

Library and Heritage Service



Annual Library Plan 2008

Learning and Children's Services

www.kingston.gov.uk/libraries



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INTRODUCTION

1. The Annual Library Plan (ALP) provides details of the library services delivered over the past year, including performance at national and branch library level, what we plan to do during 2008 – 2009 and in future years.

MANAGEMENT OF THE LIBRARY SERVICE

2. National

Public library services are within the remit of the DCMS (Department of Culture, Media and Sport). MLA (Museums, Libraries and Archives) is the government body directly concerned with the operation and development of public library services. National targets for public libraries are issued through MLA; Performance Indicators and Impact Measures are set out in paragraphs 35 – 43.

3. Local

The Library and Heritage Service is overseen at a strategic level by the Executive Member for Adult Services. Branch libraries are the remit of Neighbourhoods. The 'Policy Framework for the Library Service' details the agreed operational structure to ensure that a common framework is established for key operational areas across all borough libraries e.g. a common tariff of library fines and charges. Each Neighbourhood sets out its key aims for its library service in the Neighbourhood Policy Statement. See <http://www.kingston.gov.uk/information/nhoodhome.htm> for neighbourhood policy statements.

4. Directorate

The Library Service is part of the Library and Heritage Service. The Library and Heritage Service is a component of the Learning and Children's Services Directorate (Cultural Services and Lifelong Learning Division). The Library and Heritage Service contributes to meeting the aims and objectives set out in the Cultural Strategy 2008-2012 and the Children and Young People's Plan 2006-2010.

5. The Library and Heritage Service (LAHS) was formed in April 2008 by the merger of the library, museum, local studies and archive services. Some changes including staffing reductions were made in order to rationalise service delivery.

The initial aims for LAHS are:

- To put in place a communication and work structure to give LAHS a unique identity that all staff contribute to and feel part of
- To improve and enhance service delivery
- To use the budgets for library and heritage services in the most cost effective way possible

BUILDINGS

6. Building maintenance and building improvement is carried out by council partners NPS working with the Library Service through the Directorate Property Team. Budgets are ring fenced in these areas. The Library Service makes suggestions to NPS (building problems and improvements required) and relies on the expertise of allocated consultants and property officers to ensure buildings are fit for purpose.

7. **Kingston Town:**

Kingston Library; Kingston Children's Library; Tudor Drive Library; Tudor Hall

By working closely with NPS we are able to use the money available in the best possible way; an example of this was the refurbishment of Kingston Adult Library, to make it more appealing to the public. This meant that we were able to redesign the layout, create an IT area that can be used for training, lay new carpet, reduce the height of the shelving and introduce self service for the issue and discharge of borrowed items. In 2008-09 it is anticipated that it will be possible to open the interconnecting door between the library and museum to allow free flow access for the public between both areas of the building. This will involve some adaptations which could be contained within current budget allocations for the library and museum.

8. **Maldens & Coombe**

New Malden Library and Hall; Old Malden Library

At New Malden library air conditioning was installed in the IT suite which has made it more comfortable for people using this area. In 2008-09 the roof at New Malden Library will require some major repairs for which money has been allocated as well as some improvements to the library hall floor. This work may require the closure of the library for a short time. The counter will also be reorganised to provide an area for community information.

9. **South of the Borough**

Hook Library at the Hook Centre

Building maintenance at the Hook Centre is carried out by council partners NPS. Day to day building management is undertaken by the Premises Section in the Guildhall, with a Premises Manager on site who ensures that any problems are dealt with quickly and efficiently. There are currently outstanding issues at the Centre regarding automatic doors and the heating/comfort cooling systems which are (the subject of discussions with the surveyors and contractors who dealt with the original project) being addressed through the Council's appointed surveyors and contractors.

10. **Surbiton**

Surbiton Library; Surbiton Library Halls (Annexe); Tolworth Library

This year the planned maintenance included the laying of new carpet at Tolworth Library which greatly improved its overall appearance. The ATM machine at Tolworth is due to be removed in December 2008 with the front being made good by the Royal Bank of Scotland. This will give an opportunity for extra storage space in this area which will allow improvement to the layout of the study area to make it more attractive to the public.

LIBRARY REVIEW

11. In the summer of 2007 the Executive asked the Overview Commission to review the current Library Service and, within the medium term financial context of Changing Kingston – Choosing the Future, to make recommendations regarding the provision of a library service fit for the 21st Century. The Library Review included extensive public and staff consultation. The Overview Commission submitted their report and recommendations to the Executive in November 2007 for approval.
12. Five principles for a medium term strategy for the Library Service were approved:
- A service which must be delivered within the budgetary constraints of the Council's Medium Term Financial and Service plan, harnessing the efficiency benefits of technological innovation including online research, 'from home' services and self service facilities
 - Where possible through multi-use centres and co-location of Council services e.g. access to planning services
 - Promoting the Learning and Children's Services objectives of social inclusion, lifelong learning and integrated service delivery
 - Supporting joint investment partnerships with other public lifelong learning provision (including children's centres, schools, college, university and adult learning)
 - Where possible maximising income generation and private finance opportunities
13. Four possible models of provision based on the requirements of each Neighbourhood were suggested together with phasing redevelopment of current sites:
- Phase 1: Kingston, Surbiton and On Line Library
 - Phase 2: Old Malden and Tudor (North Kingston)
 - Phase 3: Tolworth and New Malden
14. Other measures to support, enhance and develop the Library Service maximising income and technological advances, and providing services to encourage greater usage, were recommended. See

PERFORMANCE DATA: LOCAL INDICATORS

15. Local indicators show how the Library Service is progressing in key areas of delivery to meet the objectives of the Children and Young People’s Plan and Cultural Strategy.

