

LONDON BOROUGH OF CAMDEN	WARDS: All		
REPORT TITLE Camden Libraries update report			
REPORT OF Director of Recreation			
FOR SUBMISSION TO Culture and Environment Scrutiny Committee	DATE 10 th July 2023		
<p>SUMMARY OF REPORT</p> <p>This report summarises the vision for the library service and the development of the service offer to the communities of Camden. A restructure of the service was completed in April 2022 and a significant capital investment in technology. The report also reviews the journey of recovery indicated by the level of library visits, event attendance and borrowing. An outline of the partnerships, connections and activity that is developing as the libraries respond to the needs of the neighbourhoods during the cost-of-living crisis. This overview is also informed by data analysis of the 2021 census data and shaped by thinking of a library jigsaw of component parts, the Libraries Connected Universal Offers and the ambition of We Make Camden.</p> <p>Local Government Act 1972 – Access to Information</p> <p>The following documents have been used in the preparation of this report:</p> <ul style="list-style-type: none"> • 2021 Census data prepared to inform service delivery <p>Contact Officer:</p> <table data-bbox="236 1563 1350 1744"> <tr> <td data-bbox="236 1563 770 1744"> Oliver Jones, Director of Recreation 4th Floor, 5 Pancras Square, London N1C 4AG Oliver.jones@camden.gov.uk 02079746275 </td> <td data-bbox="825 1563 1350 1744"> Fiona Tarn, Head of Libraries 4th Floor, 5 Pancras Square, London N1C 4AG Fiona.Tarn@camden.gov.uk 07971746089 </td> </tr> </table>		Oliver Jones, Director of Recreation 4th Floor, 5 Pancras Square, London N1C 4AG Oliver.jones@camden.gov.uk 02079746275	Fiona Tarn, Head of Libraries 4 th Floor, 5 Pancras Square, London N1C 4AG Fiona.Tarn@camden.gov.uk 07971746089
Oliver Jones, Director of Recreation 4th Floor, 5 Pancras Square, London N1C 4AG Oliver.jones@camden.gov.uk 02079746275	Fiona Tarn, Head of Libraries 4 th Floor, 5 Pancras Square, London N1C 4AG Fiona.Tarn@camden.gov.uk 07971746089		
<p>RECOMMENDATIONS</p> <p>The Culture and Environment Scrutiny Committee is asked to note and comment on the service update report.</p>			

Signed:



Date: 29th June 2023

1. Purpose of Report

- 1.1. This report to the Culture and Environment Scrutiny Committee is to update the committee on the Library Service. The report includes an update on the vision led restructure implemented in April 2022 and the associated investment in technology; the recovery post pandemic; and how the team are working in response to neighbourhood need, wants and desires making connections and partnerships to support residents through the cost-of-living crisis and to create neighbourhood spaces.

2. Background

- 2.1 Libraries are a statutory public service under Section 7 of the Public Libraries and Museums Act 1964, 'to provide a comprehensive and efficient library service for all persons.' A council must do so in a way which meets the needs of local library users considering the resources available. What a comprehensive and efficient service means will differ between councils and will depend on the needs and interests of each area. OBJ
- 2.2 This report sets out the recovery journey for the service post pandemic and the vision for the service set out in March 2021 and how the service is now responding to that vision and ambition.
- 2.3 Camden Libraries are on a journey of transformation to become digital and physical spaces that reflect and belong to their neighbourhoods. In line with our ambitions set out in Camden 2025, Our Camden Plan and We Make Camden 'Camden actively tackles injustice and inequality creating safe, strong and open communities where everyone can contribute' and, through the Council's neighbourhood approach, we are seeking to empower local communities to work in partnership with the Council to make these valued neighbourhood spaces reflect the local community by hosting and supporting local action" The Library Service total budget for 2022/23 is £3.248M with a staff budget of £2,429M The frontline staffing can be seen in Table 1 in Appendix 1.

- 2.4 The staff restructure was originally proposed to take place in 2020 and the initial consultation phase took place in March 2020, however due to the coronavirus pandemic the process was paused to enable the Council to provide an organisational response to the pandemic involving all staff.
- 2.5 While Camden's libraries closed due to the first national lockdown and provided a reduced offer in line with Government restrictions in late 2020 and the first months in 2021, there was an opportunity to expand and enhance our remote offer during this time.
- 2.6 Key critical challenges arising from the pandemic has seen a significant increase in social isolation and the impact of digital exclusion on some of our communities in Camden. Our vision for Camden libraries to become neighbourhood spaces that can support digital needs in their communities is now, therefore, more pertinent than ever.
- 2.7 As part of the restructure that completed in April 2022 four distinct but interlinked elements to the transformation were identified:

Phase 1: Digital libraries: IT infrastructure upgrade

Phase 2: Library Service restructure (including a training and development programme)

Phase 3: Libraries co-design

Phase 4: Developing volunteering and partnerships approach

- 2.8 A review of the restructure has taken place through an exercise of 'Listen and Reflect', and a summary of key learning has been shared with the team summarising the learning from the implementation of the new structure which has operated for sixteen months and how the team will continue to develop the service.

