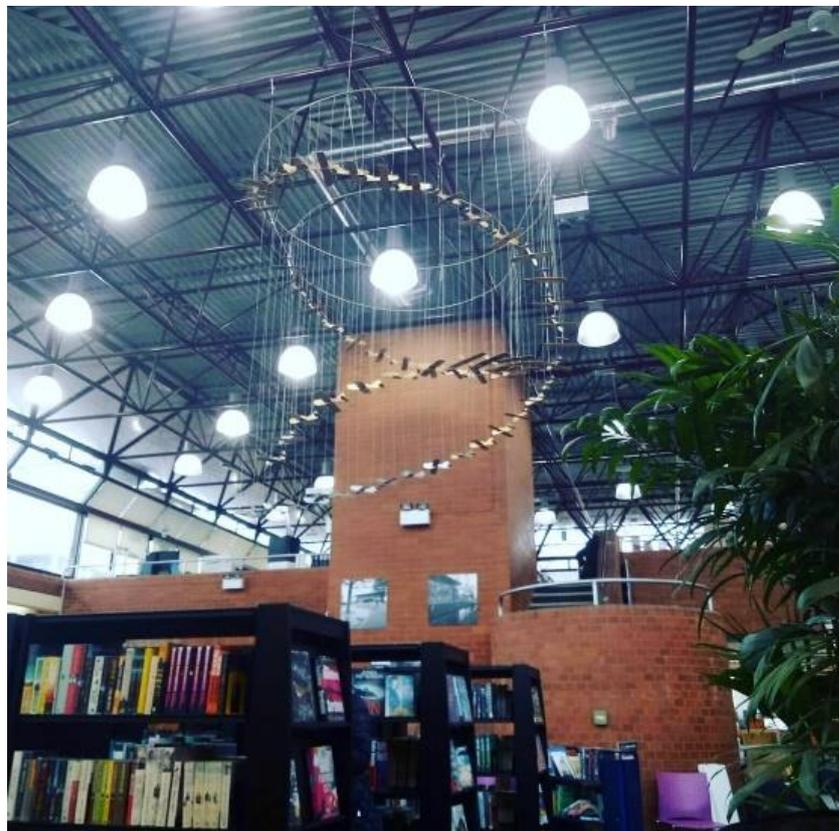


²² Great Britain. Department for Digital, Culture, Media & Sport. (2018). Libraries Deliver: Ambition for Public Libraries in England 2016 to 2021. Available at: <https://www.gov.uk/government/publications/libraries-deliver-ambition-for-public-libraries-in-england-2016-to-2021/libraries-deliver-ambition-for-public-libraries-in-england-2016-to-2021> (Accessed: 20 November 2020).

²³ https://www.jtp.co.uk/cms/pdfs/01755_Vision-Document_DRAFT_200115_FINAL.pdf

²⁴ <https://c20society.org.uk/news/tribute-to-paul-koralek>

13. High levels of Summer Reading Challenge participation, Work Experience via volunteering placements, deposit collections, the Schools Reading Development Service and Reading Development Inclusions work with schools and Children's Centres (funded by CLASS) demonstrate the reach and impact of the service on young people in the Royal Borough of Windsor and Maidenhead.
14. Facilitation and coordination of cultural activities, themed stock displays, well-attended Rhymetime and Storytime sessions, regular use of Library spaces by self-directed groups such as Knit & Natter, adult colouring clubs, scrabble club, boardgames club, history clubs and a range of other clubs and societies across the library estate contribute to maintaining community cohesion, connections and improved health and wellbeing.
15. The Service champions inclusive access evidenced by the Mobile Library Service, the Home Library Service, Welfare calls to vulnerable citizens, Dementia sessions, Accessibility mornings and links with the Disability and Inclusions Forum, Adult Autism Services and a range of other partners.
16. The Library Service is in regular contact with 50,000 library customers by email and uses a very wide range of social media platforms to engage with its customers, with events posted online having over a thousand views and being widely shared.



Library Transformation Strategy Design Criteria in relation to Place Making

1. Distribution and reach to include population density, demographics, proximity to other services, co-located services
2. Location and vicinity to include distance from shops and amenities, transport links, parking
3. Buildings and spaces to include appearance, context, maintenance and operation costs
4. Digital engagement to include technology to enhance the delivery of services 24/7 and to provide new platforms for engagement while overcoming barriers to digital inclusion
5. Community consultation and engagement
6. Finance and funding to include innovation in looking at other sources of income generation.

