



# Darlington Libraries

Suzy Hill

Public libraries are governed by legislation ensuring that all members of society have free access to library materials. The first Public Libraries act was passed in 1850 and more recently the Public Libraries and Museums act of 1964 became law.

It states that it shall be the duty of every library authority to provide **“a comprehensive and efficient library service for all persons desiring to make use thereof.”**

Statutory duties are set out in the act and include:

- The provision of books and other materials needed to achieve the provision of a comprehensive and efficient service
- Ensuring the means are in place to allow borrowing of or reference use of materials to meet users' requirements
- Encouraging users to make full use of the service and providing advice, bibliographic and other information to assist in this





More than just books







## Darlington Library

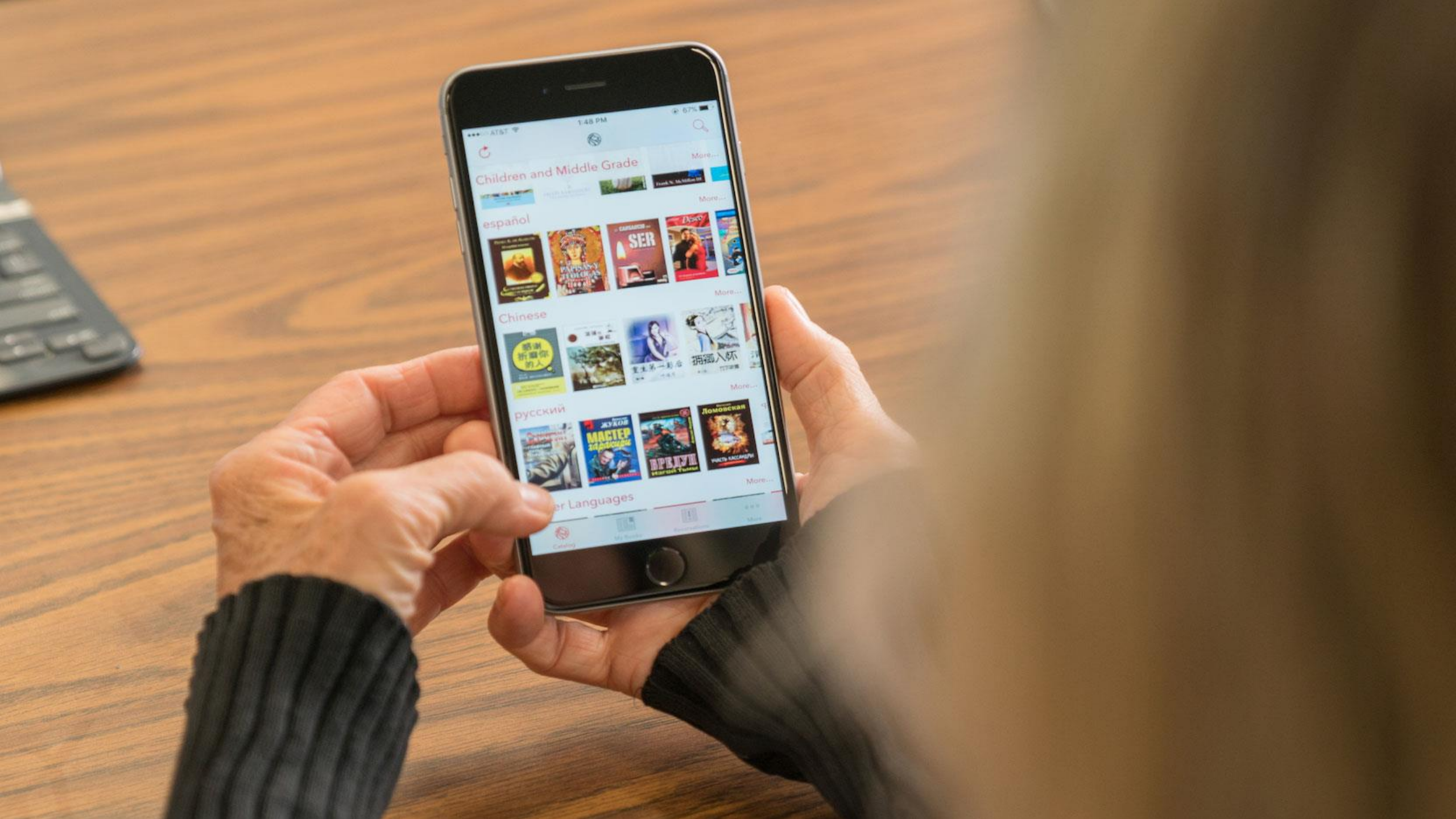
Lending Library  
Reference Library  
e-Library  
Centre for Local Studies  
Crown Street Art Gallery



