

Digital

Health &
Wellbeing

North Yorkshire Libraries

2020 - 2021

Literacy &
learning

Communities



What have we been up
to since April 1st 2020?

Open or closed?

| | |
|---------------|----------------------------------|
| March – June: | all libraries closed |
| July – Oct: | browsing, IT, study space |
| November: | Select & Collect, IT |
| December: | browsing, IT access, study space |
| Jan – March: | Select & Collect, IT |
| April: | browsing, IT, study space |
| May | all libraries open |

- Legislative requirements limiting access and offer when open
- Covid-safe incl. face coverings, limited numbers, test and trace
- Reduced opening hours due to capacity incl. redeployment of staff

Want to
see some
numbers?

8,665
new members

£135,000
invested in our
Digital Collection

22,218
followers on
Facebook
2,336,531
views

559,000
books borrowed

276,535
visitors to our
branches

311,000
digital books
borrowed

Want to
see some
more
numbers?

1,084
well-being
packs to Home
Library users

54,221
PC
sessions

149,359
volunteer
hours

386,561
Newspapers
and
magazines
read

1,215
completed
the Summer
Reading
Challenge

‘Open’
for 41%
of year

We've had to adapt how we delivered and introduce new services....

There were challenges:

- **Capacity**
- **Skills**
- **IT kit**
- **Loss of income**
- **Fear/concern**

Select & Collect

A new service for customers to pre-order books and collect at the door

"I love select & collect - the staff and volunteers choose better books than I do myself!"

Select & Collect

A new, safe way to borrow books in North Yorkshire. We select and you collect.

Our free service lets you tell us the kind of books you like; our library team hand picks your choices and arranges for you to come and collect them at a convenient time.

1 Call or email your local library to place your order.

2 We select some books for you based on your requests.

3 We contact you to arrange a time for you to collect.

4 Collect your books and enjoy for three weeks.



We issued over 559,000 books last year!

Select & Collect survey

We asked what you thought of the new Select & Collect service
Here's what you said:

93%
said we had helped them cope with lockdown

92%
said we had helped them feel less isolated

96%
satisfaction with their select & collect bundles

95%
said we had improved their sense of wellbeing

We developed a new Library App

It's already being used on more than **2,900** devices



Download our new libraries app

- Search the catalogue for books, audio books and DVDs
- Reserve and renew items
- Access FREE digital content including e-books, e-audio books, and digital newspapers, magazines and comics
- Search for 'North Yorkshire Libraries' on



We partnered with Adult Learning to deliver 'How to use' sessions for customers

We created the:
Young Adult Libraries Team

After Dinner Book Club

Instagram

nylibs_youth
has **169** followers

Make Stuff Happen Club

Have your say Saturday

We piloted a virtual class visit to Scarborough



And we didn't have to take anyone to the loo or match the coat to the child!!

Reading Friends funding (£10k) to pilot telephone/online reading groups to reduce isolation, support well-being