RBWM Libraries Climate Strategy 2020-2025

Background

In June 2019, the Royal Borough of Windsor and Maidenhead Council declared an environment and climate emergency. The issues driving this decision were, and remain, some of the most challenging ever faced by humanity, with our climate changing on a scale and at a pace that threatens our way of life and that of future generations. The strategy formation was spearheaded by a cross-party councillor working group and was approved by the council for public consultation in June 2020.

The role of libraries

Libraries have always promoted environmental sustainability. Simply by loaning one copy of one book to multiple residents our libraries help reduce the Borough's carbon footprint. Libraries lead by example and are green behind the scenes. They keep transportation to a minimum and recycle and reuse many 'disposable' products.

On a deeper level, by providing access to research, the library service brings about the changes in attitudes necessary to make a more sustainable society. Libraries teach information literacy, educating every sector of the local community. Alongside schools, libraries shape children's views about the environment and encourage them to make a difference.

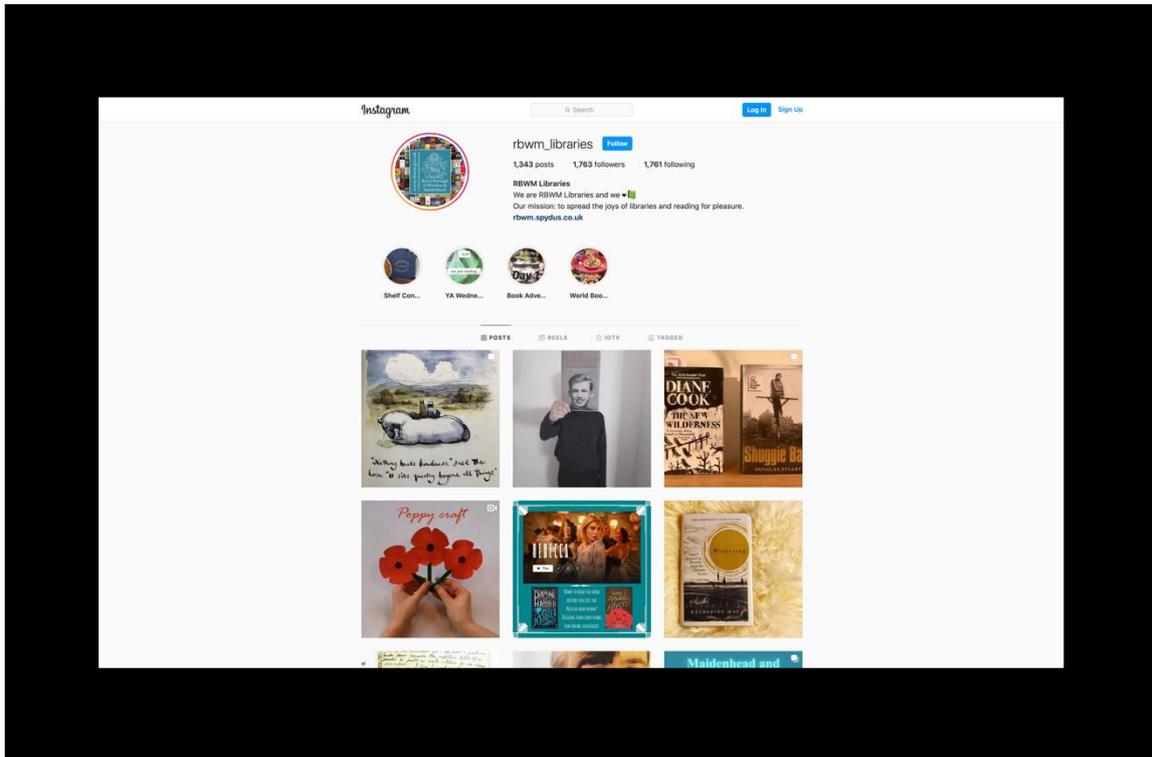
With a team of advisors, experts and volunteers on hand to help, residents come to the Borough's libraries to take part in traditional craft sessions and to view digital documents like the Environment and Climate Strategy. This strategy continued to be a priority throughout the pandemic.

