

Appendix 1 Detailed progress report

1 Closure of Libraries and proposals for Community Libraries

1.1. On 5 May 2018 seven libraries (Langney, Mayfield, Ore, Pevensey Bay, Polegate, Ringmer and Willingdon) and the Mobile Library Service closed. Cabinet agreed that the County Council would consider any viable community proposals to take over the running of the seven libraries or the Mobile Library Service and proposals to establish Community Libraries at six of these libraries were received. Details of the current progress with each of these libraries is provided in the table below.

1.2. The County Council has supported these proposals with the offer of stock, fixtures and fittings, and where former library buildings are in the ownership of the County Council, with the opportunity to set up Community Libraries on a peppercorn lease in these buildings. The Library and Information Service (LIS) held a training day on running libraries for the community groups who are developing their projects, and continues to provide support and advice. All of the community groups involved have worked hard to raise funding and a volunteer base to establish their libraries, and two Community Libraries have now opened.

Community Library	Progress
Langney	The Langney Community Library opened in the late autumn of 2018 in a different unit within the Langney Shopping Centre, provided rent-free by the landlord of the shopping centre. The LIS has provided stock, shelving and furniture for the library. The County Council has surrendered the lease on the unit formerly occupied by Langney Library.
Mayfield	No proposals were ultimately received for a Community Library. The library has been decommissioned and the licence to occupy the building surrendered to Mayfield Primary School, in which the library was located.
Ore	The Ore Community Association submitted a proposal to operate a Community Library in the closed Ore Library building. The County Council has offered a peppercorn lease on the building, free loan of starter stock, fixtures and fittings, and is in discussion with the Ore Community Association about the operating procedures that will need to be in place before the lease can be completed.
Pevensey Bay	Pevensey Volunteers CIC submitted a proposal to operate a Community Library in the closed Pevensey Bay Library building, which the County Council leases from a private landlord. The County Council has offered to sublet the building on a peppercorn basis, with a free loan of starter stock, fixtures and fittings. Grant of sublease requires permission from the landlord. This permission has now been granted in principle and the Council is in the process of finalising the underlease and licence with the landlord and Pevensey Volunteers CIC. We expect the Community Library to open in the spring of 2019.
Polegate	The County Council is in discussions with Polegate Town Council about the options for operating a Community Library in the closed Polegate Library Building, either under a Service Level Agreement which would be funded by the Town Council and run along very similar lines to that provided when the library was run by ESCC (the proposal agreed last year by ESCC) or by setting up a Trust to run the library.
Ringmer	The Ringmer Village Library opened in June 2018 in the former Ringmer Library building within the village hall. The LIS has provided stock, shelving and furniture for the library.
Willingdon	Willingdon Parish Council submitted a proposal to operate a

	Community Library in the closed Willingdon Library building. The County Council has offered a peppercorn lease on the building, free loan of starter stock, fixtures and fittings. Works are currently being undertaken by the County Council to improve the energy efficiency of the building, to bring it up to the required standard for it to be let. It is hoped that the building will be handed over in mid-March.
Mobile Library Service	No proposals were received to take over the running of the Mobile Library Service.

2 Community Collection Membership

2.1. The LIS launched the Community Collection Membership (CCM) in 2018. This allows communities to borrow a range of items which can be made available locally to the community, for example in a village hall, café etc. The Community Collection is a stock of around 100 items which can be changed by making reservations online from the collection in the ESCC library catalogue and exchanging stock at a library of the community's choice. It requires someone in the community to apply for the membership and take a lead role to organise the collection and make it available. This person acts as a guarantor.

2.2 Five CCMs have been set up in Fairlight, Pett, Chelwood Gate, Northiam and Ticehurst. Although this offer was established primarily as a mitigation for the withdrawal of the Mobile Library Service, there does not seem to be a significant need for it within communities, as those wishing to set up community collections seem to receive large quantities of book donations from local people. Feedback which the LIS has received from communities who have considered but decided not to go ahead with a CCM suggest that they prefer an informal community book swap to having ESCC library stock, with the responsibilities that come with it for looking after the stock and acting as a guarantor, as well as the need to make periodic trips to an ESCC library to exchange the books. The LIS will continue to operate the scheme, advertise it on the website and support those communities who wish to operate a CCM. However, additional resources will not be put into its further promotion. The LIS will continue to provide any advice to communities wishing to set up book swaps or similar local schemes.