16. Issues

Libraries	Issues		
	2006-7	2007-8	Variation on last year
Kingston Town			
Kingston	140,597	120,025	-14.63%
Tudor Drive	62,174	66,615	+ 7.14%
Surbiton			
Surbiton	165,443	158,976	-3.9%
Tolworth	65,751	54,780	-16.68%
Maldens and C.			
New Malden	152,962	154,826	+1.21%
Old Malden	45,209	45,884	+1.49%
South of the B.			
Hook	51,220	108,847	+112.5%
Total	683,356	709,953	+ 4%

17. Issues: commentary

- There has been a national downturn in book issues
- Kingston Library was closed for refurbishment for 3 months, a small book collection for adults was available in the Children’s Library, but closure affected adult stock issues
- The success of Hook Library at the Hook Centre has impacted on the issue figures at its nearest neighbour libraries – Tolworth and Surbiton
- Increased book borrowing at New Malden and Old Malden libraries reflects the systematic monitoring of the book stock to ensure a good turnover of titles available for borrowing
- The success of Hook Library reflects the wide range of stock now available at this library

18. Library membership

Libraries	Membership		
	2006-7	2007-8	Variation on last year
Kingston Town			
Kingston	17,646	16,766	-5%
Tudor Drive	4,015	4,206	+5%

Surbiton			
Surbiton	13,535	12,984	-4%
Tolworth	4,337	4,290	-1%
Maldens and C.			
New Malden	13,309	13,088	-2%
Old Malden	3,338	3,297	-1%
South of the B.			
Hook	6,924	7,569	+9%
Total	63,104	62,200	-1%

19. **Membership: commentary**

- Kingston Library's closure for 3 months during refurbishment affected the enrolment of new members as well as book issues
- Library staff are working via Personnel during 2008 to target current and newly employed council staff
- The introduction of a Smart card for Kingston, giving residents easy access to a range of services should increase library membership

20. **Visits to libraries**

Libraries	Visits to libraries		
	2006-7	2007-8	Variation on last year
Kingston Town			
Kingston	185,085	198,256	+7.11%
Tudor Drive	56,394	66,207	+17.4%
Surbiton			
Surbiton	141,259	126,749	-10.27
Tolworth	84,681	77,928	-7.97
Maldens and C.			
New Malden	159,993	149,796	-6.37%
Old Malden	45,750	41,306	-9.7%
South of the B.			
Hook	43,126	100,288	+132.54%
Total	716,288	760,530	+6%

21. **Visits: commentary**

- Kingston and Tudor Drive libraries have undertaken extensive outreach work in the local community to publicise themselves and their activities; the success of this programme is reflected in visitor figures
- Old Malden and New Malden libraries have also provided a range of innovative, well attended events but overall visitor figures have been disappointing. Staff will redouble efforts to publicise their services

- Surbiton and Tolworth libraries, in spite of providing an excellent activities programme, have been affected by the popularity of, and publicity for, the Hook Centre
- The increase in visits to Hook Library reflects the benefits of providing a library service as part of a community 'hub' providing access to a range of services and facilities from one centrally located building

22. IT (public computer) usage

Libraries	IT (public computer) Usage (in hours)		
	2006-7	2007-8	Variation on last year
Kingston Town			
Kingston	23,859	16,115	-32.45%
Tudor Drive	2,454	2,177	-11.29%
Surbiton			
Surbiton	19,830	15,415	-22.25%
Tolworth	15,360	9,876	-35.7%
Maldens and C.			
New Malden	21,246	18,658	-12.18%
Old Malden	5,109	3,307	-35.26%
South of the B.			
Hook	3,129	10,619	+239.4%
Total	90,987	76,167	-16%

23. IT usage: commentary

- Use of public access computers has been disappointing at all libraries except Hook. This may reflect the introduction of a charge after the first hour of use. Staff will investigate further and report on findings, and recommendations, in the Fines and Charges Report going to all Neighbourhood Committees in January 2009
- Usage may also be affected by the affordability and growth in home ownership of computers

24. IT Learning Activities (guided / tutored learning in hours)

Libraries	IT Learning Activities (guided / tutored learning in hours)		
	2006-7	2007-8	Variation on last year
Kingston Town			
Kingston	46.25	8	-82%
Tudor Drive	12.75	80.75	+533%
Surbiton			
Surbiton	136.5	424.75	+211%
Tolworth	1251.8	1242	-0.7%
Maldens and C.			
New Malden	3,757.75	3,018.25	-20%
Old Malden	95.5	132	+38%

South of the B.			
Hook	27	2,054.5	+7,509%
Community Library	20	22	+10%
Total	5,347.55	6,982.25	+31%

25. IT learning Activities: commentary

- The reduction at Kingston Library was due to the closure of the adult library for refurbishment; a new learning area has been provided as part of the refurbishment
- A wider range of 'first steps' learning can now be offered in Tudor Drive Library's learning area
- Surbiton Library's reference room is now a multi functioning IT learning and study room, allowing a wide range of IT 'first steps', more advanced courses leading to a qualification or training sessions as preparation for work or college
- Tolworth Library has shown a small decline in tutored learning as training staff have undertaken additional work at Surbiton Library
- New Malden Library continues to offer the widest range of well attended tutored learning; the reduction in tutored learning at this library is due to training officers increased input at Old Malden library
- Old Malden Library's self contained learning area now allows a range of tutored learning including IT 'first steps' and family learning in partnership with Adult Education
- Hook Library at the Hook Centre, with its purpose built library learning area, offers a full range of one off sessions and courses on a wide variety of subjects
- All library guided and tutored learning is tailored to the needs of individual or community groups; charges are levied for the majority of training, exceptions are practice sessions e.g. Silver Surfers Clubs and Homework Clubs for schoolchildren

26. Activities to support reading / literacy

Libraries	Activities to support reading skills / literacy held in library buildings (the number of events)		
	2006-7	2007-8	Variation on last year
Kingston Town			
Kingston	186	210	+13%
Tudor Drive	148	232	+57%
Surbiton			
Surbiton	213	197	-7%
Tolworth	125	122	-2%
Maldens and C.			
New Malden	261	310	+19%

Old Malden	103	144	+40%
South of the B.			
Hook	112	223	+99%
Total	1,148	1,438	+25%

27. **Activities to support reading and literacy: commentary**

- All libraries continue to offer a wide range of activities, events, special stock collections and displays, for all ages, to promote reading enjoyment, literacy, education support, library visiting and library membership.