Four key strategic themes

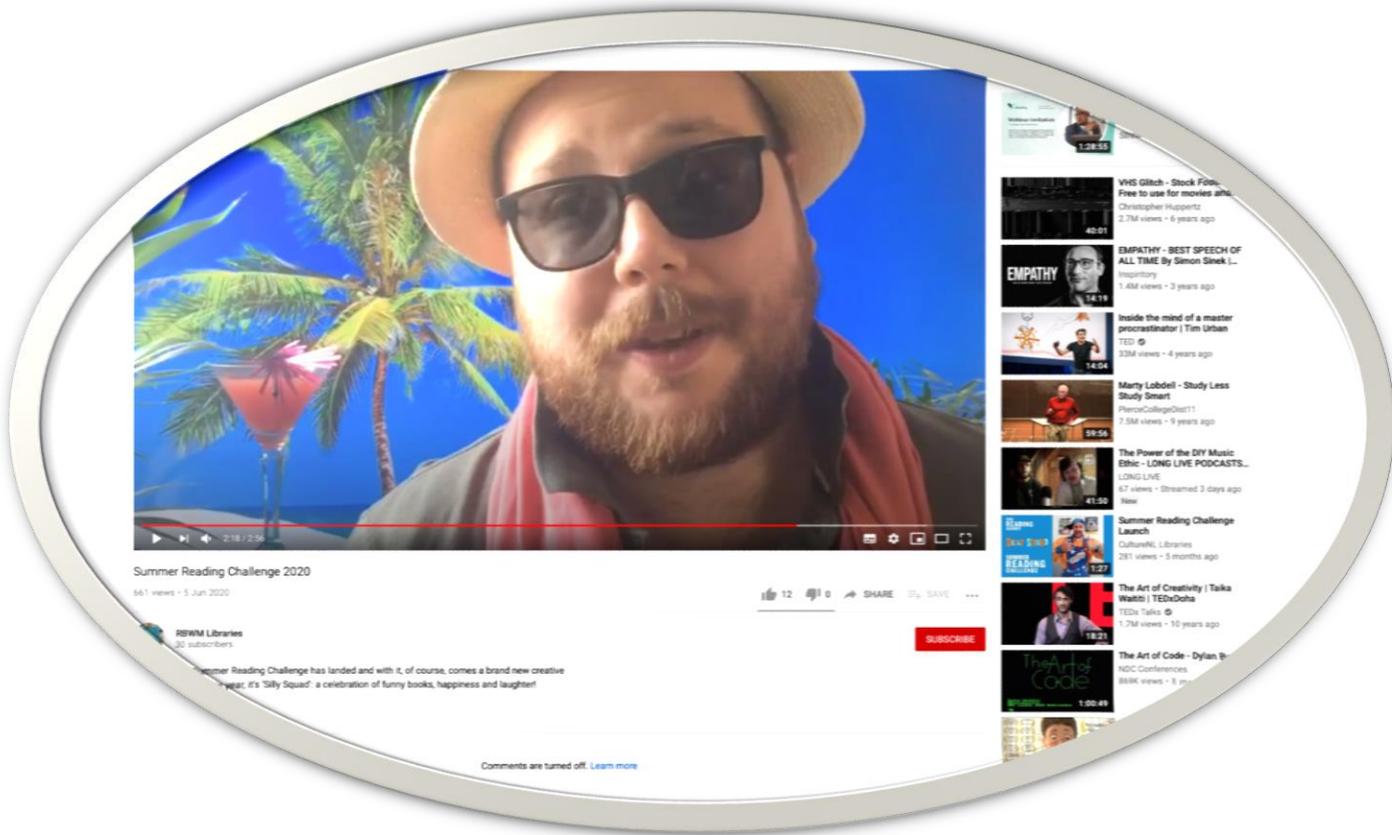
Taking our cue from the Climate Steering Committee's document, Library Services have committed to four key themes to challenge climate change:

- **Digital**
- **Environmental**
- **Agile**
- **Physical.**

Digital

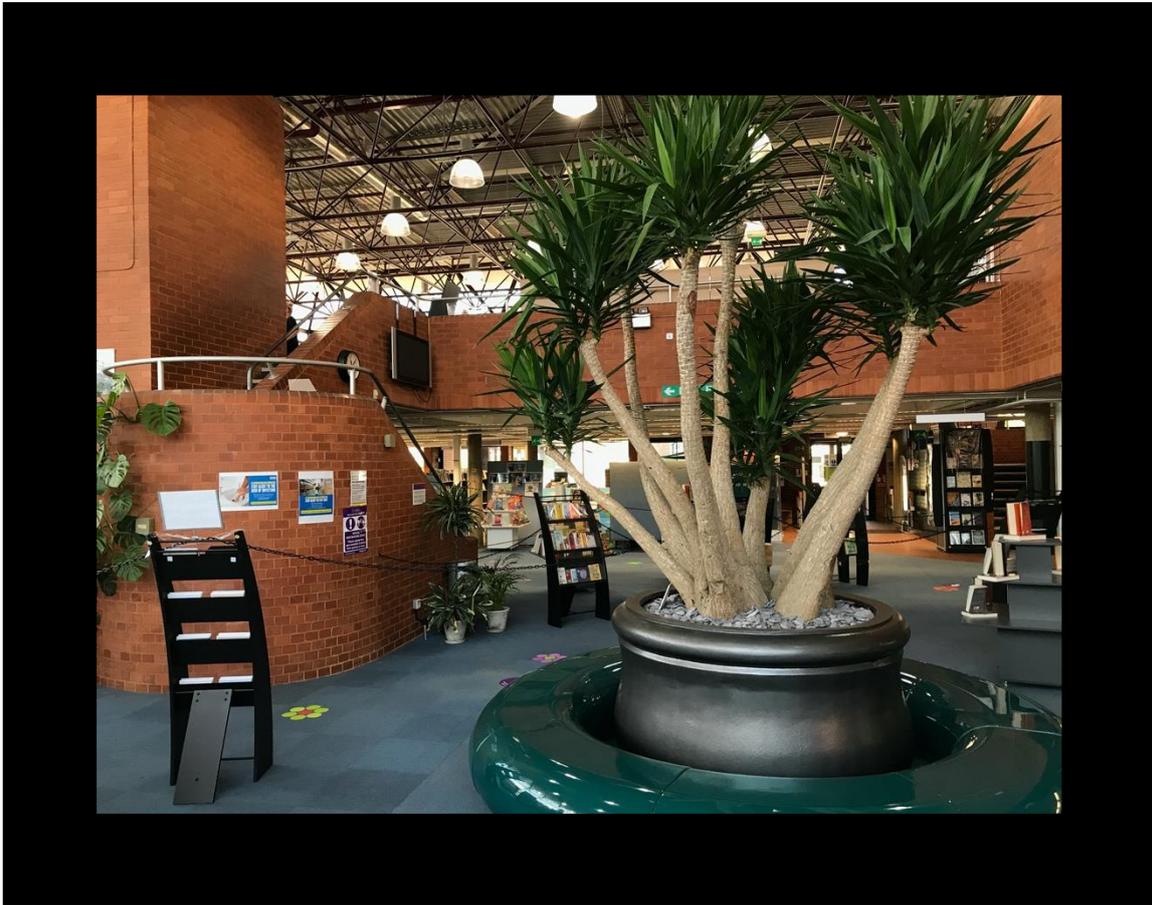


- Online registration allows instant access to resources from work, school or home
- Borrowing of E-audiobooks, e-books, e-magazines and e-Reference resources can be done from work, school or home
- Online Resource “Access to Research” can be accessed from any location
- Universal Credit assistance can be benefited from remotely



- Participation in online book groups and book chats can take place from anywhere
- Youtube, Rhymetimes, Storytimes and Craft sessions can be accessed from any location
- Customers can engage with the library Facebook, Instagram, Minecraft, Twitter, YouTube and other media from wherever they are
- Review purchasing newspapers for browsing and magazines for loan.