The Page Turners

- a Teen online group

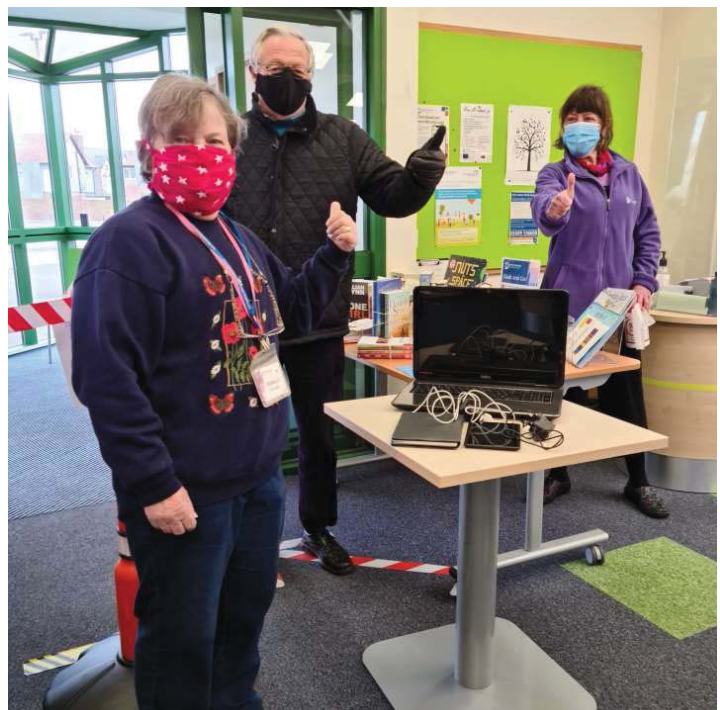
Call and Chat

- telephone group for housebound

"I don't know who's idea it was but it is a lovely one and a lovely little group. We all get on so well and it's so nice to talk to everyone. Thank you!"

We became a drop off point for North Yorkshire's Reboot project.

78 useable devices donated -
28 distributed to individuals plus
149 delivered to schools



We kept the core service going....

We delivered our Home Library Service

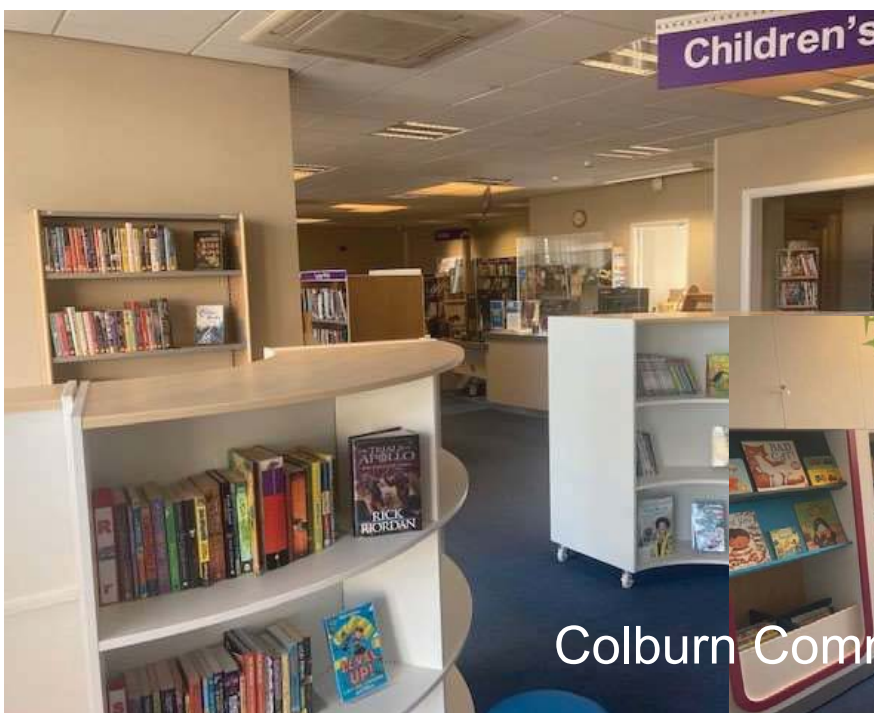


We serve **1,276** HLIS customers

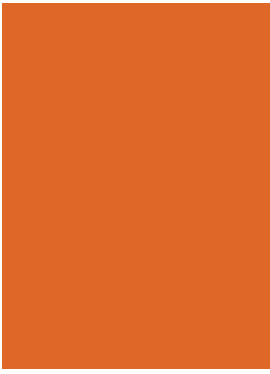
We made over 3,500 be-friending phone calls during the first lockdown



