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ADDITIONAL CIRCULATION

ABERDEEN
CITY COUNCIL

To: Councillor Radley, <u>Convener</u>; Councillor Henrickson, <u>Vice Convener;</u> and Councillors Bouse, Cross, Davidson, Graham, McLellan, Mrs Stewart and Tissera.

Town House,
ABERDEEN 28 August 2024

COMMUNITIES, HOUSING AND PUBLIC PROTECTION COMMITTEE

The undernoted items are circulated in connection with the meeting of the **COMMUNITIES, HOUSING AND PUBLIC PROTECTION COMMITTEE** to be held here in the Town House on **THURSDAY, 5 SEPTEMBER 2024 at 10.00 am.**

ALAN THOMSON
INTERIM CHIEF OFFICER – GOVERNANCE

B U S I N E S S

<u>GENERAL BUSINESS</u>

<u>COMMUNITIES AND HOUSING</u>

11.3   <u>Aberdeen's Future Library and Information Service Model - F&C/24/240</u> (Pages 3 - 14) – **appendix D replaces the one in the original agenda as it wasn't displaying correctly.**

Should you require any further information about this agenda, please contact Lynsey McBain, lymcbain@aberdeencity.gov.uk or 01224 067344

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Inclusive services for adult learners

Collaborate to ensure that libraries are recognised as safe and inclusive spaces for individuals of all ages with low literacy levels, train more spotters and refers across CPA.

Family learning activity

Programme Family Learning Holiday in the City programmes connected to libraries, in partnership with library staff to maximise library resources.

Harness community involvement and creativity

Encourage community led events and programmes in libraries; Bingo, tea and tech, school or community take overs, board game clubs, dating in the library, borrow a granny...programmes that support socialisation and encourage self-motivated engagement beyond scheduled sessions.

Digital access

Explore strategies to support families and individuals on low income in becoming more digitally capable and connected.

Visual aids

Promote visual aids to help with library familiarisation. Use of Thinglink to to help with translation.

Learner pathways

Improve and streamline our pathways for CLD learners, both during and after CLD programmes to encourage engagement with libraries to build a long lasting relationship.

Ideation: Community Learning and Development

Prioritising library delivery

Identify areas in the city for targeted resources, based on the LOIP, Locality plans and Aberdeen Population Needs Assessment. Identifying opportunities for collaboration with other services.

Collaboration

Partner with organisations like Sport Aberdeen, NHS, and SAMH to support literacy, wellbeing, and social prescribing initiatives. Build on Granitie Noir links with APA. Maximise cross partner promotion.

Library delivery models

Test different co-location models, such as fully stocked libraries, click and collect services via Amazon style lockers, and delivering library services as part of partner programs.

Enhancing library spaces

Make spaces brighter and welcoming, rebranding as wellbeing centres or multi-purpose spaces, exploring libraries in stores, and improving marketing efforts.

Demonstrating Impact

Address the challenges of measuring impact beyond transactional data for universal services. Use storytelling to demonstrate impact between peers and with decision makers.
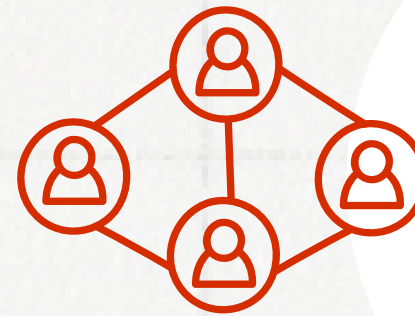
Co-location of services

Learn from examples of successful co-location initiatives, such as Greyhope and the Vaccination Centre. Potential opportunities to be explored through Northfield, Get Active, to create positive spaces for accessing libraries and other services.

Ideation: ALEOs

Support for literacy skills

Maximise the resource we already have through Scottish Book Trust gifting. Address over reliance on technology to pacify children 'no app replaces a lap' as well as recognising the enabling opportunities such devices provide to support literacy. Sharing and celebrating the library offer on social media, in real life, QR codes everywhere, in parks, story trails. Build literacy into big city events.

Family Support

Utilise trusted relationships in our libraries and communities. Upskill staff to be trauma informed, promote a one team approach to family support. Provide child free time to enable parents to focus on their own learning and wellbeing.

Digital Inclusion

Focus on digital access and skills development for all ages. Coding for adults, access to online learning linking with ABZWorks, share digital resources across Education and Lifelong Learning especially during holiday periods.

