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<b>Report To:</b>	<b>Education and Communities Committee</b>	<b>Date:</b>	<b>4 September 2018</b>
<b>Report By:</b>	<b>Grant McGovern Head of Inclusive Education, Culture and Communities</b>	<b>Report No:</b>	<b>EDUCOM/83/18/AW/RB</b>
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<b>Subject:</b>	<b>Libraries, Museums and Archives Service Annual Report 2017-18</b>		

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## **1.0 PURPOSE**

- 1.1 The purpose of this report is to update the Committee on progress within the Libraries, Museums and Archives Service in 2017-18.

## **2.0 SUMMARY**

- 2.1 The Libraries, Museums and Archives Service Annual Report 2017-18 provides information on the range and impact of the work of the Service, celebrates the achievements of the Service, and reviews the findings of Service self-evaluation activities.
- 2.2 The report also summarises the loans made from the collections of the McLean Museum and Art Gallery in the previous year.

## **3.0 RECOMMENDATIONS**

- 3.1 It is recommended that the Committee endorses the Service's annual report.

## 4.0 BACKGROUND

4.1 The following summarises highlights from the report:

- 4.2
- Several reading-related events were held throughout the year, allowing around 200 library users to meet with their favourite authors.
  - Working in partnership with Inverclyde Council CLD service, Inverclyde Libraries hosts basic computing courses and work clubs, aimed at supporting the employability skills of jobseekers. Around 900 participants attended these sessions this year.
  - Inverclyde Libraries provides digital access to Universal Credit claimants. There were more than 5,000 log-ins to the Universal Credit website from libraries during the year; over 300 of these users required support from library staff on managing their account online.
  - Inverclyde Libraries led on a national “Get It Loud in Libraries” initiative which saw 6 Scottish library services put on gigs in libraries, with an associated skills development programme for library staff and local young people. We hosted singer/songwriter Maisie Peters in Greenock Central Library.
  - We developed our Outreach activities further in 2017-18 and are proud to have successful and growing partnerships with the health sector (in particular, Macmillan Cancer Support through Inverclyde Community Care Forum); HMP Greenock; Trust Housing. We also run a ‘Books on Wheels’ service, improved our accessibility to people with autism and their families, and delivered an Orientation Day for New Syrian Scots in Inverclyde to introduce them to library services.
  - We recorded over 8,000 child attendances at Bookbug sessions in 2017-18. With our Health partners we gifted over 2,000 Bookbug packs to local children aged 0-5.
  - In summer 2017, we had over 1,300 local children take part in the Summer Reading Challenge. We were the third highest authority in Scotland for both new members joining through the Challenge, and the number of boys taking part, which is a good achievement for one of the smallest local authorities.
  - We worked with Inverclyde Council’s Attainment Challenge team to deliver a library service and reading opportunities at holiday lunch clubs throughout Inverclyde.
  - We undertook a validated self-evaluation of our service using the How Good Is Our Public Library Service (HGIOPLS) framework and were delighted to be rated as level 4 - ‘good’ for Q1 1 - Access To Information.
  - The McLean Museum and Watt Library were closed to the public for the whole of 2017-18 to allow an extensive programme of fabric repairs to take place.
  - A new service point in Cathcart Street, our “pop up” library, archive and museum, known collectively as the Inverclyde Heritage Hub, opened to the public in August 2017, utilising the Watt Library’s local studies collection, archives, and the Museum’s social history collection to tell the story of Inverclyde and provide a single point of access for visitors, tourists, and researchers.
  - Staff at the Heritage Hub organised and hosted many events, including talks on local shipbuilding, cinema, the sugar trade, and housing.
  - An oil painting entitled ‘An Old Woman Reading’ by H C Pilsbury was restored and loaned to the Art UK exhibition at the London Art Fair. The bust of Henri Temianka by Miriam Baker gifted to the Museum in 2016 was loaned to the Beacon Arts Centre for display.
  - The Museum and Archives also welcomed the setting up of a newly constituted “Friends”

group, the Inverclyde Heritage Network, whose objective is to help promote, develop and improve local heritage resources.

## 5.0 IMPLICATIONS

### 5.1 Finance

There are no financial implications arising from this report.

#### Financial Implications:

##### One off Costs

Cost Centre	Budget Heading	Budget Years	Proposed Spend this Report £000	Virement From	Other Comments
N/A					

##### Annually Recurring Costs/ (Savings)

Cost Centre	Budget Heading	With Effect from	Annual Net Impact £000	Virement From (If Applicable)	Other Comments
N/A					

### Legal

5.2 There are no legal implications arising from this report.

### Human Resources

5.3 There are no Human Resources implications arising from this report.

### Equalities

5.4 Has an Equality Impact Assessment been carried out?

Yes See attached appendix

No This report does not introduce a new policy, function or strategy or recommend a change to an existing policy, function or strategy. Therefore, no Equality Impact Assessment is required.