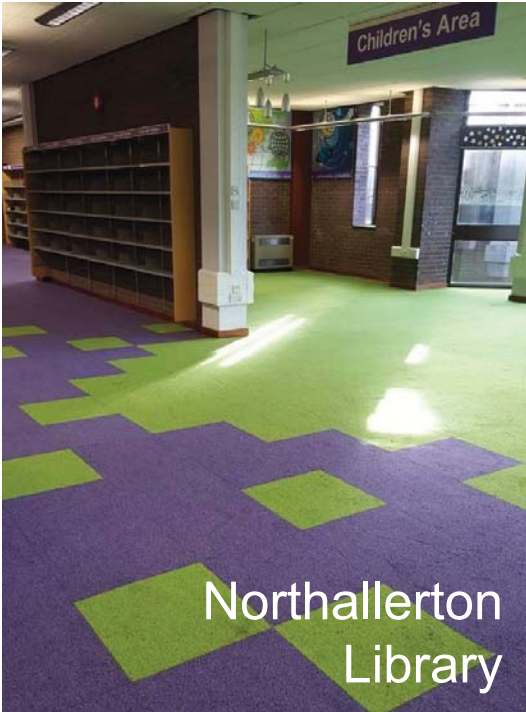
Some libraries had a **make-over!**



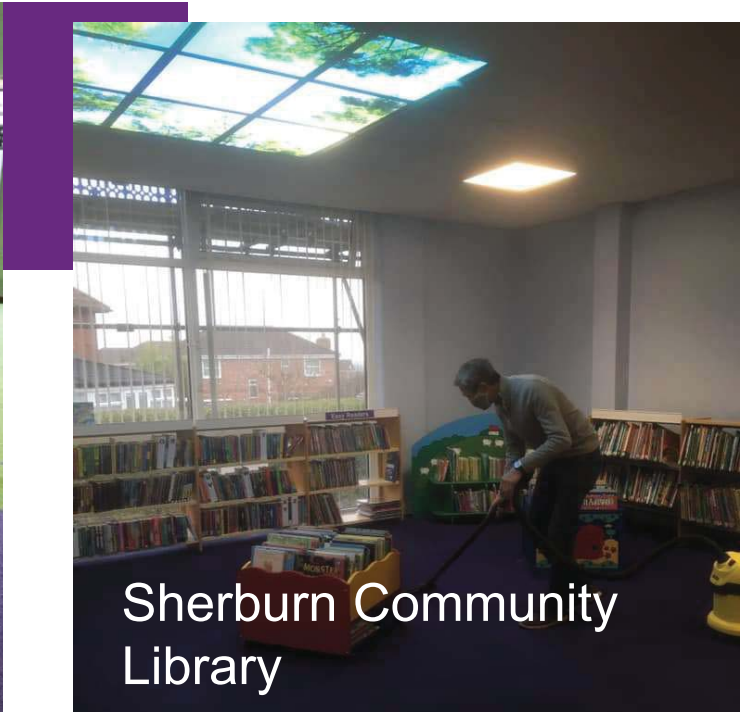
Colburn Community Library



Malton Library



Northallerton Library



Sherburn Community Library



We hosted over 800 virtual events, activities, and story times





Our mobile library
battled through
weather and
traffic to get to
customers on
time



Authors couldn't come to
us so we went to them



Settle Library hosted a talk with Kathleen Kinder on The Modern Book Scene



Orange Prize nominee Claire Fuller talked about her latest book



Harry Fairburn on histories of Women's Suffrage, Life in a Plague Town, and the Chartists

We celebrated diversity

We had national recognition from DCMS and MozFest for our celebration of Black History Month



Ripon Rainbow Takeover virtual Parade



YALT organised an LGBTQ writing competition for young people



Young volunteers at Thirsk Community Library set up a virtual Lego Club!

And

The Globe@Stokesley held their Code Club online!

We remembered.....