3. Data

- 3.1 We have reflected on some key data to capture how the service is performing. Profiles indicating community [profiling for areas demarcated by a 15-minute walk around each library](#) have been prepared so that we can compare active members, members who have used their card to borrow an item or use a computer in the last 12 months, with the demographics of the local community. Active members, however, are not necessarily a full indication of who is using the library space. People come into events and study but don't necessarily use their library card or have a membership card.

- [3.2 Here is data](#) gathered during a spot check week to look at patterns of use and enquiries on an hourly basis. It demonstrates that Swiss Cottage Library

is used more heavily than other libraries although Pancras Square's usage does increase later in the day. Numbers of people in the spaces tend to reduce for the last hour of the day except at Swiss Cottage and Pancras Square. In terms of enquiries the libraries are all answering 50 plus enquiries a day and in many cases 100+ enquiries.

- 3.3 The data in Appendix 1 Table 2 shows visitor numbers, item issues and use of PCs are recovering in comparison to 2021/22 with a 74% increase in visitor numbers. There is anecdotal evidence that use of wifi has increased post pandemic as more people bring their own device to work in the libraries. Appendix 1 Data includes an infographic (Figure 1) illustrating key statistics for 2022/23.
- 3.4 The affiliation to libraries is varied with 19% of the active members are linked to Swiss Cottage Library compared with 7% for Holborn and Queens Crescent and 5% for Highgate. Table 3 in Appendix 1 gives data for all libraries. These are active members that includes both Camden residents and out of borough users. Looking at the pattern of library members by ward, (Table 3 in Appendix 1), it shows 65% of active members live in the borough. Factors that influence the level of active members that live outside of the borough of Camden are the volume of commuters that enter the borough through rail terminus and in part where Camden Libraries are close to borough boundaries. The service has purchased [COBRA](#) (Complete Business Reference Advisor) an online resource for business start-ups. The British Library are unable to give remote access to this resource due to licensing, but the [BIPC](#) (Business and IP Centre) at the British Library will be able to refer people to sign up at a Camden Library to gain access and this may also influence the number of members that live outside of the borough. Camden Libraries is part of the [SELMS \(Southeast Library Mangement\) consortium](#). The SELMS consortium has 14 member authorities giving library members access to 6 million items.
- 3.5 The maps in Appendix 1 show the ward boundaries and indicate employment and support allowance; income support and universal credit. These maps help us to plan the library offer, e.g., databanks have been initiated at Camden Town and Queens Crescent in partnership with the Good Things Foundation.
- 3.6 Table 4 in Appendix 1 shows that active members are reasonably evenly spread across the wards ranging from 5% in West Hampstead and Kilburn to 1.7% in Camden Town and 1.6% in Bloomsbury and Frognal. Hampstead Town's low percentage 1% will have been affected by the presence of the community library in that ward, Keats Community Library, suggesting a proportion of residents in that ward are using that library and therefore not using Camden Council managed libraries. It is also one of the wards in Camden along

with Frognal and Bloomsbury that have low levels of residents claiming the benefits as illustrated in the maps above.

- 3.7 Two thirds of the active members in Hampstead Town, that do use a Council managed library, are using Swiss Cottage Library. The two other community libraries are in the Belsize and Primrose Hill wards both of which have a 3.2-3.5% share of the active members. For both these wards Swiss Cottage Library is the most used Camden Council managed library. The data below is evidence that Swiss Cottage Library is fulfilling a role of destination library for the borough. In terms of issues the data shows that Swiss Cottage issues 46% more physical stock than the second highest issuer, Kilburn Library. Table 5 in Appendix 1 shows the visitor, book issue and PC use pattern for the libraries. [Here is the data](#) for digital issues and use.
- 3.8 The second column in the ward breakdown, table 4 in Appendix 1, shows the proportion of ward population that are active library members. The highest levels are in wards including Highgate, West Hampstead, Kilburn and Kentish Town all at 14.3 -15.6%. Bloomsbury at 5.1% and Hampstead Town at 4.5% are the lowest ward populations. There is no way of knowing why, but it could be the proximity of the British Library for Bloomsbury giving access to space for study and use of Wi-Fi and perhaps Keats Community Library for Hampstead Town.
- 3.9 The number of reported incidents of anti-social behaviour in libraries increased by over a third (37%) from 35 in 2021 compared with 48 in 2022, however the number of reported incidents has decreased in recent months. In the first quarter of 2023 there were 7 reported incidents. The increase in 2022 is likely to be an indicator of the pressures created by the cost-of-living crisis with more people living in a stressful environment, however the reason for the reduction in the first quarter of 2023 is unknown.
- 3.10 Data on event delivery and attendance is below
- April 2022 to March 2023 – total number of physical events delivered 1,238
- April 2022 to March 2023 – total number of participants at all events 14,313
- 3.11 This year at Swiss Cottage and Pancras Square libraries, we have seen a huge increase in numbers of young people studying in libraries after school. In the last year, we refurbished our study spaces with new study tables and additional power sources, including additional tables and chairs at Pancras Square Library.

4. Phase 1 Digital Libraries Infrastructure Investment

- 4.1 By April 2022, investments totalling to **£787,000** had been made across all nine Camden libraries. The digital investment included the areas shown in Table 6 in Appendix 2.