## Cockerton Library

Lending and Information  
Computer Use





AT&T 1:48 PM 67%

### Children and Middle Grade

### español



### Chinese



### русский



### Other Languages

## **Darlington Library Refurbishment**

Restoring the 135 year old library with a refurbishment sympathetic to the history and heritage of the building.

Works to include:

Roof restored

Mechanical and Electrical installations replaced

Structural repairs

New Toilets and Family Change

Internal decoration

External lighting

## **Cockerton Library Improvements**

The 50 year old library will benefit from:

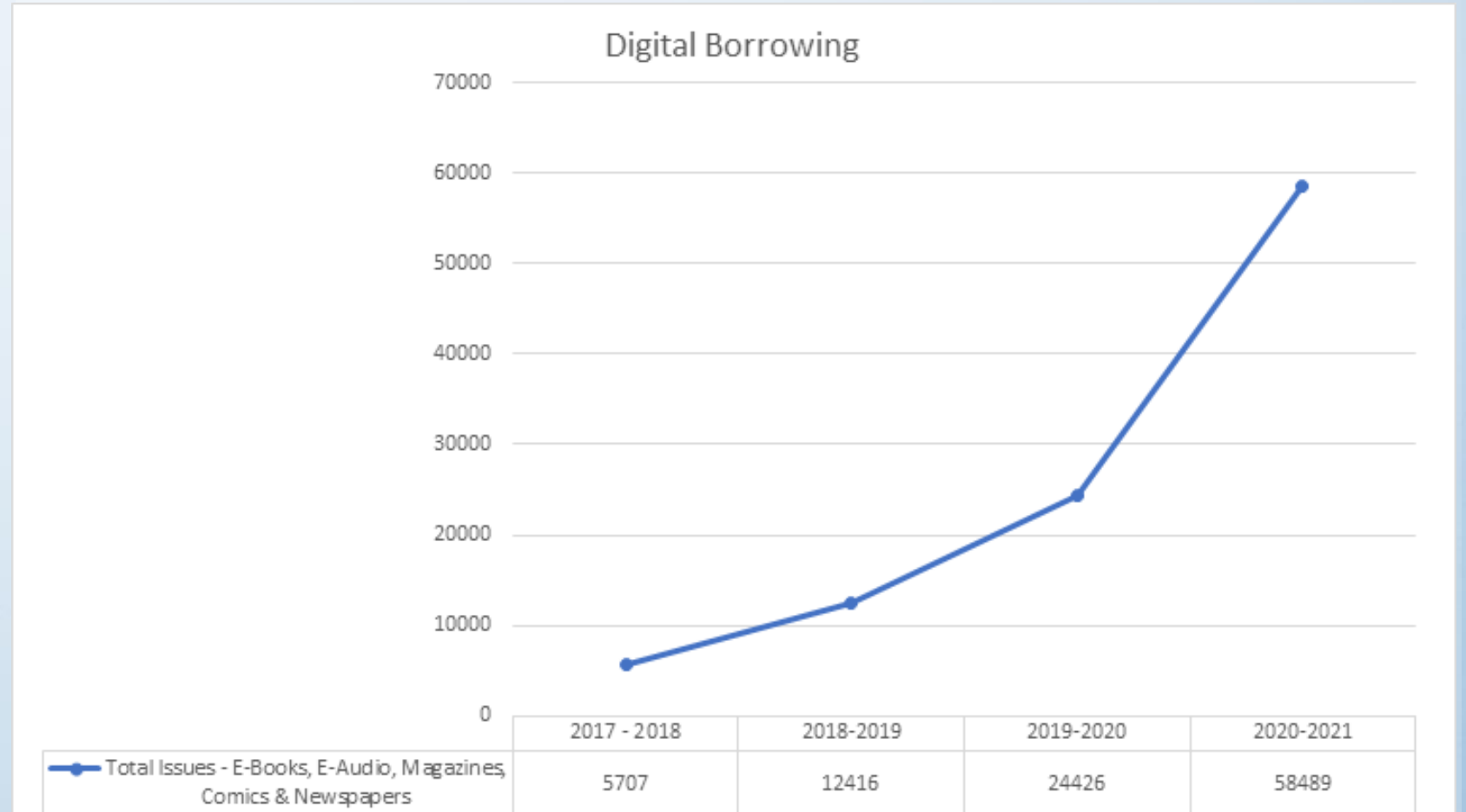
New windows

Internal decoration



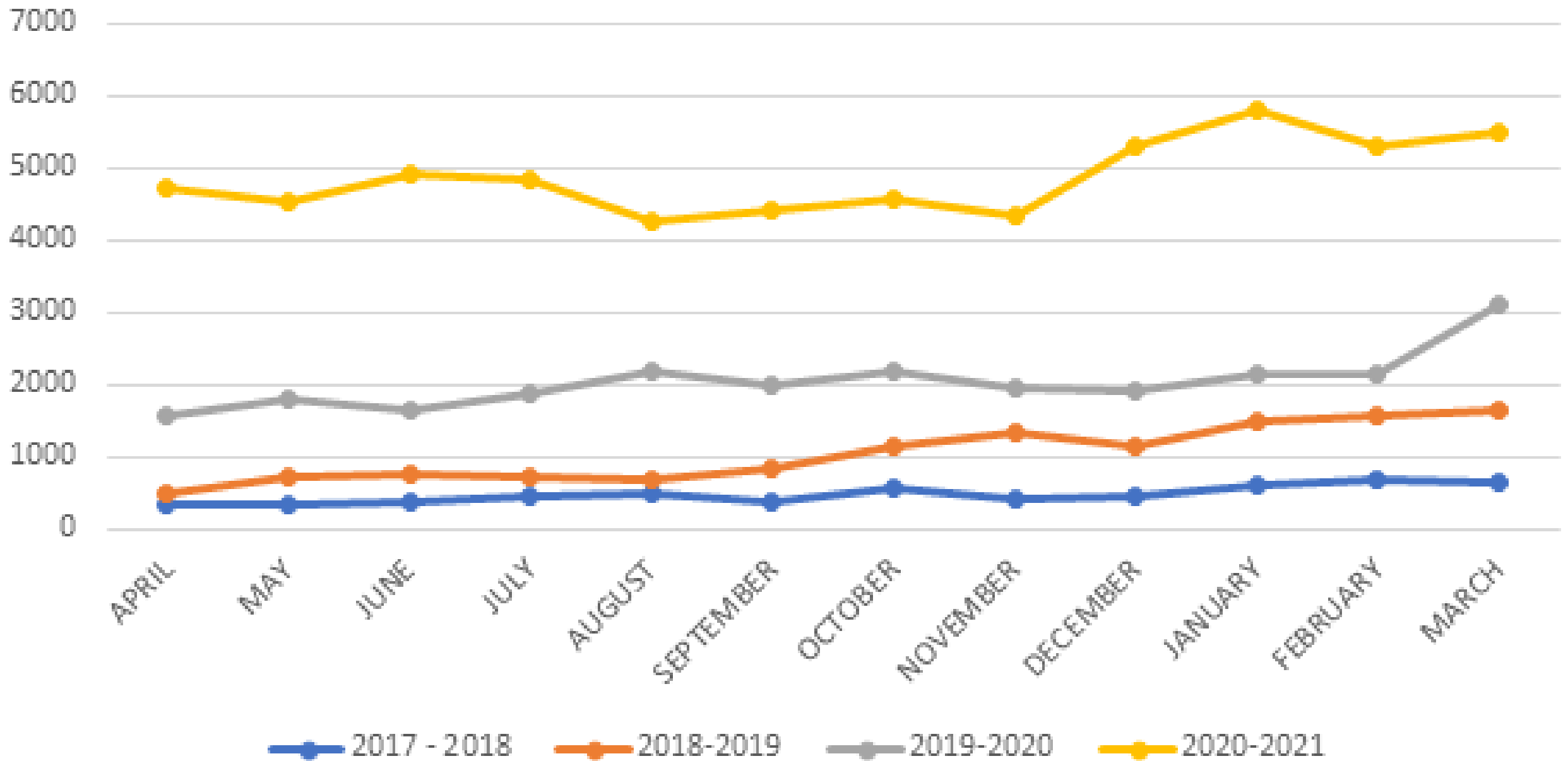
# Information and Digital Offer

Ensure residents have access to quality information and digital services, to learn new skills and to feel safe online.



\* Newspaper issues in April 2021 have been estimated due to the timing of this presentation