STRATEGIC SERVICES

28. In addition some library services are delivered across the borough including Bookstart and the Community Library (housebound) Service.

Bookstart

The education charity Booktrust administers the Bookstart programme. Bookstart is funded by the DCSF (Department for Children, Schools and Families) with commercial sponsorship by publishers. The programme is delivered by local authorities (public libraries) and Primary Care Trusts working with a number of other local partners. Book start is based on the principle that every child should have the opportunity to enjoy book sharing from as early an age as possible in order to have a positive effect on early literacy.

- 29.

	The Bookstart programme								
Libraries	Bookstart For 0-1year old			Bookstart Plus For 2 year olds			My Treasure Chest For 3 year olds		
	6/7	7/8	Variation	6/7	7/8	Variation	6/7	7/8	Variation
Performance (Delivery)	92%	100%	+8%	76%	99%	+23%	99%	99%	nil

30. In May 2008 Booktrust confirmed that Kingston, on achieving 99% - 100% in all three categories of the Bookstart programme, had become a Beacon Bookstart library authority. The Bookstart Annual Report is available on the libraries website www.kingston.gov.uk/libraries

31. **Community Library Service**

The Community Library Service is a service delivered to housebound people in their own homes, at residential and nursing homes and to day centres. Individuals are visited every 4 weeks with a selection of stock (books and other materials) selected to the interests and needs of the recipient; 'group' visits to homes and day centres are every 12 weeks with a book collection which can include Reminiscence Boxes.

The Community Library also provides the IT@Home service for members providing IT taster sessions on how to use a computer for accessing government and council information, how to shop on line and e mailing via laptops. Sessions are held in individual's homes, at day centres or in libraries (when special transport can be arranged). The aim of the Community Library is to ensure older and less mobile residents have access to information and leisure to combat isolation and support an active involvement in community life. The Community Library has a long term staff vacancy; this should be filled from September 2008. The table below shows that although Community Library membership has increased the number of items borrowed has declined; this may be caused by members improved access to technology (computers and the Internet) leaving less time for reading.

32.

Community Library					
Members			Issues		
2006/7	2007/8	Variation	2006/7	2007/8	Variation
357	384	+7.56%	42072	41587	-1.15%

33. **Outreach to schools and community venues**

To encourage library visiting, reading development and literacy the Library Service offers its services at schools and community venues. Library staff undertake a wide range of activities including:

- School visits for book 'tasters', with school classes later visiting branch libraries for book borrowing
- After School Hours Reading Clubs for secondary school pupils, held on school premises at lunch time or at the end of the school day
- Annual Youth Fiction Award (critical reading of books by young people leading to voting and an award to the most popular author)
- Kingston Libraries and Borders Literary Cup – secondary schools (years 7-10) compete annually in a literature / reading competition
- Cultural / literary activities at The Rose Theatre to support productions and reading
- Reading Group and quizzes at the Bradbury Centre (Age Concern)
- Reminiscence sessions (local history / reading) at Raleigh House (Age Concern)
- Rhyme and pre school story times at mother and baby groups, crèches and playgroups
- Participation in the Kingston Readers' Festival
- Book talks at local venues such as churches and halls to encourage library visiting/ reading
- Basic Skills Readers Group to encourage emergent readers to enjoy reading

34.

Outreach					
Schools			Community Venues		
06/7	07/8	Variation	06/7	07/8	Variation
249	226	-9%	141	144	+2%

- The decrease in school visits by libraries staff is due to long term librarian vacancies, which was resolved in July 2008

PERFORMANCE DATA: NATIONAL INDICATORS

35. Public libraries submit information about expenditure and performance annually to relevant auditing agencies to allow a comparison, and an assessment of performance against targets, across all library authorities. MLA London's *Fact not Fiction 2008*, sets out performance tables (and % change) for London's library authorities. The following tables provide a selection of data about Kingston. *Fact not Fiction* is available on the MLA web site at

<http://www.mlalondon.org.uk/sector/index.cfm?NavigationID=407>.

36. Expenditure, loans and visits

Total revenue expenditure per 1000 population			Book expenditure per 1000 population			Book loans per 1000 population			Visits per 1000 population		
2005/6	2006/7	%	2005/6	2006/7	%	2005/6	2006/7	%	2005/6	2006/7	%
17,235	20,518	+19.1	1,428	1,609	+12.7	4,490	4,190	-6.7	4,794	4,595	-4.2

- Public library visits and book loans fell throughout Greater London; Kingston's performance reflects this trend
- Projections for 2007/8 show an increase in both issues and visits due to improvements at Hook
- An additional £47,200 was allocated by the Neighbourhood Committees in order for the Library Service to attain Government Public Library Service Standards (PLSS) on stock. For 2006-2007 this budget was used entirely to purchase new books for the new Hook Library. However, for 2007-2008 this money was evenly distributed with each Neighbourhood receiving £11,800

37. Public Library Service Standards 2007/8 estimates and CPA Summary 2006/7

Number of PLSS met (out of 10)				Overall CPA score			CPA score for culture			Direction of travel 2007
2005/6	2006/7	2007/8	2008/9	2006	2007	2008	2006	2007	2008	
2	4	3	Target 4	3	3	Target 4	2	2	Target 3	Improving well

38. **CPA Scores for libraries: London boroughs**

CPA indicators for libraries are calculated from 9 of the 10 Public Library Service Standards plus an additional 3 indicators collected by the Audit Commission.