Environmental



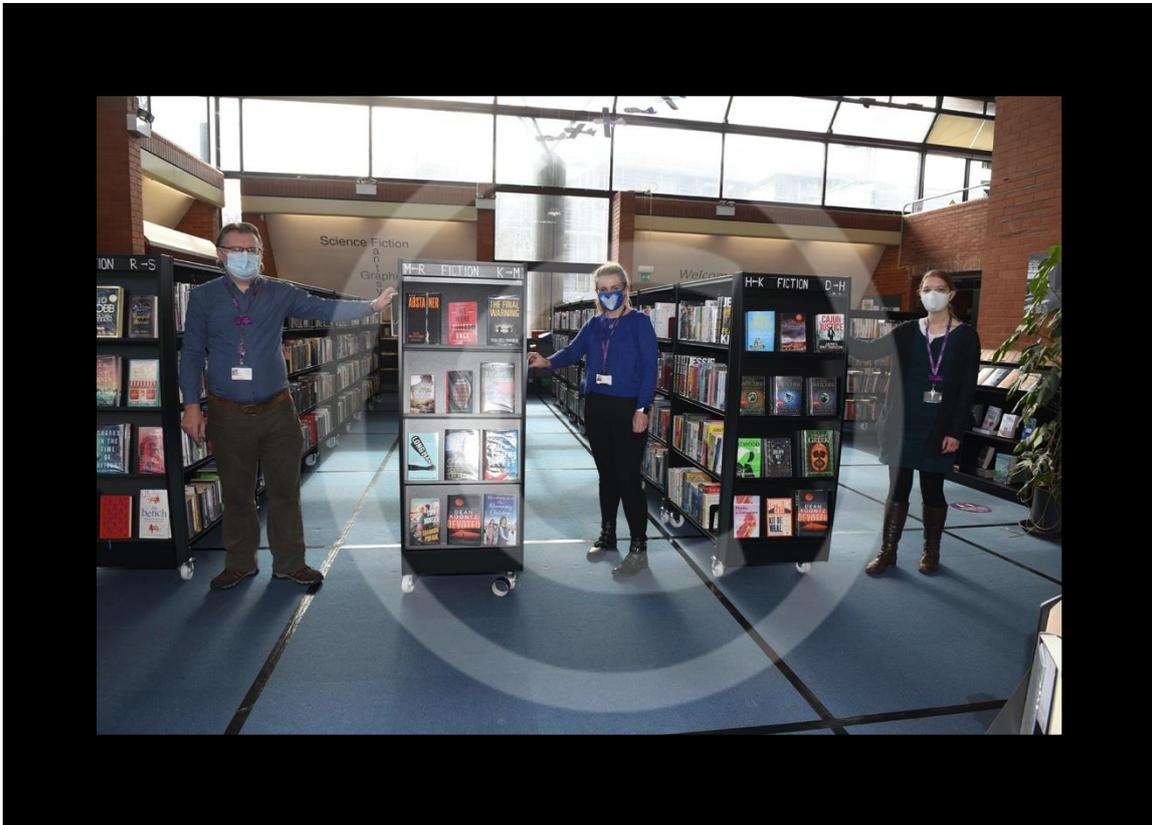
- Paper recycling
- No single use plastic cups
- No laminated signs
- Lights triggered by motion sensors
- Craft sessions using recyclable materials
- Re-selling of withdrawn stock