Innovative library spaces

Improve spaces; create inviting sensory spaces, soft spaces, spaces to dwell, and for families to cuddle up and read together. Introduce social spaces with a café to help people connect and feel relaxed. Develop creative outdoor library spaces. Services available at the right time and in the right spaces.

Ideation: Education

Creative use of our estate

The increase in the school role and the cost of running and maintaining the current estate requires us to be creative in how we maximise the use our buildings.

Audit of community assests

Carry out an audit of the ACC assets across Mastrick and Northfield, to identify underutilised spaces and opportunities for co-location in the short term as well and determining longer term planning across those areas.

Working with communities

Listen to and work with communities as there are proposed changes to servcies and where they are located

Investment in Central Library

Central Library is our main library venue, it is one bus journey away from each community in the city. It requires continued investment and at some point will require significant upgrade to the building and infrastructure to ensure the building can support how our citizens need to access library services.
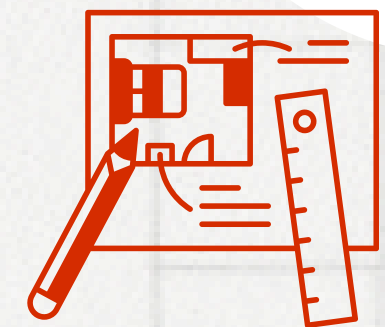
Co-location

Explore opportunities for libraries to be included in future Community Campus Model developments as well as a ACC wide challenge to services to reassess if the assets they occupy still match the needs of servcies provided.

Ideation
Corporate Landlord

Accurate and reliable information

Ensure libraries serve as information centres, providing accurate and reliable information, they need to be vital hubs in our community offering a range of services and proving purposeful signposting. A recognised access point in our communities.

Trusted indaviduals

Trust is crucial, having trusted indaviduals in libraries is important. Utilise community champions to engage with the local population.

Location

Link servcies in one place, promote multi-agency working, connect with citizens where they are, instead of focusing solely on building locations. What can we learn from Fit Like and Link worker's co-location approaches and relationships?

Getting the environment right

The availability of food and coffee helps people feel more relaxed and gives further purpose to a visit, and a place to meet others. Is 'library' the right name? Big clear signage is required. Create programmes for families, what is the evolution of Bookbug? How else an we hook Book-bug families into further community activity?

Ideation
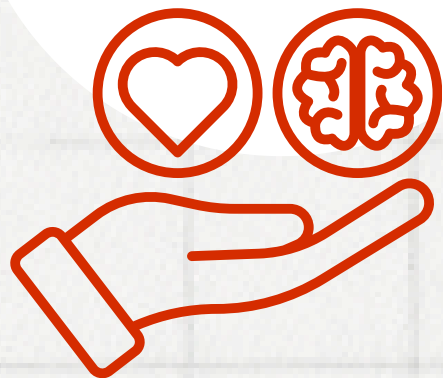# Children Services Board

Libraries and health
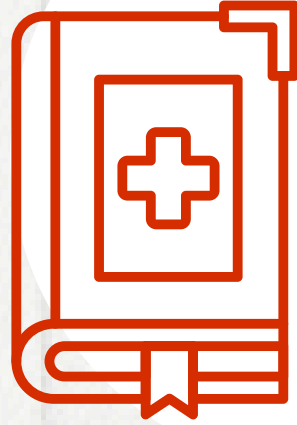
There is a recognition of the relatively untapped potential for libraries to support health and economic needs, we need to ensure opportunties are fully leveraged.

Seamless user journeys

Collectively map out journeys from health providers or whatever starting point, identify the points where libraries have a role, physically or digitally so that citizens are supported with the appropriate information and resources to manage their own health and increase their chance of return.

Health navigators

Ensure the information infrastructure so that staff can easily and confidently connect people, or support their navigation to reputable health information and servcies.