# Digital Borrowing





**YOUR LIBRARY  
YOUR WAY**

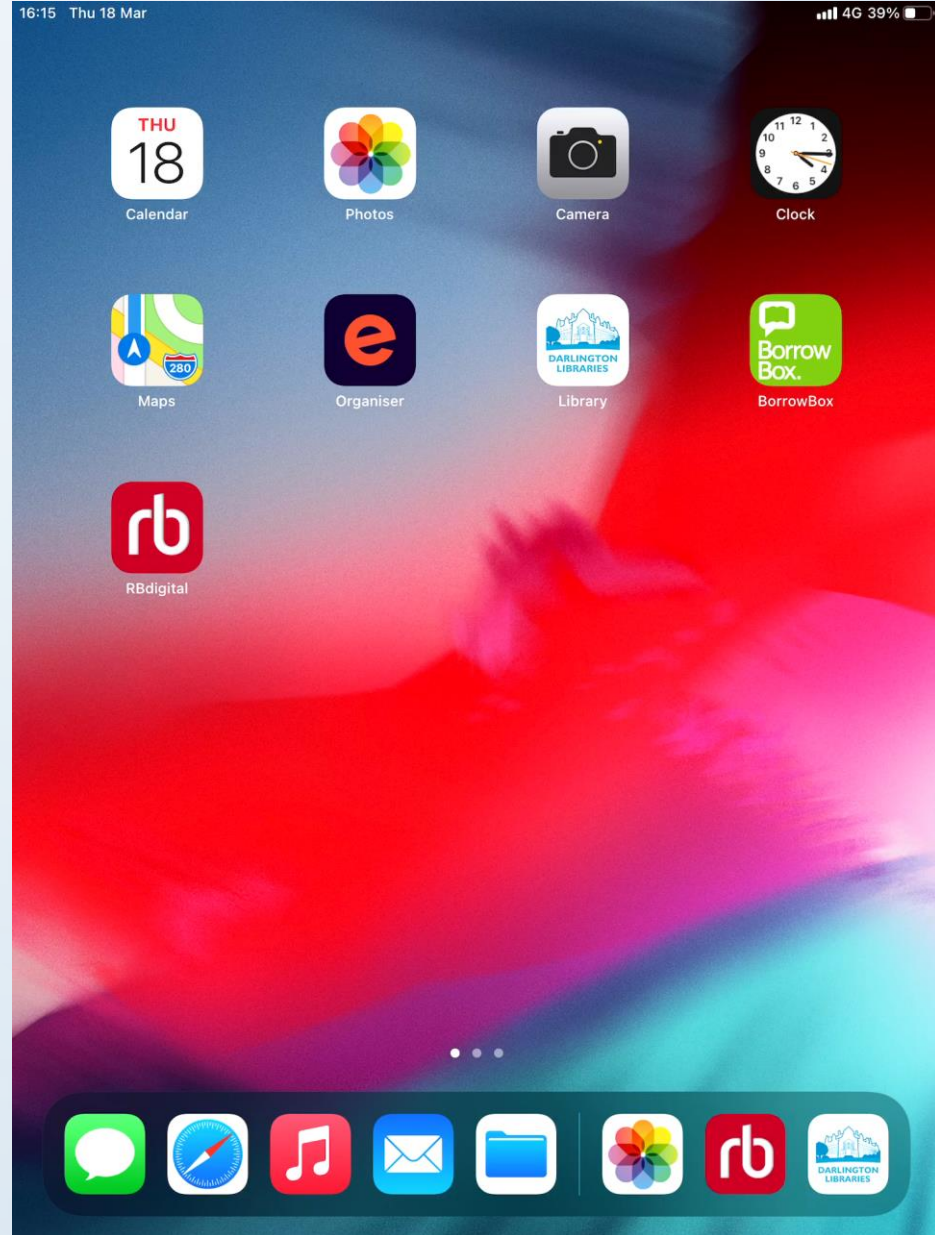
**Library App**

## Darlington Libraries App

Keep up to date with  
news and events from  
Darlington Libraries.

Search the catalogue  
from home and  
reserve books at  
the click of a button.

Self-manage your  
library account and  
renew books on our  
easy to use, free  
Library App





 The Northern Echo

## Coronavirus: Darlington libraries offering home delivery service

CORONAVIRUS. Darlington Libraries is offering an interim home delivery service to existing users over the age of 60, to try and reduce isolation ...  
19 Mar 2020



**YOUR LIBRARY  
YOUR WAY**

Library Home  
Delivery Service



Residents of Darlington, aged 60 and over, can request a delivery of books to their home.

The books will be selected based on your reading interests and will be delivered to your home every month.

To enquire about this service please ring the Library on **01325 349610**.

Phone lines are open Monday to Friday.

 DARLINGTON  
COUNCIL

 DARLINGTON LIBRARIES





*“The Home delivery service is something to look forward to. It feels like Christmas. I really enjoy the anticipation of going through the new books and seeing what you have chosen for me. Also, I have found new writers, ones I would not have tried otherwise.”*

*“This is a way of escaping from all the negative news over the past year. The home delivery service is brilliant –the books have helped to pass the time especially in the long winter months in lockdown”*

*“First class service, even in ice and snow!  
Thank you to the staff and volunteers for providing a wonderful service.”*

*“Contact with other people is important, especially in these difficult times. During lockdown, the service has been a life saver to me, especially being an avid reader throughout my adult life.”*