5. Phase 2 Library Service Restructure

- 5.1 The restructure, which went live in April 2022, has facilitated the libraries becoming neighbourhood spaces developing the service with residents and working with a range of partners including Voluntary Community Sector (VCS) organisations. With the cost-of-living crisis the libraries are playing a vital role as part of the Warm Spaces network in Camden and by working with the Rough Sleeping Commissioner we will identify two libraries to be cool spaces which will have a specific promoted offer. The spaces offer residents free access to computers and Wi-Fi, information and events and activities for all ages. Through the work with the VCS, libraries can offer advice sessions, digital skills and employment support. We have created donation points for [Little Village](#), who support families with babies and children under five living in poverty across London and working with [Friends of the Earth Camden](#) on a clothes swap which has developed into a monthly mend workshop at Swiss Cottage Library. We are planning for the social prescribers and care navigators to base themselves in libraries to support better health for our communities.
- 5.2 A new staffing structure was introduced to include Library Development Leads, Community Library Managers, and Community Library Officers. The new structure has moved to a neighbourhood focused approach and a different management structure with staffing of 56.81 full time equivalents (FTEs). This new structure is an integral process of libraries becoming digital and community spaces in line with the ambitions set out in We Make Camden. Figure 2 in Appendix 2 demonstrates how the libraries are responding to the ambitions.
- Where every child has the best start in life
 - Camden's local economy should be strong, sustainable and inclusive
 - Camden actively tackles injustice and inequality creating safe, strong and open communities where everyone can contribute
 - Camden Communities support good health wellbeing and connection for everyone so that they can start well, live well and age well
 - Camden should be a green clean vibrant accessible and sustainable place

The libraries are working with the participation team to develop We Make Camden areas in each library and library staff will be there to support community members to develop their ideas so they can be funded by Camden Giving. Libraries are also looking to host several of the Camden Giving funded projects, so residents don't use their funding on room hire.

5.3 There are several programmes to meet the challenges and missions of We Make Camden ambitions that the libraries actively contribute to and figure 3 in Appendix 2 demonstrates this connection.

- Neighbourhood spaces
- Diversity and Equality
- Climate Challenge
- Digital Inclusion
- Estates Mission
- Food Mission
- Evening and Night time Economy
- High Streets Programme
- Cultural Programme

5.4 A Community Library Manager role was introduced as part of the restructure and recent Listen and Reflect sessions have highlighted this as a strength of the restructure The Manager's role is to connect with local community organisations and residents to make sure the libraries are animated by activities and events created with or by the community. This is happening through the ward-based meetings that are taking place and through outreach.

5.5 A training programme is being planned to support the team as they develop the neighbourhood spaces. This will support the recovery of the service. Opening the Book offer excellent online training to develop the community engagement skills and presentation skills for library collections. Camden Libraries are looking at succession planning for libraries management by working with [CILIP](#) (The Library and Information Association) to consider apprenticeship qualifications.

5.6 The Listen and Reflect exercise involved an anonymous staff survey; one to ones with the Community Library Managers and Library Development Leads; an externally facilitated workshop with the Community Library Managers; and three virtual drop-ins. Key points of learning included the positive feedback about the introduction of the Community Library Manager role. Other key points which the Libraries Management Team will reflect on are in the Appendix.

6. Phase 3 Libraries Co Design

- 6.1 We want what happens in the library spaces to be resident led so that each library reflects its locality and provides the information and support that is needed. An artist brief has been created, initially for Kilburn Library. to encourage engagement with the library space to animate and activate through community collaboration with an artist, curator and archivist. This initiative will connect with the work of One Kilburn. The library spaces can host other Council services and community-based groups so that residents can access what they need close to where they live and if they want to be they can be part of shaping what happens in their local library.
- 6.2 Quotes showing how the libraries are impacting people's lives can be seen in Figure3 in Appendix 2 and below Figure 3.
- 6.3 The library service is built on strong partnerships with our local communities. The community neighbourhood model is our ambition, and to place communities and library users at the heart of our offer.
- 6.4 Growing our learning offer, information and resources, creativity, and enterprise, as well as being a one stop for community information and signposting is our vision. Two libraires, Camden Town and Queens Crescent, have become databanks through working with the Good Things Foundation, This will help reduce digital exclusion and inequality
- 6.5 In 2022 the library service delivered a full cultural programme celebrating Libraries Connected Universal Library Offers and the Cultural Calendar which included Windrush day, South Asian Month, Lesbian Gay Bisexual Transgender and Queer (LGBTQ) Month, Pride, Disability History Month, Black History Season, and 16 Days of Activism. We achieved this through organised author events, exhibitions, activities and by ensuring that physical and digital stock is available; easily accessible; and reflective of the communities. Our intention is to connect communities, improve wellbeing and promote equality through learning, literacy, and cultural activities.

7. Phase 4 Developing volunteering and partnerships approach

- 7.1 The library service is working in partnership with BookTrust, the UK's largest children's reading charity dedicated to getting children reading. Together we can give children the best start in life and inspire a future generation of readers. In Camden
- Health Centres will gift **2,235 Baby Packs**.
 - Children's Centres will gift **602 Toddler packs** for children aged 1-2yrs
 - School Nurseries will gift **1,540 Adventure Family Pack** for children aged 3-4 yrs.