Agile



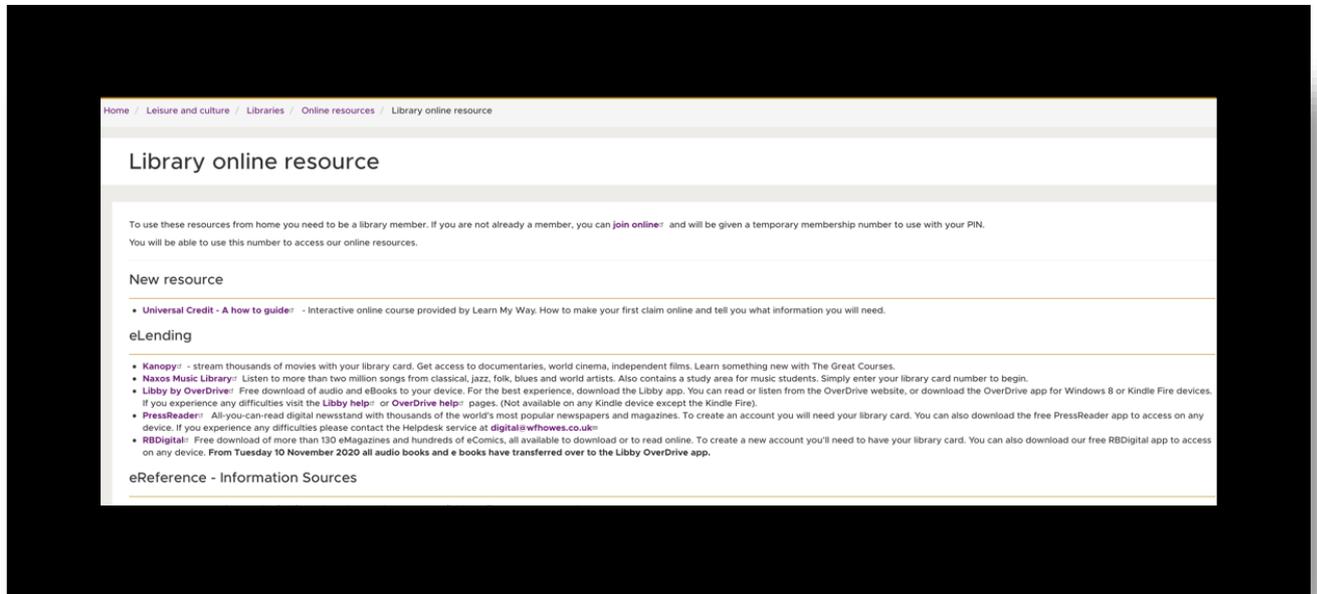
- A Click and Deliver service with local drop off and collection points reducing travel and increasing participation
- A single vehicle delivering books to large groups of residents
- A Home Library service, engaging community volunteers
- Emails notifying users when requested items are ready to collect
- Volunteer-led IT drop-ins

Physical



- Lending books – reduce, re-use, recycle
- Building links with the local community including climate partners
- Improving mental health and well-being in a safe place with access to a range of community support networks, charities, volunteers and services
- On site café at Maidenhead Library
- Desirable and comfortable spaces for both Council staff and local people to work

End this Emergency: One Vision for Our Future



Coming soon:

- Wi-fi printing
- A Library App
- A Digital Library Card
- VR (Virtual Reality)



Next Steps

- Switch wipes to plastic-free, biodegradable ones
- Use 5L refillable containers for hand sanitizers and sanitizer sprays
- Install water dispensers to encourage the use of reusable bottles
- Limit the use of 'pop up' free-standing promotional signs



- Stress to staff that they must have a reusable mask
- Small changes to embed greener habits helping to implement more environmentally friendly habits
- A domino-effect to be instilled in residents when things return to a 'new normal'
- More staff working from home, reducing pollution and paper waste
- MECC-trained library staff to help residents to find their own solutions and remain independent



- Further implementation of ABCD (Asset Based Community Development)
- Local partnerships will be expanded, reinforced and energised
- Resources and spaces will be further attuned to localities