Holocaust Memorial Day; Catterick

VE Day Musical Memories; Pickering

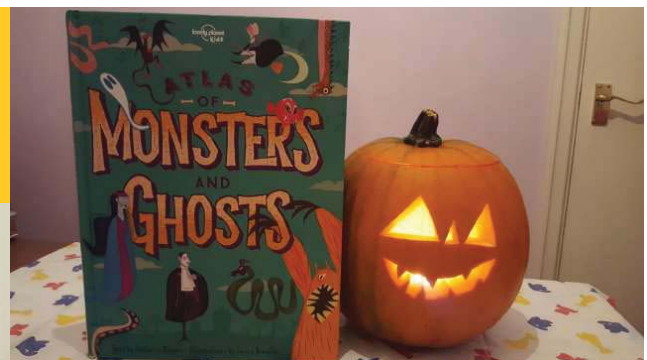




We took a walk down memory lane



We cared



We celebrated Halloween with books and pumpkins



We handed out seasonal craft bags

We processed an unbelievable number of new books! (and thanks to the van drivers too!)

The HQ team responded to 14,185 calls and emails



Lessons learnt:

- Give it a go
- Keep calm
- Communicate

Challenges to come:

- Customer Confidence
- Retaining the best
- Volunteer capacity
- Finance

Lockdown Libraries

“thankyou for being open because what you are doing is making a difference to peoples lives and especially their well being and mental health”

NHS consultant at Skipton Library on Select and Collect

“Libraries are a vital part of our communities and at a time when so much else is inaccessible the benefit of escapism with a good book is beyond measure”

The Globe@Stokesley

“you are a ‘lifeline’ for having the PN computers available during lockdown”

Tadcaster

“My father,..., has been staying with us since last March. He is 90 and is blind. He has benefited immensely from the talking books that volunteers have delivered.”

Dewent Valley BRIDGE

“I would like to thank NYCC and in my case the Library service for what I consider superb, pragmatic and intelligent work and support for fed up people like me in this stressful time.”

Email to General Manager

On re-opening



Rex, age 3, chooses own books for first time - Helmsley

“We have just had a lovely time and felt very safe!!! X “

Northallerton - Facebook post

“So desperate to be here, so excited that you’re open again”

Boroughbridge

“We got up early this morning so we could come in when you opened”

Whitby

“You’ve done amazing work on Facebook during Lockdown – so pleased the library is open again”

Selby

Community Library Feedback

“Would like to say we feel NYCC have done a great job throughout the pandemic. Everyone at Northallerton has been responsive to enquiries with a real desire to help out. We were impressed at the swift arrival of supplies of perspex screens, sanitiser etc. Also felt there was a lot of flexibility to accommodate and support the local decisions we made eg to open up a bit more slowly etc.”

“there seems to be a mismatch between the necessity for community libraries to abide by NYCC H&S requirements in the SLA and yet say we're not obliged to follow NYCC restrictions”

“Communication has been excellent and the weekly updates have been good so thanks to all involved with those”

“The new books are going down a storm”

“delighted with the huge influx of new books which are much appreciated and relieved the home library pickers in particular!”

“The only slightly less fulsome comment is about the amount of paperwork regarding risk assessments etc last year in advance of reopening.”

Libraries support Recovery

Supporting the high street and the local economy:

helping people get back into work, or start their own business; online resources such as COBRA, Universal Skills and Citizenship

Supporting children and families to help close the educational gap: Item 6

working with Grow & Learn, launching our new Under-Fives scheme; Summer Reading Challenge and FEAST

- building customer confidence
- recruiting and (re)training volunteers
- building on what we've achieved: online events programme, digital library and Select & Collect

Tackling isolation & mental health issues:

bringing communities back together safely through shared activities and events; Reading Friends, HLIS

Tackling the digital divide to get more people online and build their digital confidence:

offering IT buddies; working with Citizens Online and Reboot

So we've got even more planned for this year!

Follow your local library on Facebook to keep up to date or go to www.northyorks.gov.uk/libraries