- The Family Learning Team in partnership with libraries deliver Story sack Sessions in schools with families around the Adventure pack.
- 7.2 We are also investigating how registrars might join new-born babies to the library when a birth is registered. Libraries deliver regular weekly Rhyme time and Storytelling sessions. We have seen a steady increase in attendance and a demand for additional sessions. We are also exploring delivering Rhyme Time sessions in different languages. Libraries have delivered a variety of over 50 children's activities a month throughout the libraries with very good attendance
- 7.3 Camden Libraries took part in the Summer Reading Challenge (SRC), a national reading campaign devised by the Reading Agency. The challenge ran from July – September 2022. Children were asked to read six books over the summer holiday period. They received a medal and a certificate for completing the challenge and various other gifts. An important initiative to sustain reading levels over the long summer break.
- 739 children took a part in the challenge
 - 289 boys and 438 girls
 - Reading over 3,000 books
 - 36 SRC themed activities in libraries over the summer period.
 - Over 300 Children attended the SRC activities
 - Library staff visited 26 primary schools to promote the SRC
- 7.4 Other London library authorities saw a decrease in numbers of children signing up to the Challenge. This decrease may be a symptom of the pandemic. With the increase in children attending library activities and working more closely with schools, we are very confident that numbers will increase in 2023. We are working with Camden Learning to pilot a targeted approach for 2023 working intensively with four of the schools signed up to 'every child a reader'
- 7.5 Camden Libraries, the Sustainability Team and Regeneration Team are working together to support the Library of Things. Both Kentish Town and Kilburn Libraries have Library of Things units which give residents rental access to tools and equipment that they may only need once a year. Another way that libraries demonstrate their contribution to the climate change programme.
- 7.6 Other groundbreaking work that Camden has been spearheading is the decarbonisation of cultural buildings including Swiss Cottage Library and in the coming months Highgate and West Hampstead Libraries. Working with

the Properties Team and Sustainability Team has enabled libraries to demonstrate to the sector the importance of investing in ageing buildings. Swiss Cottage Library was added to the Department for Media Culture and Sport [DCMS' blog](#) as a case study and mentioned by Lord Parkinson at the Libraries Green Conference organised by CILIP, DCMS and Libraries Connected. Camden Libraires have signed up for the [Green Libraries partnership](#).

- 7.7 Phase 4 of the restructure was the development of a volunteer programme to encourage the community to bring their skills and ideas to the library space. 2023 will see the programme be developed. This will support the ambition for the libraries to be badged as 'Libraires of Sanctuary' which is part of the Council's ambition to become a 'City of Sanctuary'.

8. Looking to the future

- 8.1 The library jigsaw (Fig 4 in Appendix 3) describes the component parts of the service which will come together to drive the service. The component parts are data; funding; infrastructure (building and tech); team; partnerships and programming; and branding. A Local Government Association (LGA) Peer Challenge took place at the end of June 2023 which was helpful to support the Cabinet Member for Young People and Culture and Officers benefit from external insight and reflection.
- 8.2 Service recovery is in motion and there are exciting plans which will support this recovery. The team are determined to develop more initiatives to rebuild the audience. An injection of £300,000 from revenue reserves is planned for 2023/24 to support the development of neighbourhood spaces with the community. This will include funds for individual libraries to engage with their community on stock purchase and the Opening the Book training also being funded through the reserves will support the team to deliver this; the activate and animate community grants for local artists to work with the community, a curator and archivist will create individuality within the spaces; reminiscence resources and training will facilitate the creation of reminiscence boxes to be used in care homes through the Home Library Service; work with JKA Architects on the Libraries Improvement Fund with a focus on Kilburn Library. JKA Architects redesigned the Fore Street Living Room Library in Enfield which can be seen below. Inspiration has also been sought through visits to the Amelia Scott (Tunbridge Wells); Walworth Road Library and Heritage Centre; and The Nest (Bexley Libraries)
- 8.3 LibraryOn is the British Library's new platform that will help raise awareness of public library services. The platform is currently at Beta stage and the British Library Team have been conducting user testing in Camden Libraries

and leisure centres. Camden Libraries was one of 27 successful applications in England (1 of 5 in London) to the British Library's LibraryOn project grant funded by Arts Council England to work with Royal National Institute of Blind RNIB to make the library e-book collections more accessible. This partnership with RNIB will develop our connection with visually impaired people and we will work with these library users to develop the service supporting the [Vison and Print Impaired People's Promise](#).

- 8.4 Key links are being formed between Camden Libraries and the large institutions in the borough including the British Library, the Wellcome Trust and UAL (University of the Arts London). A partnership with Kingston University to continue the innovative storytelling work which will support the development of the physical neighbourhood space will be supported by a successful Techne CDA bid for a Phd student to work with the library team from October 2023. Researching and experimenting with storytelling to build connections. An application for a project grant to Arts Council England will also support a professional storyteller to work with other Council teams exploring co-production and also to support library staff to develop community engagement skills.
- 8.5 Camden has become the first London Borough to become part of the [British Library's Living Knowledge Network](#) . This means the team will benefit from networking webinars for the sector and will host British Library touring exhibition materials with which we can engage the community and encourage some local contribution to go alongside the exhibition panels. The libraries will also have access to streamed events to complement the exhibition.
- 8.6 Plans to develop a co-working space for business start-ups, are being explored at Kilburn Library as part of the Libraries Improvement Fund plans. This will be complemented by a programme of business advice workshops provided by the British Library BIPC (Business and IP Centre) and the purchase of the online resource, COBRA
- 8.7 The libraries are exploring with the Early Support team introducing information, advice and guidance team members so they can base themselves in libraries to engage with residents. Connecting the libraries with the family hubs ambition will also ensure the libraries are part of a wider support initiative for families.
- 8.8 The team are also investigating improved leg count technology which will be thermal which would improve the reliability of the data.
- 8.9 Libraries have a key role to play in health and wellbeing as they are viewed as safe and neutral spaces where the community will seek information and support. Creating health hubs in the library spaces where people can access the Reading Well book collections; health information; and measure their