Transformation Savings Proposals

	Option	Reason	Risk	Mitigation	Savings	Comments	Investment Required
1	Close Boyn Grove Library	The space is very small which limits community support activity to mostly outside of library opening hours.	Impacts on 3 wards Well used by Dementia and Learning Disability partners High levels of book borrowing Supports schools Accessible with ample parking Passes building costs onto other services within the council such as Property or Optalis, who are already able to make use of the space if they wish to do so.	Schools can take up RDS (Reading Development Service) offer Families can use Maidenhead Library (2 miles) Inclusions work with Dementia and Learning Disability partners to be developed Mobile Library stops on site.	22,000	Staff savings: £18,000 Building savings: £7,000	Inclusions, RDS and Mobile Library top-up: £3000
2	Close Datchet Library	High rent and utility costs Low levels of usage when compared to most RBWM community libraries - library usage dropped when car park charges were introduced by the Council Building not fit for purpose with high maintenance costs	There are pockets of deprivation in Datchet The removal of access to IT support and facilities, along with a safe place for children to attend after school may impact the more vulnerable. However there is little evidence that the library is well-used by people in this demographic.	Mobile Library Weekly stops Schools encouraged to take up the RDS School Offer Customers can access library services at Windsor Library (2.3 miles) Targeted inclusions work by the Reading Development Inclusions Officer	44,000	Staff savings: 17,000 Building savings: £30,000	Inclusions, RDS and Mobile Library top-up: £3000
	Close Sunninghill Library	Very old building not fit for purpose Low visitor counts other than directly after school (3-4pm)	School children may not be taken to another library by parents / carers Children may not have somewhere safe to go after school	Families can use Ascot Library (1.6 miles) School can take up RDS offer Mobile Library stops	28,000	Sunninghill staff savings: £16,000 Sunninghill Building savings: £12,000	
3	Close Old Windsor Library	High rent Low levels of usage when compared to most RBWM Community Libraries	Capital improvements to and extension of this location were only completed last year	Mobile Library stops School encouraged to take up the RDS School Offer Customers can access library services at Windsor Library (2.1 miles)	21,000	Staff savings: £10,000 Building savings: £13,000	Inclusions, RDS and Mobile Library top-up: £2000
4	Deliver Container Library services from one of the sites	This will save on £50Kpa towage costs.	Impacts 3 villages	Mobile Library stops Schools encouraged to take up the RDS School Offer Customers can access library services at other Libraries Holyport is 3.3 miles from Maidenhead Library Furze Platt is 1.8 miles from Maidenhead Library Sunningdale is 2.6 miles from Ascot Library. Public Consultation and partner negotiation required to agree	64,000	Holyport Wraysbury and Furze Platt staff savings: £5,000 per site Sunningdale staff savings: £6,000 Container Towage savings: £50,000 (Consultation and negotiation with partners required)	Inclusions, RDS and Mobile Library top-up: £2000

	Option	Reason	Risk	Mitigation	Savings	Comments	Investment Required
				which sites will see the service withdrawn			
5	Reduce opening hours at Windsor Library by 4hpw	Open at 10am Monday, Tuesday, Thursday and Friday	Residents requiring urgent PC, printing or wifi facilities, residents using the library for work and business purposes, and students during peak study season will be most impacted		10,000	Staff savings: £10,000	
6	Reduce opening hours at Maidenhead Library by 5hpw	Open at 10am Monday, Tuesday, Thursday and Friday, and at 11am for the general public on Wednesday.	Residents requiring urgent PC, printing or wifi facilities, residents using the library for work and business purposes, and students during peak study season will be most impacted	Retain an "Accessibility Hour" at Maidenhead Library where the library is only open for those with Dementia, Autism or Learning Disabilities. Open on a Wednesday at 10am for accessibility customers and to the rest of the Public at 11am.	25,000	Staff savings: £25,000	
7	Retain Eton Wick Library Reduce opening hours further from 20hpw to 13hpw	Building costs for Eton Wick Library are very low (less than £2Kpa) due to the support provided by the Eton Wick Village Hall. The library is well-situated right in the middle of the village alongside the Youth Club, Social Club, Sports Fields and local shops. Eton Wick is a particularly community-orientated village with many groups, societies, clubs and volunteers who use the library space. Age Concern, PCSOs and Community Wardens are active partners. The library is an integral part of the community, blended into the fabric of Eton Wick community life. Several young volunteers are active in the library. The IT help volunteer is particularly busy every week. Excluded children also make use of the library with their teachers. Computer use at this location is high. Eton Wick has poor travel links to which means getting to another library is difficult for many residents. Of a population of 2260, books loans average 1400 per month, which is a high loan to resident ratio.	Reduction in hours may impact vulnerable groups	The site can continue to be used by community groups outside of library opening hours to continue to provide support by the community for the community	5,000	Open to the public each week for: one morning one afternoon one evening Saturday morning The building will continue to be available seven days a week for community use.	Eton Wick Library would benefit from a small CIL investment to remove the wall between the IT Suite and main library in order to expand the available space and increase flexibility