### Repopulation

5.5 There are no repopulation implications arising from this report.

## 6.0 LIST OF BACKGROUND PAPERS

6.1 See Appendix 1 – Libraries, Museums and Archives Service Annual Report 2017-18.



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**Inverclyde Council**  
**Libraries, Museums and Archives Service**  
**Annual Report**

## INTRODUCTION

It has been a busy year for the Libraries, Museums and Archives service, with 428,785 visitors across our service points (including online), borrowing 154,957 items and 23,739 people attended 1,117 events and activities, from Bookbug sessions, to author events and IT classes, to local history talks.

We have continued to evolve our service delivery to ensure its relevance to local communities as well as introducing new aspects of our offer. This report only illustrates a brief snapshot of the year's achievements and work undertaken by library, museum and archive staff.

## LIBRARIES

Inverclyde Council operates a network of six public libraries in central Greenock, Barr's Cottage, Port Glasgow, Kilmacolm, Gourock and Inverkip & Wemyss Bay. Inverclyde Libraries provide services to anyone who lives, works or visits Inverclyde and this includes access to books, reading and authors; free internet access, support to use technology and learning opportunities; and events and activities.



Our Programme Development team (3.73 FTE) offer informal learning opportunities to communities across Inverclyde, supported and delivered by our frontline staff. In addition, a varied programme of events is offered to increase opportunities to meet writers, share a love of books and reading and access national programmes locally. All of the opportunities are free of charge and available to all.

We hosted 3 events as part of the National Reading Promotion, which 81 people attended, including a sold-out appearance from Martin Stepek of the *Sunday Herald* on Mindfulness. We ran 3 author events over the course of Book Week Scotland, and a further 2 events, with nationally acclaimed crime authors Denise Mina and Lin Anderson, to promote World Book Day, with around 100 people attending.

Working in partnership with Inverclyde Council Community Learning and Development service, Inverclyde Libraries hosts basic computing courses and work clubs, aimed at supporting the employability skills of jobseekers. Around 900 participants attended these sessions this year. We also supported members of the CLD Literacies groups to complete 'Reading Ahead', the national programme to support adults and young people who struggle to read, with 16 participants taking part this year.

In 2017-18 we launched a new Learning Offer, and through this delivered 'DiscoverIT @ the Library' classes to 69 learners, assisted 122 attendees at our 1:1 'Device Advice' drop-in sessions, and delivered a new Family History class to an initial group of 5 learners. Our popular 'Ancestry' database was used 28,174 times, evidence that Inverclyders' interest in their personal family histories continues to grow.

Inverclyde Libraries provides digital access to Universal Credit claimants. Over 5,000 users accessed the Universal Credit website from libraries during the year, more than 300 of these users required support from library staff on managing their account online.

With funding from the Scottish Public Library Improvement Fund, Inverclyde Libraries led on a national "Get It Loud in Libraries" initiative which saw 6 Scottish library services put on gigs in libraries, with an associated skills development programme for library staff and local young people. Staff were trained in how to deliver cultural events in libraries and we worked with 4 Music students from Notre Dame High School on a successful library gig in March.



We welcomed up-and-coming singer/songwriter Maisie Peters (now signed to Atlantic Records) to Greenock Central Library; our young volunteers assisted with social media, ticketing, collecting participant feedback, and had the opportunity to shadow the technical crew and speak to them about careers in the creative industries. 63 people attended the gig on the night and library staff are now looking at how we can offer more cultural events within our library venues.

We developed our Outreach activities further in 2017-18 and are proud to have successful and growing partnerships with the health sector (in particular, Macmillan Cancer Support through Inverclyde Community Care Forum); HMP Greenock; and Trust Housing, with several digital participation sessions delivered to residents in St Margaret's Court, Greenock. We also operate a 'Books on Wheels' service for those library users who find it difficult to access a physical library. Library staff choose resources on behalf of customers and then deliver these directly to customers' homes. Currently, 81 people use library services in this way.

In Autumn 2017, Inverclyde Libraries secured funding from the Public Library Improvement Fund for our *Au-some Libraries!* project, the outcome of which is to make our libraries, resources and services more accessible to people with autism and their families and carers.

We are also providing services for Inverclyde's Syrian New Scots. This year, we held an Orientation Day for them in Central Library, with 15 adults and 3 children attending, to introduce them to Inverclyde's library services, including Arabic resources, and a Bookbug session for the wee ones.

Our Young People's team (2 FTE) continued to provide a series of high quality, zero cost services for children and families, including our popular Bookbug sessions which aim to introduce a love of books and reading through story and song to 0-5s and their parents/ carers. We recorded over 8,000 child attendances in 2017-18. With our Health partners we gifted 729 Bookbug Baby packs, 755 Toddler Packs, and 689 Explorer (P1) packs to the children of Inverclyde this year. This service, delivered by libraries and funded by Scottish Book Trust, ensures that every single child in Scotland is gifted multiple books by the time they reach 5 years of age.