health indicators such as blood pressure, height, and weight would be a great intervention to prevent health issues in the future. The libraries are working closely with the Community Sport and Activity Manager to develop the offer in libraries including the installation of an Obie in Queens Crescent Library which offers games to encourage exercise.

- 8.10 Libraries also have an important role in supporting the adults early help model in a similar way to the early years support by offering space for services to offer support; by library staff fulfilling a 'front door' function for the Council; by supporting library staff to develop an activity programme such as reminiscence, falls prevention and other early intervention activities preventing longer term dependency on more costly services.
- 8.11 A communications plan has been created with the libraries team and Communications Team working together. A newly formatted e-newsletter and Welcome Guide are two of the improvements made to promote the service. Figure 5 in Appendix 3 shows the newly created guide and other assets. The service would benefit from its own Twitter feed.

9. Finance Comments of the Executive Director Corporate Services

This report provides an update on the vision for the library service and the development of the service offer to the communities of Camden. At this time there are no financial implications to be reported.

10. Legal Comments of the Borough Solicitor

10.1 Legal Services have been consulted and have no specific comments

11. Environmental Implications

- 11.1 Kilburn Library saw the addition of a Library of Things in Spring 2023 which allows residents to borrow household and DIY items rather than purchase them new. This is an initiative which is a partnership with the Sustainability and Inclusive Economy teams and helps to reduce waste and carbon emissions stemming from consumer choices. There is already a Library of Things at Kentish Town Library.
- 11.2 The corporate estate decarbonisation programme has seen an investment of £3.2million to decarbonise the building with £1.8million from Camden capital and £1.4million Public Sector Decarbonisation Scheme grant. Camden Council has submitted grant bids to the latest round of the Public Sector Decarbonisation Scheme to support low carbon retrofits of Highgate Library and West Hampstead Library.

11.3 Other environmental initiatives in the libraries include recycle bins in the public and staff areas; library lighting systems on motion sensors and time-based library PCs and kiosks on automated timing systems. There is also a monthly mend workshop delivered by Camden Friends of the Earth at Swiss Cottage Library with a quarterly clothes swap.

12. Appendices

The report has the following Appendices

Appendix 1 - Data

Appendix 2 – Libraries as physical and digital neighbourhood spaces

Appendix 3 – Looking to the future

Appendix 1 Data

Fig 1 Infographic illustrating key statistics for 2022/23



Table 1 Staff FTE

	Community Library Manager	Community Library Officer	Total
Swiss Cottage	1.5	8.7	10.2
Holborn	1	4	5
Pancras Square	1.5	7	8.5
Kilburn	1	4	5
West Hampstead	0.6	3.2	3.8
Camden Town	0.9	3.21	4.11
Highgate	0.4	1.4	1.8
Kentish Town	1	4	5
Queens Crescent	0.9	3	3.9
Bibs		2	2
Local Studies	1	2.5	3.5
TOTAL	9.8	43.01	52.81

Table 2 Recovery of PC use; physical issues and visits

	21/22	22/23	% change
PC Sessions	74,726	118,111	58
Issues	184,012	240,855	31
Visits	345,456	602,652	74

Table 3 All active members both resident in the borough and out of borough

Library	% Active members	No of active members
Camden Town	10.5%	3765
Highgate	5%	1696
Holborn	7%	2521
Kentish Town	14%	5076
Kilburn	13%	4531
Pancras Square	11.5%	4096
Queens Crescent	7%	2588
Swiss Cottage	19%	6946
West Hampstead	12%	4347
Home Library Service	1%	207
		35773 (04/06.23)

Table 4 showing active members by ward

Ward	% of active members in each ward (01/05/23)	Active members as a percentage of ward population
Live outside Camden	35%*	
Belsize	3.5	10
Bloomsbury	1.6	5.1
Camden Square	1.7	8
Camden Town	1,7	9.1
Fortune Green	4.1	12.8
Frognaal	1.6	7.1
Gospel Oak	3.9	11,6
Hampstead Town	1	4.5
Haverstock	4.6	13.2
Highgate	4..5	15.2
Holborn and Covent Garden	2.9	9.6
Kentish Town North	3.2	15.6
Kentish Town South	4.3	14.5
Kilburn	5	14.3
Kings Cross	2.5	7.6
Primrose Hill	3.2	8.9
Regents Park	3	8.7
South Hampstead	4.3	12.4
St Pancras and Somerstown	4.2	11.6
West Hampstead	5	15.4

*Analysis of the membership has shown Brent residents are 8% of our active membership with Kilburn Library situated on the border of Brent. Brent Libraries belong

to a different consortium to Camden Libraries, so residents benefit from joining Camden Libraries. Islington residents are also a high proportion at 4.5%, Barnet residents are 2.6% of our active membership and Westminster 1.7%. None of these boroughs belong to a consortium.