3 eLibrary and stock

3.1. This year the Stock Fund has been reprofiled in order to support delivery of the LSCS. The stock fund for 2018/19 is £510,000 of which £110,000 is allocated to eBooks, eAudiobooks and other online resources. There has been an increase of 34% in the number of people borrowing eBooks and eAudiobooks between April and December 2018 compared to the same period in 2017, and an increase of 43% in online items borrowed over the same period.

3.2 The LIS takes every opportunity to promote the eLibrary, for example Librarians undertaking outreach work with partners and in areas of need such as Children's Centres demonstrate the eLibrary and how to access it. Computer buddies demonstrate it to people learning to go online and the LIS regularly promotes it in the eNewsletter currently reaching more than 20,000 customers. The LIS intends to promote the guides which are already available on the eBook service in 2019/20, helping show customers how easy it is to download materials from the eLibrary.

3.3 The LIS will undertake a review of the stock spend for 2018/19 as part of an ongoing programme to ensure spend in 2019/20 continues to be aligned with the key priorities set out in the Libraries Strategic Commissioning Strategy (LSCS). In 2018/19 Librarians have been buying new stock to refresh collections of essential skills (literacy), reminiscence, dyslexia, Aspergers/autism, English for Speakers of Other Languages and numeracy materials to support outreach work. The LIS launched Wellbeing Boxes which aim to empower people to take ownership of their own health. Each portable box contains interactive resources, local service information and literature about different areas of wellbeing, using the NHS 5 steps to mental wellbeing (connect; be active; take notice; keep learning; give). The boxes contain leaflets, flyers and posters about local groups, organisations and activities, which can be kept by the borrower. They also contain interactive resources that aim to enhance the information learned from the literature. The whole box can be borrowed from the library

for up to three weeks. The LIS has also worked with CAMHS to produce Wellbeing Bags for teenagers to support their health and wellbeing.

4 Parking partnership

4.1 In July 2018 the County Council introduced the Libraries and Parking Partnership (The Partnership), involving the Library and Information Service and Parking Services and the parking contractor NSL. The Partnership was introduced to make better use of the county's libraries because of the significant historical decrease in visits by customers to libraries and loans of items. By offering both parking and library services in one place the County Council has been able to make best use of our resources, and providing parking services in libraries enables parking customers to access library services during their visit and vice versa.

4.2 In The Partnership NSL have use of back office space as well as welfare facilities for office staff and Civil Enforcement Officers (CEOs) in Eastbourne, Lewes and Hastings libraries. A number of preparations were made for The Partnership at the three libraries. Changes were made to non-public space to create office and welfare facilities, while at Lewes Library two public toilets were converted to a changing room and in Hastings Library offices were installed on the third floor. As well as the appointment of an additional 2.3 full time equivalent Library Assistant posts across the three libraries, all staff were trained on the new systems and services.

5 HMP Lewes

5.1 The library in Lewes Prison is provided by the Library and Information Service as a traded service, which means that it is self-financing. The LIS will continue to provide this service subject to any future negotiations with the prison authorities, and is currently finalising a Service Level Agreement for the prison library for 2019/20 with the prison.

Review of Offers to deliver the Strategic Outcomes

Table 1 Our offer for improving child and adult literacy and numeracy

Offer	Commitment	Progress
Fiction and non-fiction reading materials for all ages and needs.	We will provide a wider range of quality materials and tailored support for people's different needs, so they can enjoy the pleasure of reading and the better life chances that literacy and numeracy unlock for people. The choice of titles and websites available to download from the eLibrary, the online library service, will be increased and prioritised according to countywide needs.	We have improved our health and wellbeing materials by adding to the range of self help eBooks on offer and developing Wellbeing Bags in 2018/19, at the same time maintaining a wide range of stock to support reading for pleasure and expanding our range of eBooks. We will review this for 19/20 to ensure we continue to align stock spend with our priorities.
A new Children and Young People's Literacy and Numeracy offer. We will work closely with other services for children and young people of all ages (including pre-school) and in all settings, to encourage children and their families to use the library service. The new offer comprises:		
Literacy and numeracy support for pre-school children and their families.	We will aim to provide rhyming and storytelling activities in all libraries or community settings, prioritised according to local needs. This supports pre-school learning and development of speech and language.	We provide rhymetime/storytime sessions in all libraries, subject to the availability of volunteers. 26 volunteers are helping us to deliver 18 sessions per week, with an average of 400 children and parents/carers attending across the county every week. We deliver Bookstart, a national programme run by Booktrust and funded by the Department for Culture, Media & Sport via Arts Council England that provides free packs of books to every child in the UK at 6/12 months (Baby Packs) and then again between 3-4 years (Treasure Packs). These packs are designed to give children the very best start in life with reading, books and literacy and encourage parents and carers to enjoy books with their children from as early an age as possible. Each pack contains an invitation to register at their library and a leaflet outlining our services. In 2018/19 we delivered 5,022 Bookstart Baby packs through our Health Partners and 5,055 Bookstart Treasure packs to our Early Year Settings. We also gifted over 200 dual language packs and over 45 additional needs packs to those children who are blind or visually impaired, deaf or are hearing impaired/or have disabilities that impact on or delay the development of

