

NORTH YORKSHIRE COUNTY COUNCIL

21st July 2010

**STATEMENT OF THE COMMUNITY SERVICES PORTFOLIO HOLDER
(Adult Social Care, Library and Information Services)**

North Yorkshire Libraries get Top Marks

The results of the Public Library User Survey, where more than 13,000 adults using the public libraries in North Yorkshire were asked for their opinions for the service, gave a positive 'thumbs up' and recorded high levels of satisfaction. For example 93% think that their library is good or very good.

Taking the Library Service to Local Communities

One of the aims of North Yorkshire's Library strategy, **New Look, No Shush!** is to be "relevant and responsive and at the heart of local communities". The strategy was produced in consultation with communities highlighting the need for partnership working to deliver services that meet local need and deliver value for money.

The Library Service in North Yorkshire is currently working with six different venues and partners to develop outlets in a wide variety of locations, some of these include:

- an extra care development, Sycamore Lodge in Bainbridge;
- a library outlet at North Stainley;
- a village hub at Grassington; and
- a pub, The George & Dragon in Hudswell.

The core service at each outlet is book and information provision with the community deciding which additional services it delivers such as reading groups, homework clubs, and IT taster sessions. The 'host' library provides regular visits from a Community Information Officer, along with training for volunteers, advice and support for activities and events.

Carers Week Celebrations

North Yorkshire County Council celebrated national Carers Week during the 14th to 20th June with a range of information events held across the county. Carers Week is a great opportunity to highlight the wonderful work that carers do for their loved-ones and friends. We have many thousands of carers in North Yorkshire and we want to make sure that they all receive the help, advice and benefits that they deserve. The events, hosted at nine libraries throughout the week, had information about carers assessments, direct carers support grants, carer's emergency card, carers' breaks and much more.

Creating Better Futures

On the 1st July 2010 the Home Library Service and the Craven Volunteer Centre won a prestigious regional award, Creating Better Futures, from Yorkshire Forward. The service, works with volunteers to deliver books to people who cannot access their local library as a result of ill health, disability, because they are elderly or a full time carer.

These awards recognise true partnership working and are a great tribute to the staff and our colleagues in the voluntary sector, who do such a great job of making life better for so many people across North Yorkshire.

County Councillor Chris Metcalfe