	Option	Reason	Risk	Mitigation	Savings	Comments	Investment Required
8	Retain Dedworth Library Reduce opening hours further from 26hpw to 13hpw	<p>Dedworth Library is in the heart of the residential district of West Windsor</p> <p>Excellent access for local residents</p> <p>It is on the school site and the building is integrated into the school (it used to be used as the school canteen and kitchens)</p> <p>No rental costs, low utility costs, high income.</p> <p>Dedworth is one of the highest areas of deprivation in the Borough</p> <p>The library building is used throughout the week during and outside of library opening hours.</p> <p>The Community Room is rented by Lilliputs Nursery and is used out of school hours by community groups, individuals, families, volunteers and charities to provide services for the community. These include groups such as the Mental Health Choir, Dementia Friends and MIND - Friends in Need.</p> <p>The library works with young mums who attend the baby clinic, making sure they have Bookstart packs and are invited to the rhymetimes, storytimes and other events delivered by volunteers and partners.</p> <p>Many school children use the library after school to wait in a safe space to be picked up, and parents use the library when their children attend the range of events and activities on the site.</p> <p>Take-up for IT help provided by volunteers and training delivered by partners such as CLASS is high.</p> <p>Dedworth Library works closely with Community Champions, PCSOs, Community Wardens and many other partners to help support community resilience and independence.</p> <p>Residents are assisted with UC applications</p>	Reduction in opening hours may impact vulnerable children and adults.	The site can continue to be used by community groups outside of library opening hours to continue to provide support by the community for the community	9,000	<p>Open to the public each week for: one morning one afternoon one evening Saturday morning</p> <p>The building will continue to be available seven days a week for community use.</p>	Dedworth Library would benefit from a small CIL investment to extend the bike sheds and refurbish the Boiler Room building to provide additional community space.
9	Retain Cox Green Library Reduce opening hours further from 25hpw to 13hpw	<p>Cox Green Library is used throughout the week by the school. Library staffing is funded by the school for school opening hours. The building is fully integrated into the school and a peppercorn rent is paid by the Council for the space.</p> <p>The Parish Council pays RBWM libraries rent for use of their offices and the space is also shared with TVP.</p> <p>The library sits alongside the Leisure Centre and the Community Centre.</p> <p>Every Cox Green school pupil is a member of the library and usage is high.</p> <p>Many partners such as Age Concern deliver support services to the community from the library, in particular IT training.</p> <p>Library volunteers also deliver weekly IT drop-in sessions for residents who prefer less formal assistance with their IT problems.</p> <p>The Teenage Volunteer Programme is very popular with young people from Cox Green and many young volunteers go on to weekend and summer employment with the service</p> <p>The library is located very close to two primary schools</p>	Reduction in opening hours may impact vulnerable children and adults.	The site can be used by community groups outside of library opening hours to continue to provide support by the community for the community	8,000	<p>Open to the public each week for: one morning one afternoon one evening Saturday morning</p> <p>The building will continue to be available seven days a week for community use.</p>	

	Option	Reason	Risk	Mitigation	Savings	Comments	Investment Required
10	Retain Cookham Library Reduce opening hours further from 20hpw to 13hpw	<p>Cookham Library is used throughout the week during and outside of library opening hours by a wide range of community users to support health and wellbeing, healthy lifestyles, children's events and activities, workshops for adults and children, IT assistance, community events, art and cultural exhibitions, council services, clubs, volunteers and charitable events.</p> <p>Cookham Parish Council has a 60 year lease with the library service and contributes to both opening hours and building costs. The Parish Council contributed £60,000 to the library building as well.</p> <p>Very accessible location, some distance from any other library location.</p> <p>Dual use library for the school, RDS School service funded by the school.</p> <p>The building is physically integrated with the school and is used by the school for PTAs, meetings, training and teaching purposes.</p> <p>Offers volunteering and job opportunities for young people</p> <p>Provides a safe place for children who are able to attend unaccompanied from the age of 8, particularly beneficial to children of working parents.</p> <p>Cookham Library was selected by Penguin Books as one of their 14 wonderful children's libraries.</p>	Reduction in opening hours may impact vulnerable children and adults. Cookham Parish Council may withdraw their opening hours funding of £2kpa.	The site can continue to be used by community groups outside of library opening hours to continue to provide support by the community for the community	3,000	<p>Open to the public each week for: one morning one afternoon one evening Saturday morning</p> <p>The building will continue to be available seven days a week for community use.</p>	
11	Retain Ascot Library	Library required in the south of the Borough. This library is supported by Ascot Durning Trust.			0		
12	Other savings / income	Income from Rio Café	Café may be impacted by Covid	3 year lease in place	20,000		
13	Supervisor	Reduction in library staffing and building responsibilities will allow for reduction in 1FTE at supervisor level	Loss of skills and capacity across the service		33,000		
	Total Savings				292,000		