Offer	Commitment	Progress
Literacy and numeracy support for school age children and young people.	We will work with schools and other providers to improve children and young people's literacy, numeracy and personal development by promoting the library service, its resources and targeted activities, such as the Summer Reading Challenge.	<p>their fine motor skills.</p> <p>39 schools took part in the 2018 East Sussex Schools Book Award, which culminated in an event for 300 children. Children read a shortlist of books and over 600 children enjoyed author visits. In 2018, over 4,800 children took part in the Summer Reading Challenge. We are members of the operational advisory group working to deliver the literacy campaign for the Hastings Opportunity Area. This group brings together key individuals and organisations which contribute to literacy outcomes through their expertise and knowledge of policy and of local delivery programmes. The group assists with delivery and development of the Hastings Literacy Hub to improve literacy.</p>
Outreach services for pre-school children and their families.	We will work with Early Years services to support family learning and development in areas of higher need, delivering services in Children's Centres and through health workers.	<p>We work very closely with Early Years practitioners to target our resources effectively in areas of need. We deliver weekly rhymetime/storytime sessions in Shinewater, East Hastings and Ticehurst Children's centres, aiming to reach families with complex needs. On average, 50 children and adults attend these sessions per week. Families are encouraged to join the library. We will evaluate this outreach work in 2019.</p> <p>We delivered two training sessions for Early Years staff to inform them about the Library Offer and in particular to promote our online resources so that they can pass this information on to families.</p>
Support for schools	We will offer more targeted, free services in areas of identified need and provide resources to support literacy and numeracy to all schools on a pay-as-you-go basis. We will no longer provide the Schools Library and Museum Service (SLAMS).	<p>We have identified two schools in areas of high deprivation and are offering free support to promote literacy and improve their school libraries. We will continue to offer free support to schools in areas of high deprivation.</p> <p>We launched a new ticket for teachers in the autumn to enable them to borrow books to support their teaching. 35 teachers have signed up and 13 are actively using</p>

Offer	Commitment	Progress
		their tickets. We will review the scheme during the Spring Term, contacting those already signed up, to ensure it works for teachers.
Homework clubs in libraries.	We will pilot Homework Clubs aimed at 9 -13 year olds in selected libraries. These will run during term-time at the end of the school day on one or two days per week during library opening hours. These will either be staff or volunteer led, and will provide a quiet space for children to do their homework, with some supervision and support, although children can, of course, use the library at any other time to do their homework.	We will begin recruiting volunteers for the pilot Homework Clubs and identifying locations for them towards the end of 2018/19. The aim is to have Homework Clubs running for the Summer Term of 2019 onwards, to support children during the run-up to the summer exam period.
Study Clubs in libraries.	For older children and young people aged 14-18, we will pilot Study Clubs in selected libraries. These will operate in the run-up to exam periods and provide a quiet study space for revision or self-directed study on one or two days per week when the library is closed, including one evening. We would not provide any academic support during these sessions, but the library will be supervised by a member of staff, with the support of volunteers. Children and young people can, of course, use the library at any other time for study or revision	We will begin recruiting volunteers for the pilot Study Clubs and identifying locations for them towards the end of 2018/19. The aim is to have Study Clubs running for the Summer Term of 2019 onwards, to support children and young people during the run-up to the summer exam period.
Literacy and numeracy support for children and adults with disabilities.	We will support children and adults with disabilities and long term health conditions, such as visual impairments, to be confident using adapted reading materials and technology.	We have installed Supernova software, which provides a screen magnifier and screen reader, on all library computers, and have also purchased specialist equipment for Bexhill, Eastbourne and Hastings Libraries, as well as for HMP Lewes. We are about to launch a scheme to lend specialist keyboards to individuals and organisations.
Literacy and numeracy support for adults with low literacy and numeracy.	Building on the success of our Advantage East Sussex project and Learndirect schemes, we will seek external funding to provide courses to improve basic literacy and numeracy in libraries in areas with higher needs, working with other adult education providers to signpost people to the right offer for them.	We have achieved funding of up to £100,000 from the East Sussex College Group to provide courses in literacy and numeracy, as well as ICT over the academic year 2018/19. It's likely that 150 people will complete courses and achieve qualifications.
Home Library Service for isolated or vulnerable residents.	We will provide a free Home Library Service supported by volunteers to deliver books and other resources from the local library to people who cannot easily use a library due to disability or frailty, or are caring for someone who cannot be left.	ESCC volunteers deliver Home Library Services to 168 residents across the County. In Bexhill this service is provided in partnership with Care for the Carers, who deliver books to a further 300 people approximately. We

