

Appendix 2. Libraries & Museums: Achievements & Forthcoming Initiatives.

A cultural change has been established within Libraries & Museums focussing on: making best use of resources, innovative partnerships, and a proactive approach to service development and engaging with customers. The positive impact of this more dynamic and inclusive approach can be evidenced by the range of achievements and forthcoming initiatives outlined in this appendix.

Achievements

- During the last year the service has attracted over £300k external funding from national agencies including the Heritage Lottery, Museums Galleries Scotland, The Scottish Book Trust and Creative Scotland.
- A prestigious strategic partnership has been established with National Galleries of Scotland (NGS), with West Dunbartonshire Council becoming NGS's selected "Partner in the West". This will result in NGS touring one national exhibition to West Dunbartonshire every year, in addition to providing access to major works from their collections, including contemporary art and Scottish Twentieth Century art for long or short term loan. In addition we are currently engaged in talks with a significant artist of national standing, with a view to hosting a major retrospective of his work at Clydebank Museum and Gallery in June 2013.
- Through funding awarded by the Heritage Lottery Fund, Creative Scotland and Museums Galleries Scotland; a major refurbishment of Clydebank Museum & Gallery is currently underway, with a high profile reopening planned for autumn 2012. The opening exhibition will be 'Scottish Twentieth Century Art', featuring classic works on loan from the National Galleries of Scotland.
- In the last 12 months the service has been awarded over £36k through the government's Digital Future scheme towards three projects to encourage increased digital participation, increased use of broadband, and improved public service. These projects are:
 - '*Digital Diamonds*' – Aims to engage the public in access to digital equipment such as cameras and IT equipment, promoting these on loan via public libraries, with staff up-skilled to deliver training to public.
 - *Ask Us About EBooks!* – This pilot project is being launched within branch libraries in June 2012 promoting public access to and use of E-books and E-Readers. This free service will allow library members to borrow from a selection of ebooks to read on their own ebook readers, laptops, phones and tablets.

- 'Cyberspace' - Two 'Cyber Space' areas are being established in Dumbarton and Clydebank Libraries, enhancing public service through the provision of increased IT and public pcs and dedicated study / training space in these branches. In addition to supporting the service's lifelong learning training programme, these spaces reflect the commitment to the council's Learn Achieve Succeed initiative providing much needed study space for pupils and students.
- West Dunbartonshire is one of 2 authorities selected to host 'The Summer of Song' for National Bookbug week in June 2012. This event will take place in the Playdrome in Clydebank where we will work in partnership with Sports Development Team to deliver a mini Olympics for 400 children and parents.

Engaging with our customers

- An innovative customer service pilot is planned in Alexandria Library during 2012. This will include the removal of the traditional library counter, and the introduction of customer centric 'enquiry pods', staff engaged in floor-walking and delivery of first class customer service 'on the floor' rather than behind the desk. Modelled on best practice taken from a number of leading UK libraries, this pilot has been enthusiastically welcomed by staff with a number of branches 'bidding' for the pilot. We expect the pilot scheme to result in an increase in service usage, particularly return visits, requests & stock issues, all at the heart of library services.
- The section delivers Bookbug sessions in libraries aimed at pre- school children. Numbers have increased significantly this year with West Dunbartonshire featuring in the top quartile nationally. Due to the outstanding performance of Bookbug in West Dunbartonshire we have been chosen as one of 8 authorities participating in a national pilot in 2012/13 aimed at widening access and participation in Bookbug Sessions through Assertive Outreach. In this we will work intensively in areas of deprivation to train and partner staff from the third sector and parent volunteers to deliver Bookbug Sessions.
- A focus of the revised library service has been outreach engaging with schools and communities, as a result several libraries are already forging better links with local nurseries & pre-5 establishments, with regular visits to the libraries by groups of pre-5 children rising in numbers during 2011/12. The revised service has also included a review of the mobile library service resulting in increased service delivery in particular to those areas affected by branch closures. In addition a schools mobile library service is being trialled; this has been well received and is growing in demand.
- Further to public demand two new Heritage Centres have been established in Dumbarton and Clydebank Libraries, creating facilities for exhibitions on the history of the towns, temporary local exhibitions, study and local history research facilities.
Through these physical enhancements and proactive approach to service delivery and engaging customers, children's visits to Dumbarton heritage Centre rose by 137% whilst adults attending courses rose by 275%.

Working with the sections Learning Team Clydebank Heritage Centre has over the last years engaged with over 300 school pupils learning about their local heritage and linking this to the school curriculum.

- Public and staff consultation identified a need to engage teenagers more with the service. June 2012 sees the introduction of 'Teen Space' a dedicated teenage library in Dumbarton Library, making excellent use of previously unproductive space. 'Teen Space' will launch with representatives from local youth organisations & schools participating in a gaming evening. In addition links are being developed with the school's library service, currently librarians from public library service are liaising with school librarians to identify & source suitable study guides & papers to support secondary school pupils.
- Demand for access to pcs and in particular free internet access in library learning portals continues to grow. Like for like comparison of branches across 2010/11 and 2011/12 shows an overall increase of 8% usage this year. Every branch library hosts a learning portal including public access pcs and training session for the public such as; Computers for beginners, Set up and use email Set up and use Skype. In 2012 we have improved and increased the number of public pcs in all branch libraries, in addition to providing dedicated training and study space.

Events & Festivals

- Libraries & Museums Booked! Festival of Words offers a popular and inclusive programme of visiting authors and speakers such as Richard Holloway, Sheena McDonald and Christopher Brookmyre. The Booked! Festival programme has increased in size in 2012 being twice the size of that in 2011. In addition the latest Libraries & Museums What's On guide for May – Aug 2012 is 57% bigger in terms of events and activities than at the same period in 2011. This has been made possible with the support of staff, and a more proactive approach to developing the service and engaging with customers.
- Learning plays a growing part in work being developed across the service with Curriculum for Excellence (CfE) embedded in many areas of delivery. Initiatives include using Library archives and Museum objects as resources for an experiential WWI literacy project, working with local primary schools and historian/author Allan Burnett. Development of schools packs link local history and CfE and engage pupils with their rich local heritage. Public library and schools author visits in 2012 have included Children's Laureate Julia Donaldson, Pam Wardell and illustrator from DreamWorks Gary Erskine. In addition we have developed 'family learning' events such as Turkey Red Textile Workshops in branch libraries, encouraging parents to learn with their children through joint activities linked to art, literacy and history.

Service Expansion

During the last 12 months Libraries & Museums has expanded to include:

- The Stand Dance Project
 - Creative Links (art & education)
 - The Youth Music Initiative (working in local schools).
 - Education Development Support Unit (EDSU)
- This has involved a review of these services resulting in revised job profiles, the production of 3 years development programmes and an increase in delivery. In the last few months 'Dimension', our boys' dance project has been selected to represent the country performing in London's West end later this year. A popular and much needed Youth Theatre has been established meeting weekly in Alexandria Library. A programme of school workshops and concerts has been initiated with Scottish Opera. In addition, The Stand Dance Studio will move this summer to Our Holy Redeemer Primary School offering enhanced facilities to the school pupils and the promotion of an accessible community dance programme.
- In summer 2012 the department's Education Development Support Unit (EDSU) will join the service. This will be facilitated by a service review in consultation with staff and schools, with the aim of revitalising the service, encouraging joint working, making best use of resources and tailoring high quality learning opportunities and resources linked with Curriculum for Excellence.