39. **Public Library Service Standards - 2008 estimates**

<u>Access</u>	Proportion of residents with 1 mile of library	Library hours per 1000 pop.	Visits per 1000 pop.	Internet access / on line catalogue	Computers per 10,000 pop.
TARGET	99%	128	8,600	100%	6
Kingston	96%	99	4,936	100%	8
<u>Participation</u>	Active borrowers as a % of population				
TARGET	25%				
Kingston	32%				
<u>Quality Satisfaction</u>	% residents satisfied with libraries	% Adult satisfaction rating			
TARGET Greater London	67	87			
Kingston	65%	84%			
<u>Quality Stock</u>	% of book requests satisfied with 7; 15; 30 days	Acquisition per 1000 pop	Replenish stock		
TARGET	50% 70% 85%	216	6.7 years		
Kingston	63% 75% 85%	187	8.4 years		
<u>Value for money</u>	Cost per visit				
TARGET	n/a				
Kingston	N/A				

40. There was an overall reduction of 1 PLSS met in 2007/8. PLSS 5 (percentage of requests met within a specific time) was gained; PLSS 9 and PLSS 10 (number of items added to stock / replenished over a specific time period) were lost. These PLSS were missed in 2007/8 primarily because of staff shortages, including in the Adult and Children's services teams, when positions were held vacant during the Library Service Review and as budget preparation for the merger of the libraries, museum, archives and local studies services. However the overall direction of travel is up, with 4 PLSS with an increased score, 4 static and 2 down.

41. Public Library Impact Measures

Public Library Impact Measures (PLIMS) are national standards that measure the impact a library authority has on its local community. The activities measured by PLIMS demonstrate the shared priority areas agreed by central and local government: Promoting the economic value of localities; Improving the quality of life for children, young people, families at risk and older people; Raising standards across school; Creating safer, stronger communities.

Public Libraries Impact Measures 2007 produced by MLA (available on the MLA web site at <http://www.mlalondon.org.uk/lmal/index.cfm>) details PLIM achievement for all library authorities.

42. The following table provides a selection of data about Kingston (2007/8 Estimates). All except one (computer usage – where supported/tutored learning has increased over ‘drop in’ computer use) show an increase demonstrating the Library Service’s commitment and success in delivering the aims of the Council and impact on community life.

43. Kingston’s Public Library Impact Measure Performance - 2008 estimates

Promoting the economic viability of locations :										
Adult learning attendees per 10,000 pop.										
06/07		07/08 estimate								
263		372								
Improving the quality of life for children, young people, families at risk and older people:										
% of older people helped to live at home receiving an ‘at home’ library service					% of users of the service rating the choice of materials as very good / good					
06/07		07/08 estimate				06/07		07/08		
PLIM score given as ** (n/a) 16.5% calculated		21.9% calculated				97%		97%		
Raising standards across schools:										
Book start packs delivered to children as % of age group population										
Stage 1, 0-1 years			Stage 2, 1-2 years old			Stage 3, 3 year olds				
06/07		07/08		06/07		07/08		06/07		07/08
92%		100%		76%		99%		99%		99%
Raising standards across schools:										
The Summer Reading Challenge										
% of pop aged 0-3 who are library members		Participation % of 4-12 year olds who start the challenge		% of 4-12 year olds boys who start the challenge		% of starters who complete the challenge		% of pop aged 4-12 who are library members		
06/07	07/08	06/07	07/08	06/07	07/08	06/07	07/08	06/07	07/08	
29%	36%	10%	13%	10%	11%	21%	48%	63%	76%	

Safer and stronger communities		
% take up of available ICT time in libraries		
06/07	07/08	
48%	44%	

BUDGET

44. There is no revenue growth on expenditure for 2008-2009 but income has been increased by inflation. To offset this increase, three posts within the strategic service will be kept vacant, one for 6 months and two for 12 months. The Library Service will work to minimise impact on service delivery while balancing the overall budget for the service at the end of the financial year.
45. In order to meet reductions in Neighbourhood budgets, library posts have been deleted. These include four 18 hour Library Assistant posts (Hook, New Malden, Kingston and Tolworth libraries), a 12 hour Library Assistant post (Hook Library) and Sunday assistants (at Kingston Library). These reductions in staffing mean that opening hours were reduced minimally from April 2008 at Tolworth, Surbiton, New Malden and Old Malden libraries and Kingston Library no longer opens on a Sunday. The reductions at Hook Library may mean that the range of events and activities taking place in the Hook Centre will not be so extensive. All libraries continue to open outside 'core' hours for at least 1 or 2 evenings a week and all day Saturday. In addition Hook library is open until 10pm for 'self service' (no library staff on duty after 8pm, building security officer on duty in the Hook Centre) every Tuesday. Residents can visit, borrow and return books from any borough library.
46. Hook and Kingston now have self service systems for the issue and discharge of books and audio visual material. A bid has also been submitted for council 'Invest to Save' capital funds to enable the other branch libraries to have RFID (radio frequency identifier self-issue system) to minimise staff input for basic borrowing / return counter transactions.
47. **Budget 2008/9**

Library Service	Gross Budget £	Staff budget £	Number of staff FTE	Non staff budget £	Income £	Total £
Strategic Services	1,600,800	1,038,700	30.90	562,100	0	1,600,800
Kingston	553,300	319,800	11.80	233,500	-45,900	507,400
Maldens & Coombe	473,600	278,400	10.10	195,200	-59,400	414,200
SOTB	275,900	162,500	6.00	113,400	-22,100	253,800
Surbiton	612,800	326,600	11.40	286,200	-69,400	543,400