Offer	Commitment	Progress
		<p>have promoted the Home Library Service in our eNewsletter and include information about the Home Library service when promoting library services through outreach activities. In 2019/20 we will promote the service further by writing to all parish and town councils with an article about the Home Library Service and ask them to include it in parish magazines, contacting all relevant community organisations, including East Sussex Seniors' Association, to provide information about the Home Library Service and asking them to promote it through their channels.</p>

Table 2 Our offer for supporting the economy

Offer	Commitment	Progress
Support to improve IT skills for work	We will provide free online training resources to help people look for and secure jobs as well as improving their ICT skills. Resources include access to job sites, video guides on how to produce an excellent CV, as well as support to use the most popular computer software, including Microsoft, Apple and Google products	<p>We are offering IT for You sessions at nine libraries. 28 volunteers support an average of 56 people per week on a one to one or group basis, particularly providing support for those who are seeking work. People are supported to improve their IT skills, use online resources, write CVs etc.</p> <p>A recent example of the success of this initiative is a lady who attended IT for You sessions in Eastbourne Library for a period of 3 months.</p> <p>The lady came to us as a job seeker in receipt of Job Seekers Allowance. Our volunteers gave her tuition focussed on key job seeking skills such as using social media, CV preparation and making online job applications. They worked closely with the lady, helping her to secure three job interviews. We also referred her to our Learning Services team with whom she achieved an English Level 2 qualification. The lady subsequently secured work as a care home assistant. She is looking to come back and improve her computer skills in the near future to support her goal of finding accounting and office work.</p> <p>We provide a video-based how-to training resource covering more than 500 of today's most popular software applications on both PCs and Macs. There have been 522 hits on this resource from April – December 2018 and we will promote this resource more widely.</p>
Space to work and study	We will provide free space in all libraries for children and adults to study or work, with free access to computers, the internet and other library resources	All libraries have space to work and study, free access to computers and the internet. There have been 168,316 sessions on the computers and wifi in libraries from April – December 2018.
Code Clubs for children	We will provide Code Clubs in selected libraries. Our Code Clubs are part of a nationwide network of after-school coding clubs for children aged 8–12 years old. Using specially created Code Club	We are running code clubs for children in five libraries, Eastbourne, Battle, Lewes, Hastings and Uckfield. These are run by 12 volunteers on a weekly basis for 12 week

Offer	Commitment	Progress
	materials, the sessions are designed to build confidence and encourage creativity in 3 different coding languages, helping children learn computing skills that could unlock a wide range of future career opportunities.	<p>courses. They are regularly attended each week by 9-12 children per library, approximately 60 children per week.</p> <p>We plan to launch a new code club for children in Newhaven in the Spring, as well as launching a code club for adults on a trial basis.</p>
A new Culture Offer	We will work closely with other cultural and heritage institutions in East Sussex to provide an expanded programme of free or paid events in libraries to support personal development and the wider cultural economy, with particular emphasis on local literature and the creative industries in the county. Wherever possible, we will seek external funding to deliver free events and activities. We will also promote libraries as spaces that can be used for the arts, covering activities such as creative writing workshops, book and poetry readings, exhibition areas, and venues for outreach by other cultural organisations.	Building upon elements of our successful Advantage East Sussex project, funded by the Arts Council England, the LIS will seek to work more closely with other cultural and heritage institutions in East Sussex to promote libraries as spaces that can be used for the arts, covering activities such as creative writing workshops, book and poetry readings, exhibition areas, and venues for outreach by other cultural organisations. The extent to which the LIS can develop its Culture Offer is dependent on the desire of the creative sector to work with libraries, and to some extent, the availability of external funding.