Learning from other models

Learn from local, national and international practice; Copenhagen where libraires are at the heart of early years provision, examples of health literacy development in England and the local success of the vaccination centre where people need to attend, have a positive expereince and want to come back.
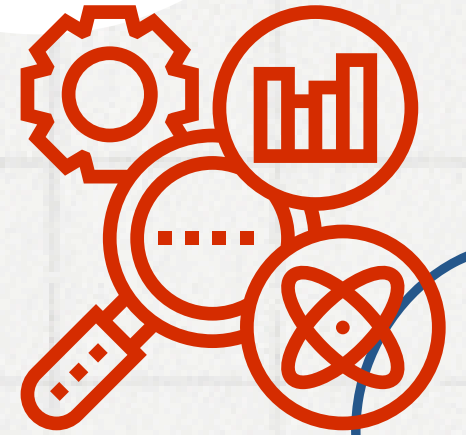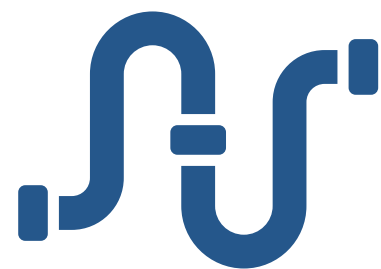
Understanding health needs

Identify communities and aspects of health as the basis for tests of change. Better understand library user profiles and what support indavidual and groups who are new to libraries may need to access libraries initially.

Ideation
Aberdeen Health & Social Care Partnership

Employability pipelines

Libraries can play a crucial role in providing support across the employability pipeline. Focus on pre-employability work, helping individuals visualise their employability journey and next steps from whatever starting point.

Self improvement

Promote self-investment and self-improvement, tailored for different age groups, using current social media trends. Consider whether mindfulness apps such as Headspace could be offered through library membership to support wellbeing.

Co-location

Ensure library spaces are flexible for multi-use activities, are welcoming, and focus on building relationships through conversations. Explore how commissioned ABZWorks activity can take place in libraries. Include a library page on the ABZWorks website.

Access to information

Access to information is key, and staff should have easy access to all the information and resources they need to share with people relating to employability. Collaborate with ACVO events diary to enhance access to community-based activities.

Anti-poverty

Provide anti-poverty support through the financial inclusion team to ensure people are getting the financial support and benefits they are entitled to, and to demystifying benefits alongside work.

Support for families

Support families by addressing child poverty through parental employment opportuntites, connecting with families during Bookbug, storytelling, Lego and other family focused activity. Offer activities for children while parents access library and ABZWorks employability resources.

Ideation ABZWorks

Service reach and inclusivity

Focus services to meet the health, economic, literacy and digital needs of different communities, exploring ways to make services more accessible and inclusive. Upgrade WIFI for faster speeds, ensuring equity of access across the city. Mobile libraries to reach all communities? Positively present rules & regulations - focus as much as possible on what is permitted as opposed to what is not.
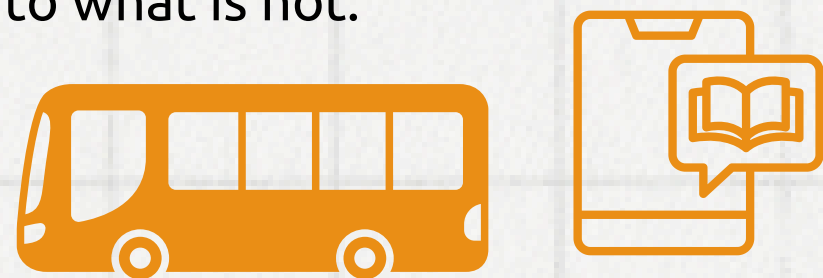
Activities and opportunities

Explore how we can meet the demand for volunteering, develop peer-led activities across all age groups. Offer free activities like job clubs in libraries.

Co-location spaces

Maximising existing co-location spaces effectively in Greyhope and Tillydrone. Kincorth has community hub attributes with health, libraries, community and Fit Like! On site, there is potential to better use the communal space. Consider the mix of public and staff workspaces.
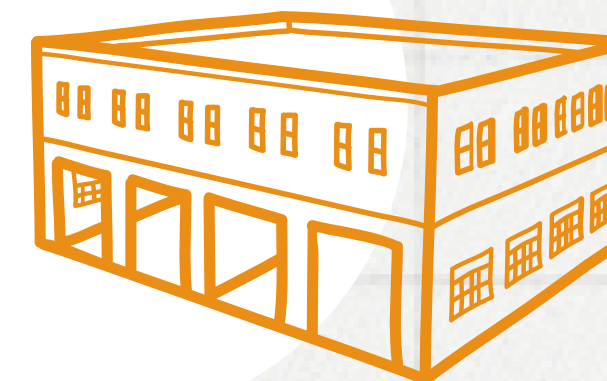
Partnerships and communication

Ensure clear messaging, target the correct audience, and build trust with communities through effective communication and partnerships. Communities need to see that the library service is for them and can see themselves using it. Enhanced promotion of online resources via our own & partners' social media channels– reaching out to new and existing audiences.