CONSULTATION /AND CUSTOMER FEEDBACK

48. Consultation is undertaken both formally and informally using the following mechanisms.
- CIPFA Public Library User Surveys: Adults / H (Housebound) E (on line services / C (Children's). These surveys are undertaken on a 3 year cycle.
 - RBK MORI residents surveys
 - Annual Library User Forum (in each branch library)
 - Evaluation 'feedback' form after activities, visits and training
 - Consultation on specific projects e.g. refurbishment of a library through public meetings, surveys and focus groups.
 - Neighbourhood meetings during question time or when a library report is being considered.
 - Customer comment cards and customer comment boards in each library and online either via the libraries' website or through the Council's online comment/complaints form.
 - Stock suggestion books.
49. Annual Library User Forums take place at each branch during April/May and are publicised by means of posters, leaflets, and letters to regular customers and on the website. These groups are open to all sections of the community including children and young people and encourage ideas and suggestions for improvements to the service and buildings. For details of the main points discussed at the Library User Forums held at each library please go to <http://www.kingston.gov.uk/browse/leisure/libraries/branches.htm>
50. During the autumn, public consultation on library fines and charges is also carried out by means of posters displayed in each library inviting comments on the proposed changes. User Group meetings are also held for users of the neighbourhood halls administered by the Library Service (Surbiton Library Hall, New Malden Library Hall, Tudor Hall), comments made help improve the administration of the halls and provide feedback on the level of charges. They are included in the Fines and Charges Report that goes to each neighbourhood committee in January or February each year.
51. In 2007 the Library Service undertook the CIPFA C PLUS (Public Library User Survey for Children) in all libraries. The feedback obtained has helped to improve and develop services, plan staff training and buildings. See http://www.kingston.gov.uk/browse/leisure/libraries/documents_and_plans.htm for the Children's Plus Report.
52. During 2008 the Library Service will undertake CIPFA E PLUS (Public Library User Survey for online services) to obtain feedback on online services. There was also an extensive public consultation exercise held as part of the Library Review which aimed to reach users and non-

users of the library service to ascertain their needs and aspirations for a modern library service.

MARKETING

53. Each branch library produces a quarterly newsletter and advertises in local publications distributed to borough residents e.g. Chessington Chat, Village Voice (Maldens area), a Berrylands Companion (Surbiton area); Kingston upon Thames D C Leisure Guide; and Odeon Cinemas' Odeon Screen Monthly publication. Following Kingston Library's refurbishment in May 2008 a 'We've had a makeover!' poster, which includes information about Tudor Drive Library, is on display in Kingston town main post office. Library staff also attend community events e.g. Malden Fortnight, Surbiton Festival, extended schools road shows to promote libraries and the wide range of services available. During 2008-9 the library service is also working with RBK Human Resources to increase library membership amongst current and new council employees and participating in the National Year of Reading library membership programme targeting hard to reach groups.
54. Promotional offers such as 'Hire one AV Item Get One Free' during holiday periods have been introduced as well as a Library Loyalty card for use when hiring audio visual material. A working group has also been formed with Kingston University, Kingston College, Kingston Museum and Local History Room and Kingston Libraries to produce a joint leaflet outlining resources available at each location. A joint leaflet for the merged Library and Heritage Service is also being considered.

LIBRARY SERVICE KEY ACHIEVEMENTS

55. MLA London: Libraries for Learning Project

The Museums, Libraries and Archives (London) *Libraries for Learning* project ended in June 2008. It was an 18 month project that demonstrated public libraries' key roles as gateways to learning for all. This London Development Agency / European Social Fund supported project aimed to increase the amount of basic skills training and referral activities in London's libraries. Along with all 33 London library authorities, Kingston's Library and Heritage Service agreed a "Skills for Life Compact" which outlined key criteria and targets for the provision of basic skills advice, guidance and learning opportunities in public libraries. During the course of the project Kingston's Libraries have helped more than 500 people gain access to training, either in a local branch library or with an appropriate local training provider. This represents the second highest number of basic skills referrals by a London library authority, a notable achievement for one of the smallest boroughs.

56. The level of referrals, learning activities, commitment to professional development (9 staff achieving C&G Skills for Life Awareness

certification) and success in meeting Compact criteria has led to the award of an Advanced Plus rating by MLA London. Kingston is one of only three authorities to achieve this level, reflecting the Library and Heritage Service's strong commitment to learning in libraries. The Library Service also received an additional award in recognition of achieving the highest number of learning activities delivered by a London library authority during the *Libraries for Learning* project.

57. Learning in Libraries: Adults with Learning Difficulties

In December 2007, following discussions between the Library Service and Community Care, the Library Service began teaching adults with learning difficulties. Learners are referred to us by Community Services. Libraries were chosen as an ideal venue for learners with additional needs because of their informal 'everyone is welcome' approach. Library training officers deliver tailored training to meet the learners' specific needs with additional client support provided by Community Services staff. Tolworth Library, with its high street 'shop' location, was the pilot for training. The initial training sessions has led the Training Officer to research the differing needs of individuals with mental health issues, dyslexia, learning and autistic spectrum difficulties – conditions that are isolating – so that the training offered, and the way it is delivered, meets the specialist needs of each individual. Client and care staff feedback has also proved vital to ensure the training offered is customised to need.

58. Partnership with Kingston Voluntary Action

The Library Service, working in partnership with Kingston Voluntary Action (Superhighways) has been awarded external funding (c.£7,000) to make WiFi access to the internet available in all Kingston libraries, and to purchase laptops to deliver IT training for socially excluded groups. Making Kingston's public libraries internet access points for a boroughwide wireless mesh network will help the voluntary sector deliver learning opportunities directly to their clients in the community. Those currently 'digitally excluded' will be able to access the internet and web based learning resources free of charge. In addition, the purchase of wireless enabled laptops gives library training officers the flexibility to deliver IT training directly to key client groups anywhere within the mesh network.