Table 3 Our offer for better health and wellbeing

Offer	Commitment	Progress
Fiction and non-fiction reading materials for all ages and needs.	We will provide these in all libraries to support the health and wellbeing benefits of reading for pleasure. Different formats and a choice of titles will be provided in each library, prioritised according to local needs	We provide a comprehensive range of items, both in libraries and online. We will review stock provision in 2019/20
Self-help materials and support for all ages and needs.	We will provide self-help materials online and in all libraries, as well as signposting to other services, prioritised according to local needs.	<p>We have a comprehensive range of self-help materials both in libraries and online, including eBooks as well as Wellbeing Bags for families and young people.</p> <p>We work with health practitioners, including CAMHS, to select and promote stock e.g. we launched the Teen Wellbeing Bags at Seaford Library at an event for parents and practitioners.</p>

Offer	Commitment	Progress
Health and wellbeing information for all ages and needs.	We will provide reliable sources of health information online and in all libraries with guidance to other services. We will work with Adult Social Care and Health to develop ESCIS as the main website for health and wellbeing information for East Sussex.	<p>In addition to books, we have developed Wellbeing Boxes to help people to take ownership of their health. Each box has interactive resources, local service information and literature about different areas of wellbeing, using the NHS 5 steps to mental wellbeing (connect, be active, take notice, keep learning, give). The Family and Activity Wellbeing Box provides activities and information for parents/carers with children aged 0–11. Teen Wellbeing Bags are suitable for 11–18 year olds, with a focus on physical, emotional and mental wellbeing.</p> <p>ESCIS, our community information database is now used by Locality Link Workers to signpost people in their areas to activities and organisations that support health and wellbeing.</p>
Physical and mental health support.	We will work with other services, such as Public Health, to increase the range of health initiatives offered within libraries. These will be prioritised according to local needs and by the services providing them. We will work with partners, including Adult Social Care and Health, to provide resources to support positive mental health.	We have recently had a programme of free Health Checks delivered in libraries by Public Health as part of One You. Over 30 people came to libraries to have their basic health indicators checked.
Outreach for isolated or vulnerable residents.	<p>We will continue to offer our Home Library Service to provide reading materials for isolated or vulnerable residents, and we will enhance it by offering Make Every Contact Count training for Home Library Service volunteers, to enable them to support vulnerable individuals in their physical and mental health through signposting and early intervention.</p> <p>At present our Home Library Service has enough volunteers to serve all of our isolated and vulnerable customers, but we will work with partners to develop additional volunteering capacity and opportunities within the service, to ensure that we retain the capacity to continue to serve an increasingly elderly population with more complex needs.</p> <p>Initial discussions have taken place with the East Sussex Fire and Rescue Service to explore opportunities for joint working. We will</p>	ESCC volunteers deliver Home Library Services to 168 residents across the County. In Bexhill this service is provided in partnership with Care for the Carers, who deliver books to a further 200 people approximately. We aim to offer our volunteers Make Every Contact Count training in 2019/20. We have promoted the Home Library Service in our eNewsletter and include information about the Home Library service when promoting library services through outreach activities. In 2019/20 we will promote the service further by writing to all parish and town councils with an article about the Home Library Service and ask them to include it in parish magazines, contacting all relevant community organisations, including East Sussex Seniors' Association, to provide information about the Home Library Service and asking them to promote it through

Offer	Commitment	Progress
	also continue to advertise volunteering opportunities via our ESCC website, in libraries, and through our existing voluntary and community sector networks, for county-wide volunteering opportunities	their channels. We will resume discussions with East Sussex Fire and Rescue Service to look at how we can work more closely together.

Table 4 Our offer for increasing digital inclusion

Offer	Commitment	Progress
Access and support to use computers and Wi-Fi.	We will continue to provide free access to People's Network computers and Wi-Fi in all libraries. We will review usage of computers to ensure we have good access in all libraries and promote this offer more effectively.	We have 237 computers available for public use in our libraries, and also provide wifi in all libraries. From April – December 2018, there were 138,209 sessions on the computers and 25,607 wifi sessions.
Support to use technology and the internet	Computer Buddies volunteers will provide personalised support in libraries, prioritised according to local need. This will be expanded to offer support to people to use the eLibrary confidently	All libraries have Computer Buddy volunteers (subject to availability) who provide one to one support to help people to get online. There are 32 Computer Buddies across the County, providing 52 hours support a week to residents. They help people with basic IT skills such as setting up an email account.

Comparison of Public Library User Survey Results