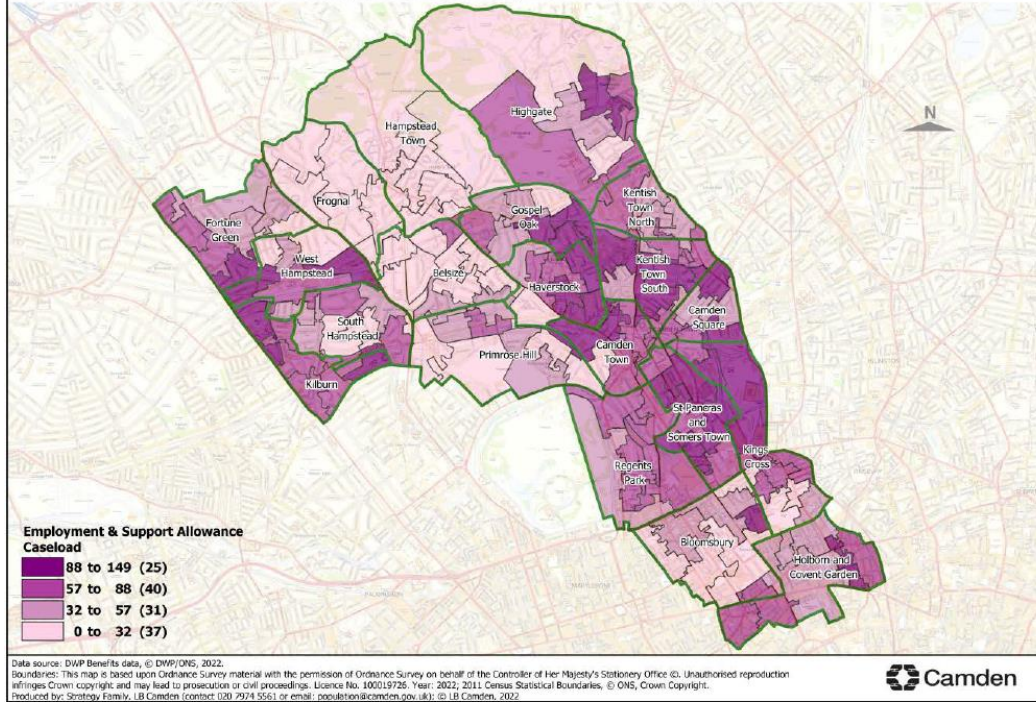
Table 5 Patterns of visitor numbers; issues and PC use.

	Mon	Tue s	We d	Thur s	Fri	Sa t	Sun	Total Hour s Open	Visitor s 22/23	PC use Sessio ns 22/23	Physi cal Issues 22/23
Camden Town *	10-6	10- 6	10- 6	10-6	11-5	11- 5	Close d	44 hours	48218	12319	10705
Kentish Town	10-7	10- 7	10- 7	10-7	10-5	11- 5	Close d	49 hours	52879	12536	33296
Kilburn	10-7	10- 7	10- 7	10-7	10-5	11- 5	Close d	49 hours	99227	16610	15187
Queen s Cres	10-6	11- 6	11- 6	11-6	11-5	11- 5	Close d	41 hours	64052	12227	9675
West Hamp	11-7	11- 6	11- 6	11-6	11-5	11- 5	Close d	41 hours	48987	6911	21966
Highga te	Close d	10- 5	10- 5	10-7	Close d	10- 4	Close d	29 hours	40932	2265	8807
Pancras Sq	8-8	8-8	8-8	8-8	8-8	8- 8	11-5	78 hours	44538	22147	13981
Holbor n	10-7	10- 7	10- 7	10-7	10-5	11- 5	Close d	49 hours	59014	12891	11473
Swiss Cottag e	10-8	10- 8	10- 8	10-8	10-5	10- 5	Close d	54 hours	14480 6	20206	43286
Total								434 hour s	60265 2	118111	24085 5

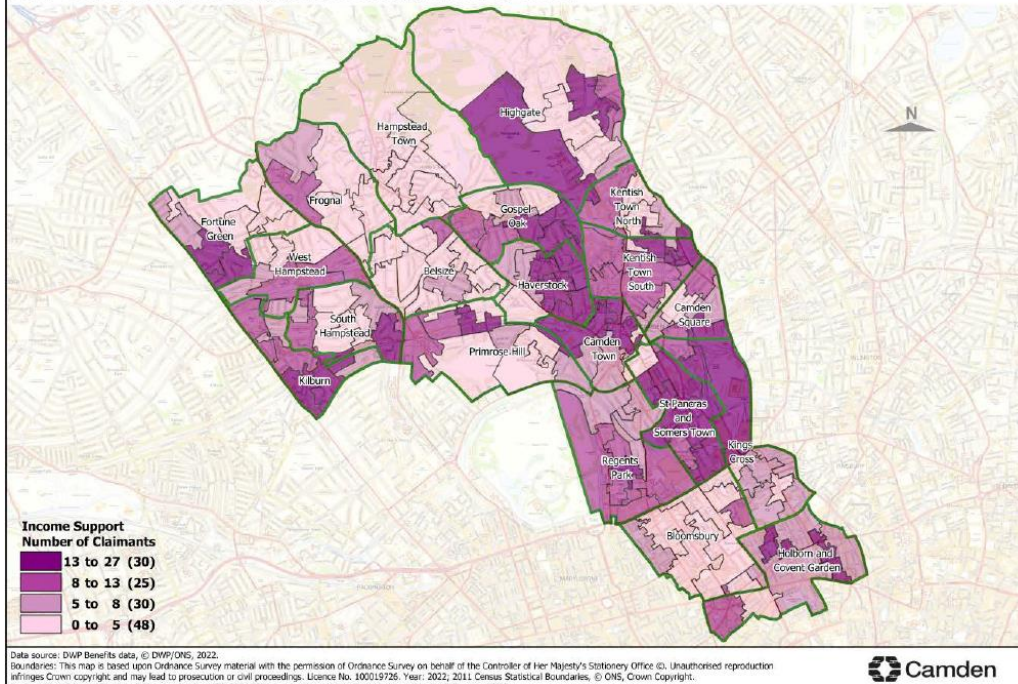
* The libraries highlighted in orange are those with open plus technology which enables library users to enter libraries with their library card. This is operated for the hours 10-12 each day with a floor walker