59. Alien Adventure Project

In partnership with the Library Service, Head2Head Theatre Production Company was awarded a grant of £10,000 to compose and deliver an 'Alien Adventure' (a specially commissioned interactive theatre production), to be held in all borough libraries. The play was commissioned as part of the Library Service's National Year of Reading celebrations and designed to encourage families to share books together whilst promoting libraries and reading.

60. **Summer Reading Challenge**

The Library Service takes part in the annual Summer Reading Challenge for children from 0 – 16 years old. The Reading Challenge is a national event sponsored by the Reading Agency. The Challenge seeks to encourage children to read (or listen) to 6 books over the summer holidays, for small 'rewards' as a pleasurable way of improving or maintaining reading skills while away from school. Kingston regularly obtains sponsorship from local businesses to market and support the Reading Challenge (in 2008 Chelsea Building Society, D C. Leisure Group and Kent Book Company). Participation in the Reading Challenge is a Public Library Impact Measure (PLIM) measuring how public libraries contribute to raising standards across schools.

61. **Stories into Art**

The Stories into Art project is part of Kingston libraries involvement with the National Year of Reading, encouraging participation in reading, cultural and community activities. Individuals of all ages and schools were invited to illustrate a poem or book. Stories into Art was sponsored by local business' Matthew James Estate Agents and D.C. Leisure Group. There were 915 entries and winners included Dysart School who were awarded the Best Community Group prize by the judges Lindsay Pickton, RBK Literacy Consultant, Jon Holmes General Manager of the Malden Centre, Paul Duffell, General Manager of Tolworth Recreation Centre and Peter Smith, Head of the School of Art, Design and Media at Kingston College.

62. **Reading Stars**

Kingston libraries undertake a number of projects with reluctant readers working in partnership with other agencies to encourage reading. The annual Reading Stars programme is one such initiative. In early 2008 Fulham Football Club, the library service (New Malden Library) and a local school (The Mount) held 6 family reading sessions in the library, culminating in a graduation ceremony at Fulham's Craven Cottage stadium.

63. **The Heart of the Community Award**

The Chartered Institute of Library and Information Professionals and The Library Council awarded Hook Library at the Hook Centre the prestigious Heart of the Community Award in 2007. These national awards are recognised as indicators of professional library developments and set a benchmark for all public library facilities.

WHAT WE DID LAST YEAR 2007/8: BY NEIGHBOURHOOD

64. **Kingston Town Neighbourhood**

Kingston Library

- Under five's activities included Rhyme Time, themed story time and monthly story time at Café au Play including distribution of Bookstart and library promotional material. This helps to encourage young children to enjoy reading and improve literacy
- Display and competition for vegetarian week in May which included two tasting sessions of vegetarian food and fruit tasting for children. This helped to promote healthy eating
- Photographic competition held in June 2007 with the theme 'Glorious Gardens', which helped to promote the library to non-users
- Senior Citizens Information Day: council and agency services provided information on a range of services for older residents e.g. health, benefits, leisure, learning
- Two author talks: Marilyn Heward Mills (for Black History Month) and Tracy Borman
- Scout event in July to celebrate their centenary
- Visits by Blue Cross, Horton Farm and Surbiton Pet Club during school summer holidays to encourage children to visit the library
- Jungle colouring competition and Jungle party to promote the Summer Reading Challenge
- Christmas Quiz and festive drinks and nibbles
- Official reopening of Kingston Library following refurbishment which included a cake sale for Kingston Can, music, and chocolate tasting, This also coincided with the official launch date of the National Year of Reading membership drive to encourage more people to join the library
- Computer courses on Word, Excel etc. held in new IT area
- Stories into Art events to promote National Year of Reading

65. **Tudor Drive Library**

- Tutored computer sessions for adults throughout the year to give 'tasters' for people unfamiliar with IT to help them acquire computer skills or to go on to more formal learning
- Readers' Book Group once a month to promote reading.
- Story Times and Rhyme Times for under fives to encourage young children into reading
- Chatterbooks for 8-11 year olds to improve literacy
- Craft activities during school holidays to encourage children to visit the library
- Local history event for local residents to encourage visits to the library and Local History Room at the North Kingston Centre

66. **Maldens and Coombe Neighbourhood**

New Malden Library

- Get to Work IT group for job seekers
- Homework club
- A range of IT taster lessons delivered throughout the year on a wide range of topics to help clients develop basic IT skills
- The library is an ECDL (European Computer Driving Licence) Testing Centre and provides training and support for ECDL students
- The library provides a venue for Adult Education IT classes
- Story Times and Rhyme Times for under fives to encourage young children to read
- Readers' Groups including Tamil and ImaginAsian Readers Groups to promote reading
- Chatterbooks (children's book club for 8-11 year olds) to improve children's literacy
- The Silver Surfers Group meet fortnightly to help older people become confident in using computers
- Burlington School Collaboration (Skills for Life IT training for parents of children at Burlington School) to encourage family learning
- David Dickinson author event
- Play It Again (members of the public trying out musical instruments in association with Kingston Music and Arts).
- Big book sale
- Drop-in local history session
- Mary Lawson author event
- Daphne Du Maurier workshop
- 'History Tales' for children
- Christmas coffee morning to encourage non-users of the library to visit
- Premier League Reading Stars (in association with Fulham Football Club, football-related encouragement of reading / improving reading skills for local families)
- 'Make a Noise in Libraries' launch of a collection of audio described films on CD

67. **Old Malden Library**

- Story Times and Rhyme Times for under fives to promote book sharing with parents and carers and encourage young children to read
- Computer Homework Club – the IT suite is set aside on Tuesdays 3.45-4.45pm solely for the use of school students with assistance on hand if required
- IT Suite with taster sessions for beginners to assist people who are not familiar with computers
- Family learning courses particularly aimed at young parents/carers to give help and tuition in numeracy and literacy.