Ideation Librarians

Promoting books and beyond

Promote by word of mouth, and through friends of the library. 'Borrow a Book' – is an antipoverty, environmental and mental health message. Provide 'what's on' info for the city and communities from libraries. Incentives for library users to 'refer' others to the service.

Support for families

Activities for kids, so parents can also explore library resources. Easier transition for children and young people to adult library services. Is it a good thing having a separate library for children? If only going to a children's library parents won't see other services. Reaching parents is as important as reaching children. Ensuring parents grasp the extraordinary rich offering for children. Not just books! Prioritise opening around after-school hours.

Welcoming

Create social spaces for all ages, a cafe? Make libraries a destination for people to meet. Hours more aligned with society – not just economically inactive. Multi-user spaces, multi-purpose spaces, keep families together, stop compartmentalising.

Community integration

People would come to a health talk, then you can discuss other resources, better advertise, health and wellbeing and where in the library to find information. Having a group running, gives a purpose to come to the library. Provide an informal councilling service, a listening space, greeted with a smile. Digital support sessions, just beyond basic.

Co-location

Make better connections with existing local amenities, co-locate services in a one-stop-shop, maximising the footfall and benefit from each service. 20 minute neighbourhoods. Access to public toilets, helps people stay longer. Spaces that charities can use, providing a weekly programme. Drop boxes for out of hours returns. Post offices in Libraries?

Ideation
Library Users

Key points from information gathered during in person and on-line workshops and in library sessions

Who took part?

87 young people aged 12-20 years participated in these workshops, sessions took place with Touch of love, SHMU and ACC Youth Work. Sessions were co-designed and delivered by staff and the Young Ambassadors group.

87

What young people told us

The purpose of our library buildings is not currently clear from external signage and current branding is not sufficiently distinctive. They are keen to participate in activities in comfortable and welcoming social spaces. Young people are eager to engage with and be actively involved with the service and enthusiastic about opportunities to do so.
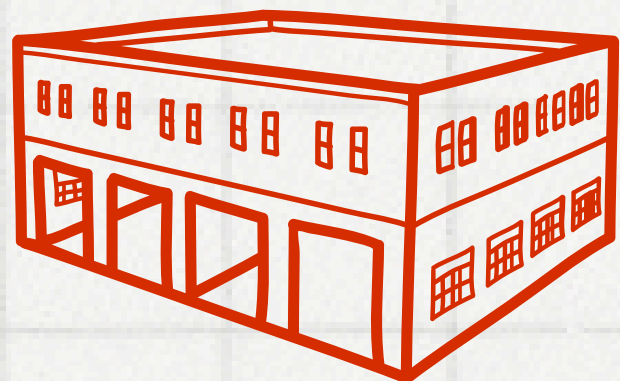
Sources of information

Overwhelmingly young people told us that their main source of information was through school, WhatsApp, Instagram and word of mouth. They are likely to consume information through video rather than text.

Valued servcies

Existing services that young people most valued were access to computers, WiFi, research and charging devices.

What would encourage library use?

Activities, variety of equipment and facilities and improved library spaces, would encourage library use. Free food and drink was the most popular suggestion to encourage more use by this age group, access to games consoles, a writers club and music/band spaces were other more frequently suggested ideas.
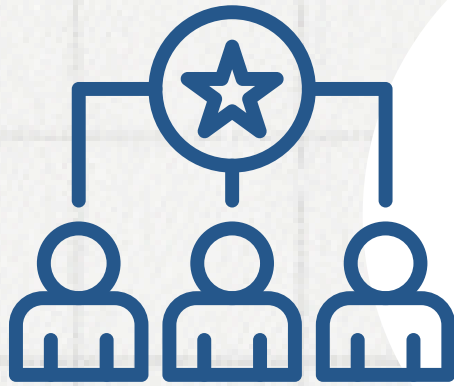
Ideation
Young People

Opening hours

Library users are looking for an increase in library opening hours and a consistancy in how opening hours are applied and communicated.

Shared servcies

Library users would like to access other services alongside library visits. ideas include...

Cafe

Having a space to enjoy a coffee and socialise was regularly suggested to enhance library visits.

Better promotion of Library Services

Library users have told us about the servcies they access and their awareness of wider services, suggesting the range of servcies are not well known.

More events and activities for all ages

This included author events, creative writing sessions for adults, craft groups for all ages and activites for children.

key messages
from public consultations

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