Maps indicating where residents claim benefits

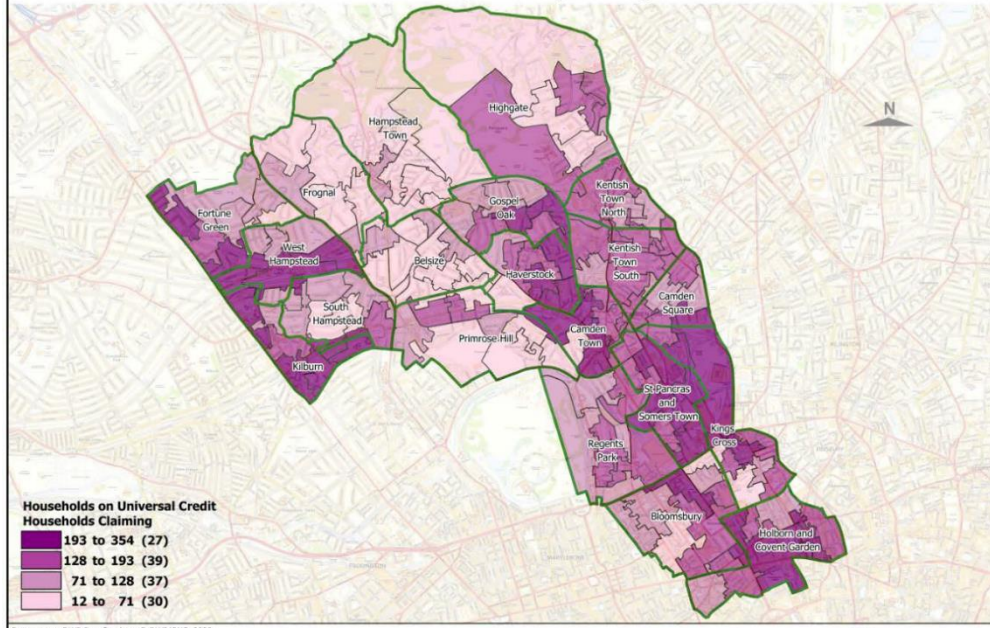
DWP Benefits: Employment & Support Allowance, February 2022 by LSOA



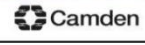
DWP Benefits: Income Support, February 2022 by LSOA



DWP Benefits: Households on Universal Credit, February 2022 by LSOA



Data source: DWP Benefits data, © DWP/ONS, 2022.
 Boundaries: This map is based upon Ordnance Survey material with the permission of Ordnance Survey on behalf of the Controller of Her Majesty's Stationery Office ©. Unauthorised reproduction infringes Crown copyright and may lead to prosecution or civil proceedings. Licence No. 100019726. Year: 2022; 2011 Census Statistical Boundaries, © ONS, Crown Copyright.
 Produced by: Strategy Family, LB Camden (contact 020 7974 5561 or email: population@camden.gov.uk); © LB Camden, 2022



Appendix 2 Libraries as physical and digital neighbourhood spaces

Table 6 Digital investment in libraries

Increased internet bandwidth	All library sites have received an increase in bandwidth capacity to meet demands including dual internet circuits with the Openreach connection acting as a backup to the main Camden Virgin Media connection.
Installation of Wi-Fi printing	<p>This technology will allow library users to use their own device, for example laptops or mobile phones to print documents without having to use public computers. This technology also allows library users to scan documents, photocopy and make payments without staff assistance.</p> <p>This new technology has encouraged our existing library users to be more independent and self-sufficient by using self-service technology while at the same time attracting a new generation who are familiar with new technologies and do not necessarily want/need to interact with library staff.</p>
Wifi Access and future proofing connections	<p>Wi-Fi access capacity has been improved to ensure that library users and library staff have full access to Wi-Fi wherever they are in the building. In addition to this, all faulty network ports have been fully replaced</p> <p>Additional network ports have been installed in all libraries future proofing for additional computers and other technological devices.</p>
Refresh of public computer network and self-issue kiosks	All public access PCs have been refreshed as have the self service issue kiosks.
New technology	Each library now has six Hublets which are tablets that customers can use in the library to read the digital newspapers and other online resources we provide or to find information. The Spydus app has been initiated which allows library users to renew the items they have on loan and search for items. They can also store their library card on the app so they can scan entry on the open plus technology
Upgrading Open Plus access technology	We are upgrading the Open Plus technology in five of the libraries including Kentish Town, Camden Town, Queen Crescent, West Hampstead, and Kilburn libraries. The Open Plus technology will continue to allow library users to enter the building by scanning their library card. This system operates between 10am - 12pm . We will, however, be reviewing this

	and further exploring how we can extend the use of the library spaces after core opening hours, for example, we have reached out to Young Camden Foundation to ask if organisations would like to use the library space for activities after the regular library closing time.
--	--