This helps to give confidence to parents/carers to support their children with their school work

- Old Malden readers' group meet each month in order to promote reading to more people
- Local history evening with a local author talking about the local scene from 1600s to present day in order to encourage more people to visit the library
- Promotion and display of books written by local authors
- Display for Holocaust Memorial Day, to help promote cultural understanding
- Memoir writing workshop
- Plant and bulb sales in summer and autumn to promote a community event

68. **South of the Borough Neighbourhood**

Hook Library

- Local history talks by local author Mark Davison
- Healthy Living Week – Chessington Kids Can Cook cookbook, to encourage healthy eating for children
- Connexion surgeries to provide an advice service for young people
- Tokyo Pop Recon event with Nintendo to encourage more young people to use the library
- Let's Chat in English sessions to help residents whose first language is not English
- Photography competition with a special presentation evening for the winners, to promote the library to non-users
- Rhyme Time and Story Time for under fives including special events with a visit by the Fire Brigade and Community Police to encourage young children to visit the library with their carers
- Various events including craft activities during the school holidays including a Manga Art computer workshop, to help children with reading and literacy
- Introduction of 'self service' late night opening until 10pm on Tuesday evenings to make the library more accessible
- Craft Fair to help promote the Hook Centre
- Computer sessions including It's Never Too Late to Learn, and Silver Surfers, to help people become more confident in using computers and to move on to more advanced IT training
- Sing London event to promote activities for the community
- Quiz evenings to encourage more people to come into the library

69. **Surbiton Neighbourhood**

Surbiton Library

- Weekly events for under fives such as Story Time and Rhyme Time to encourage young children to enjoy reading and improve literacy
- Book Chat group held monthly for teenagers to encourage young people to use the library
- Surbiton Book Group held monthly
- Computer Basics - three or four weekly computer sessions covering Word, e-mail and internet
- The Reading Revolution – a Kingston Readers’ Festival event
- Kingston Readers’ Festival event (Guy Pringle)
- ECDL training and testing available at the library from November 2007
- Author event with Marion Molteno (winner of the Commonwealth Writers Prize)
- Launch of Silver Surfers Club at Surbiton aimed at older people to give more confidence in using IT
- Stories into Art competition to promote National Year of Reading
- Special themed craft and story times including Hog Tales – in partnership with the by the Royal Armoury

70. **Tolworth Library**

- Weekly Story and Rhyme Times for under fives to promote literacy and encourage reading.
- Special Story Time sessions for children with a special needs by a Story-Go-Round storyteller
- Weekly supervised homework club for 8 to 14 year olds to get help with finding information for projects and homework and improving IT skills.
- Children’s holiday activities including Seaside Collage, Bottle Garden Craft Workshop, and the Big Wild Read Activity Day to promote the Summer Reading Scheme and improve children’s literacy.
- Drop-in local history taster session by the local history officer to promote the Local History Room.
- ‘Share Your Memories’ coffee morning to explore the history of Tolworth with a display of Tolworth Broadway. This in partnership with the Local History Room, to host a series of similar events of meetings and talks and establish a Local History Group.
- Computer Sessions including Get Online Day and a series of taster sessions for beginners to introduce Word, Excel and the Internet.
- In partnership with Adult Education more in depth computer training for beginners.
- Training to gain ECDL qualifications and running of ECDL exams. Tolworth is the lead ECDL Test Centre for the library service

- Launched the Youth Book Group for 12 to 16 year olds to promote literacy and encourage reading.
- Stories into Art competition to promote National Year of Reading.
- Computer courses for beginners including Get Online Day
- Special story times for under fives including a Community Police activity hour to encourage young children to use the library with their carers
- School holiday activities including making a Seaside Collage, Bottle Garden Workshop and an event to promote the Reading Challenge to improve children's literacy
- Freedom & Liberty exhibition of artwork by Tolworth Girls School as part of Black History month to promote the library to BME groups

WHAT WE WILL DO THIS YEAR 2008/9

71. We will carry out a range of programmes and activities to meet the aims of the Cultural Strategy - *The Best Place to Live: A Cultural Strategy for Kingston upon Thames 2008-2010*.

72.

<p><i>What we are going to do</i></p> <p>Increase participation in literary and cultural activities</p>
<p><i>How this will be achieved</i></p> <ul style="list-style-type: none"> • Create opportunities for children, young people and families to be involved in activities linked to theatrical productions - collaboration with the new Rose Theatre in running events and activities around relevant productions. • Hold author talks across the libraries • Encourage people to enjoy poetry – both reading and writing • Increased participation in the preparation of the Kingston Readers Festival 2009 • All libraries offer story/rhyme/craft sessions for children and families • Kingston Libraries and Borders Literary Cup. Secondary schools - years 7-10, participate in regional heats, leading to a final on World Book Day • Manga Book Group firmly established at Hook library. Members actively contribute to the running of the Group • Investigate instigating/ leading the Young Cultural Creators programme for Kingston in 2008 - (school / library/ agency) • Promote volunteering in libraries based on established volunteer policies and role outlines • Engage volunteers to support learning in libraries • Promote libraries as venues for borough student pop. to work and engage with local residents

<i>Why we are doing this</i>
To encourage all residents, especially young people, to get involved (as participants and as volunteers) in cultural activities

73.

<i>What we are going to do</i>
Promote and support reading and improved literacy
<i>How this will be achieved</i>
<ul style="list-style-type: none"> • Take part in the Summer Reading Challenge – “Team Read”; publicity in all schools and libraries, web and press • Bookstart, Bookstart Plus and My Treasure Chest delivered to children 6mths- 4 years living in the borough • Book Ahead (aimed at 3-5 year olds) and Book Time (aimed at reception class children) book collections to be distributed across the borough • Boys into Books (aimed at 5-11 year old primary school boys). Collections of books will be delivered to all RBK primary schools • Youth Fiction Award. Book groups vote on recent teenage publications, creating a long list and then a shortlist of authors • To develop the usage of ALSC (Adult Learning Skills collections) in the libraries, and therefore support the Skills for Life strategy • Continue to run and support reading groups across the borough • To establish a regular book review page on the library website, highlighting authors and the variety of books in library stock – launched as part of the National Year of Reading • Involvement with the National Year of Reading to highlight the services libraries can offer to local communities • Continued involvement and support for MLA London’s ‘Skills for Life’ project
<i>Why we are doing this</i>
To improve literacy through the promotion and support for the development of reading in children, young people, people with basic skills and in families to create a literate population confident in participating in cultural activities

74.