We ensure our work with Early Years is carried on as children grow by offering many services and events for primary school children, including hosting 723 local Primary 1 children at 'Welcome to Libraries' sessions, and welcoming 2,737 children from Inverclyde nurseries and schools who visited their local library as part of their learning experience. Our Young People's team pride themselves on offering a consistent, free programme of activity for families during each school holiday period. A highlight of our year is always the Summer Reading Challenge which aims to reduce the 'dip' in literacy levels children sometimes experience over the long summer holiday period. In Summer 2017, we had over 1,300 local children take part in the Summer Reading Challenge. We were the third highest authority in Scotland for both new members joining through the Challenge, and the number of boys taking part, which is a good achievement for one of the smallest local authorities. Our libraries offer craft activities for families which are explicitly cost-free and drop-in to reduce barriers to access. In 2017-18 we have developed our delivery model to encompass digital activities to enable families to engage with the latest technologies. 548 children enjoyed holiday activities in our libraries this year and 397 children benefitted from meeting authors and illustrators.

We also worked with Inverclyde Council's Attainment Challenge team to deliver a library service and reading opportunities at holiday lunch clubs throughout Inverclyde. Feedback tells us that those families on the lowest incomes sometime struggle to attend the library due to the barrier of transport costs; we were delighted to receive Attainment Challenge funding to allow us to provide 6 'pop-up' libraries in community venues across Inverclyde (which increases the number of public libraries available to Inverclyde children from 6 to 12), as well as funding for 1 FTE Outreach Librarian to complement the investment in resources by providing a literacy specialist to engage with families on the importance of developing a love of books and reading for enjoyment. During the summer of 2017, the Outreach Librarian engaged with 154 families, impacting on 302 children.



Finally we undertook a validated self-evaluation of our service using the How Good Is Our Public Library Service (HGIOPS) framework and were delighted to be rated as level 4 - 'good' for Q1 - Access To Information. The reviewers (senior public library staff from other Scottish local authorities and ALEOs) found that there were notable strengths in our provision, including clear leadership demonstrated throughout the service; a very strong staff training programme; the development of the Learning Offer; and the *Au-some Libraries!* project was praised as very good practice. Suggested improvements included a more consistent approach to gathering evidence of impact and developing partnerships to extend sustainability of services, both of which will be addressed in the service improvement plan for 2018-19.

## MUSEUM AND ARCHIVES

The McLean Museum and Watt Library were closed to the public for the whole of 2017-18 to allow an extensive programme of fabric repairs to take place. A major piece of work for the service was the decanting and re-storing of the museum display items in preparation for the replacement of the main Museum roof.



Objects have been packed with conservation grade materials and removed to new shelved storage. Selected artwork and ship models were prepared for transport and decanted to an external specialist art store for the duration of the building contract. Inventory records were upgraded during the decant process and the collection of wet biological specimens was transferred to Glasgow Museums after review. The entire collection of the Watt Library including books, archives, and special collections, was decanted to our external store in Port Glasgow and a project to box list items from the collection is ongoing, with the valuable support of a team of volunteers.

Following the decant process, we opened a new service point in Cathcart Street, our "pop up" library, archive and museum, known collectively as the Inverclyde Heritage Hub. The Heritage Hub opened to the public in August 2017, utilising the Watt Library's local studies collection, archives, and the Museum's social history collection to tell the story of Inverclyde and provide a single point of access for visitors, tourists, and researchers, facilitating a more streamlined experience for service users.





The Museum acquired art works through donations, including portraits of the Clapperton family. An oil painting entitled 'An Old Woman Reading' by H C Pilsbury was restored and loaned to the Art UK exhibition at the London Art Fair. The bust of Henri Temianka by Miriam Baker gifted to the Museum in 2016 was loaned to the Beacon Arts Centre for display. The Heritage Hub accepted several small scale donations including items from the local Playtex factory, significant due to its large, mostly female workforce; the collection contributes to ongoing research about local women in the workplace.

*Collections Online*, the Museum's database of collections was expanded with new material and enhanced records; the result was that 'virtual' visits to the Museum were only slightly lower than physical visits the previous year. The Local Heroes project supported by the royal society, *James Watt: A New Dimension*, was extended to three P7 classes in Newark Primary School, Port Glasgow, and a James Watt display was mounted at the Powerboats event in Greenock in June 2017. A pilot oral history project took place in Kilmacollm to collect reminiscences to add to the archive collection; additionally staff at the Heritage Hub organised and hosted many events, including talks on local shipbuilding, cinema, the sugar trade, and housing. Hub staff are also working alongside academics from Edinburgh, Abertay and St Andrews Universities on projects relating to sugar, and to social housing.



The Museum and Archives also welcomed the setting up of a newly constituted "Friends" group, the Inverclyde Heritage Network, whose objective is to help promote, develop and improve local heritage resources. Volunteers are also transcribing and digitising items from the collection, and working on local research relating to WWII in advance of the 80<sup>th</sup> anniversary of its commencement in 2019. The Museum and Archive would like to thank the volunteers who bring so much richness and added value to the service.

#### Performance

Activity	2015-16	2016-17	2017-18
Library visits – in person	285498	271341	276177
Library visits – online	134222	146738	152608
Hard copy loans	173671	166037	154957
Electronic loans	11578	10997	13587
PC Users	42837	39421	36075
Adult Events—Participants	3362	2818	3703
Children & Young People Events - Participants	23011	23361	25651
Enquiries Received	28703	37274	54178