Fig 2 Camden Libraries responding to We Make Camden Ambitions



**We Make
Camden
Ambitions**



- **Every child has the best start in life**
10529 active members under 18; 24% of the under 18 population of Camden are active members; 81, 076 children's books
Literacy - Bookstart via registrars; Summer Reading Challenge
- **Economy strong inclusive and sustainable**
Facilitating Camden Giving projects and other ideas. Display of creative outputs from local artists
COBRA subscription and British Library BIPC
High streets – Community spaces; Co working; Nighttime – out of hours use of libraries
- **Safe strong communities tackling inequalities**
Community grants for local artists to work with curator and archivist
Neighbourhood spaces - Camden Giving Kit projects in libraries
Local Studies and Archive Centre – workshops on the history of Camden
- **Start well live well and age well**
April 2022 to March 2023 – total number of events delivered 1238 with 14,31 participants. 60 of these events delivered by the Archive with 1418 participants
- **Green clean accessible and sustainable**
Swiss Cottage decarbonization and other projects planned
Library of Things at Kentish Town and Kilburn
Mending monthly workshops at Swiss Cottage – Friends of Earth Camden

Fig 3 Camden Libraries responding to We Make Camden Challenges and Missions

**We Make Camden
Challenges and
Missions**



- **Safety** - Libraires of Sanctuary ; Homelessness Transformation work – system map; Team training on supporting the homeless
- **Debt** -HSBC workshops; CAB; Job Hub; Cost of Living information and support
- **Climate emergency** - Decarbonisation projects ; Library of Things; Mending monthly
- **Digital Inclusion**-Data banks; One to one support; Free PCs; Wifi; RNIB LibraryOn project; ACL classes; VR; LEGO Robotics; Coding
- **Loneliness** - Cultural calendar of events and activities; Home Library Service
- **Diversity** - Libraries of Sanctuary; Cultural calendar programme and collections
- **Young People** - Study; Work experience – American Institute for Foreign Study projects; schools; Duke of Edinburgh; UCL Problem solving through hackathons
- **Estaes and Neighbourhoods** Neighbourhood Spaces - exciting spaces; flexible use at flexible times; Meeting needs of residents – Camden Giving Kit projects in libraries

"Wow, this is amazing. I am a pensioner. The best initiative I have ever heard, to have mobile data who do not have internet. This makes you feel there is still hope. This will help us stay positive and no longer depress. I am glad I came in today you never know what is around the corner. Where will you get this knowledge unless you go to the library'.



" I am a local mother and I heard about the group from a neighbour. I have been coming for 2years.The benefit I get from coming are I meet new people it helps improve my communication in English. I get company as well. I love knitting and crochet, like to spend time and teach people my skills. Doing something for library and other charities, helping people to create beautiful useful things."

Quotes from library users demonstrating impact

After helping him, Mr Tafsa (55) said ' **I have been stressed for two weeks wondering who I could ask to help me fill the form out. I have invisible disability; I can't see properly and my shoulder hurts so I can't fill the form out by myself. This library service is so important to me'**

Mr Jon (50 pictured) has come to the library wanting to learn how to access his emails and employee portal on a tablet. After several sessions he was able to do it by himself. He said that ' **the library always helps me learn new skills. I work for a coffee chain and when I want to request annual leave, I have to do it online on my company portal which I couldn't before the librarian showed me. Thank you.'**

Teresa Brown Age 70yrs

"I have been coming here for 10-15years. I always wanted to join the Knitting group but because of my working pattern could not do that. Now I am a pensioner and coming for the company and I have made many friends here. I bring my experience and Knowledge and show newcomers how to knit young and old."

Glucan Age 54yrs

" I am a local mother and I heard about the group from a neighbour. I have been coming for 2years.The benefit I get from coming are I meet new people it helps improve my communication in English. I get company as well. I love knitting and crochet, like to spend time and teach people my skills. Doing something for library and other charities, helping people to create beautiful useful things."

Bernie Age 80+yrs

"This is the highlight of my week." (Coming to the library)

Anita

"I am a carer and I knit in memory of my mum and as it helps me greatly with the many stresses and anxieties that come from being a long-term carer for my elderly parents. I need a space too as I am alone and trying to regain my health."

The library staff showed me how to use Skype I now tell stories to my granddaughter in Australia.

Appendix 3 Looking to the Future

Fig 4 Library Jigsaw



Fig 5 Branding and Promotion

Communications Plan

- E-Newsletter
- Welcome Guide
- Monthly What's On
- Banners
- Web page
- Spydus App
- Twitter