<i>What we are going to do</i>
Provide accessible and personalised community learning opportunities

How this will be achieved

- Provide informal ESOL (information / practice / conversation) sessions for beginners at Hook Library
- Annual participation in 'Make a Noise in Libraries' fortnight to promote library services to the visually-impaired
- Regular visits to the Active Age Centre in Kingston at Bradbury House delivering book and literary based activities
- Provide an extensive range of introductory courses (all libraries) that utilise digital technologies and improve IT skills
- Introduce cross – generational learning activities
- Relaunch ECDL to mark 10th anniversary of BCS (British Computer Society) accredited training in Kingston libraries
- Provide information advice and guidance for job seekers or those not in education, employment or training
- Position Kingston libraries as a recognised resource for those seeking UK citizenship

Why we are doing this

To offer educational progression routes for adults. To establish clear progression routes for first steps learning and provide learning opportunities for personal development / well being

WHAT WE PLAN TO DO IN FUTURE YEARS

75.

- Volunteers play an important and valuable role in supporting learning in libraries; we plan to expand the number of volunteers helping users of all ages new to, or nervous of, computers and IT in all libraries
- Provide self service facilities in larger libraries to free staff time to better promote and support reading enjoyment and improvement of reading skills (budget implication)
- Investigate longer 'un-staffed' library opening hours by using the flexibility of self issue terminals (security presence required)
- Investigate and provide library services as an integral part of multi purpose centres

THREATS TO SUCCESS

76.

- The 18 - 33 year age group do not see the relevance or need for public libraries in their day to day lives; this may lead to a decline in a library's usage or viability

- Books, films and music are downloadable online so there will be less need to visit a library to access them as more people have home computers; this will also affect income generation
- Some children, particularly boys, find reading a 'chore' and an activity that cannot compete with computer games, additionally they may not be encouraged to read at home; literacy skills are not improved and library usage may decline
- Library staff will continue to need to be aware of and embrace new technology and working practices; support and training should be provided

OPPORTUNITIES

77.

- Library services can be offered as part of new community hubs, improving access for residents
- To work with community partners to establish a borough wide wireless network, improving communication for residents
- To streamline counter transactions (borrowing / returning items) by installing self service machines and enabling longer library opening hours
- To offer volunteers opportunities to contribute to community life by helping to extend, support and deliver the libraries IT learning programme for older learners and people with additional needs
- To increase the libraries role as a local, readily accessible resource for people seeking British citizenship
- To participate and lead on aspects of the Cultural Olympiad for Kingston

CONCLUSION

78. The Annual Library Plan provides a review of 2007-2008 and a performance plan for 2008-2009, and Kingston's performance against national targets. Staff have met the majority of the targets set, or improved performance, and look forward to delivering their key objectives for 2008-2009.
79. The recommendations of the Review of the Library Service by the Overview Commission are being delivered as approved by individual Neighbourhoods and as revenue funding allows or capital funding becomes available.

80. The merger of the Library, Museum, Local Studies and Archive services (from April 2008) will allow better use of resources and staff expertise in delivering a range of learning, information and leisure services to meet the needs of residents of all ages.

CONTACTS LIST

For more information about individual libraries or services see www.kingston.gov.uk/libraries or contact :

Service area	Name	Tel. 0208 547 ****	E mail
Library Operations	Irene Roberts	6419	Irene.roberts@rbk.kingston.gov.uk
Library Managers			
Community	Paul Tanter	6453	Paul.tanter@rbk.kingston.gov.uk
Hook	Michaela Newman	6482	Michaela.newman@rbk.kingston.gov.uk
Kingston	Alan Gale	6405	Alan.gale@rbk.kingston.gov.uk
New Malden	Adam Moore	6493	Adam.moore@rbk.kingston.gov.uk
Old Malden	John Plummer	6468	John.plummer@rbk.kingston.gov.uk
Surbiton	Janet Allum	6477	Janet.allum@rbk.kingston.gov.uk
Tolworth	Carolyn Roberts	6473	Carolyn.roberts@rbk.kingston.gov.uk
Tudor Drive	Sheila Montague	6458	Sheila.montague@rbk.kingston.gov.uk
Reading Resources	Alison Townsend	6494	Alison.townsend@rbk.kingston.gov.uk
Reading and Literacy	Michael Treacy & Jane Richardson	6431 6422	Michael.treacy@rbk.kingston.gov.uk
Reader Development	Fiona Allison		Fiona.allison@rbk.kingston.gov.uk
Bookstart	Emma Burnside	6486	Emma.burnside@rbk.kingston.gov.uk
Learning, Education and Participation	Richard Yates	6421	Richard.yates@rbk.kingston.gov.uk
ICT Development	Mike O'Brien	6429	Mike.obrien@rbk.kingston.gov.uk
Information and Reference	Margaret Mitchell	6407	Margaret.mitchell@rbk.kingston.gov.uk
Administration, General Enquiries and Library Halls	Jo Gloyn	6413	Jo.gloyn@rbk.kingston.gov.uk
Strategic Manager, Library and Heritage Service (Barbara.lee@rbk.kingston.gov.uk) Or contact Strategic Manager Support Officer Janet Clarke (Janet.clarke@rbk.kingston.gov.uk)			