*“Thank you to everyone involved at Darlington Library. Year in, year out you keep us supplied with great books, and great service. Then, when lockdown happens, you have been AMAZING. Thank you so much.*



 The Northern Echo

### Thousands of people log in to listen to Darlington library's ...

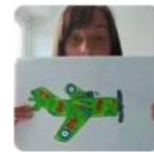
A LIBRARY is hosting a weekly programme of online events to help keep people's love of stories alive during the lockdown. Darlington libraries ...  
2 Apr 2020




 The Northern Echo

### Darlington library staff showing youngsters how to make VE ...

ONLINE craft activities are being held to show children how to make some VE Day-inspired decorations. A drawing session was held yesterday ...  
5 May 2020




 The Northern Echo

### Library spreads Christmas cheer with box of books for children

Darlington Library have pupils in the reception class at Red Hall Primary School a selection of books and crayons. The packs include the ...  
8 Dec 2020




 The Northern Echo

### Darlington Library and Virtual School donate books to ...

Suzy Hill, Darlington Libraries events manager, said: "We were saddened to shut our library due to the pandemic and instinctively we worked ...  
20 May 2020



 The Northern Echo

### Books to be given to families using foodbanks

DARLINGTON libraries are giving quality books to disadvantaged children in a ... Library manager Suzy Hill said "We recognise that these are ...  
18 Jul 2020





## Christmas B.A.G.

Books to borrow. Activities, crafts and gifts to keep.



## Wellbeing Bag

Books for adult & child, bath bomb with toy, activity and information








# READING WELL



## 5 Recommended Reads

Pop down to either of our libraries to borrow one of our bags containing 5 recommended reads selected by our staff.

*All you have to do is choose the theme...*

 Crime and Thrillers

 Horror/Sci Fi and Paranormal

 General Fiction

 Teen and Young Adult

 Romance

 Junior

 Family Saga/ Historical Romance

 Pre-School

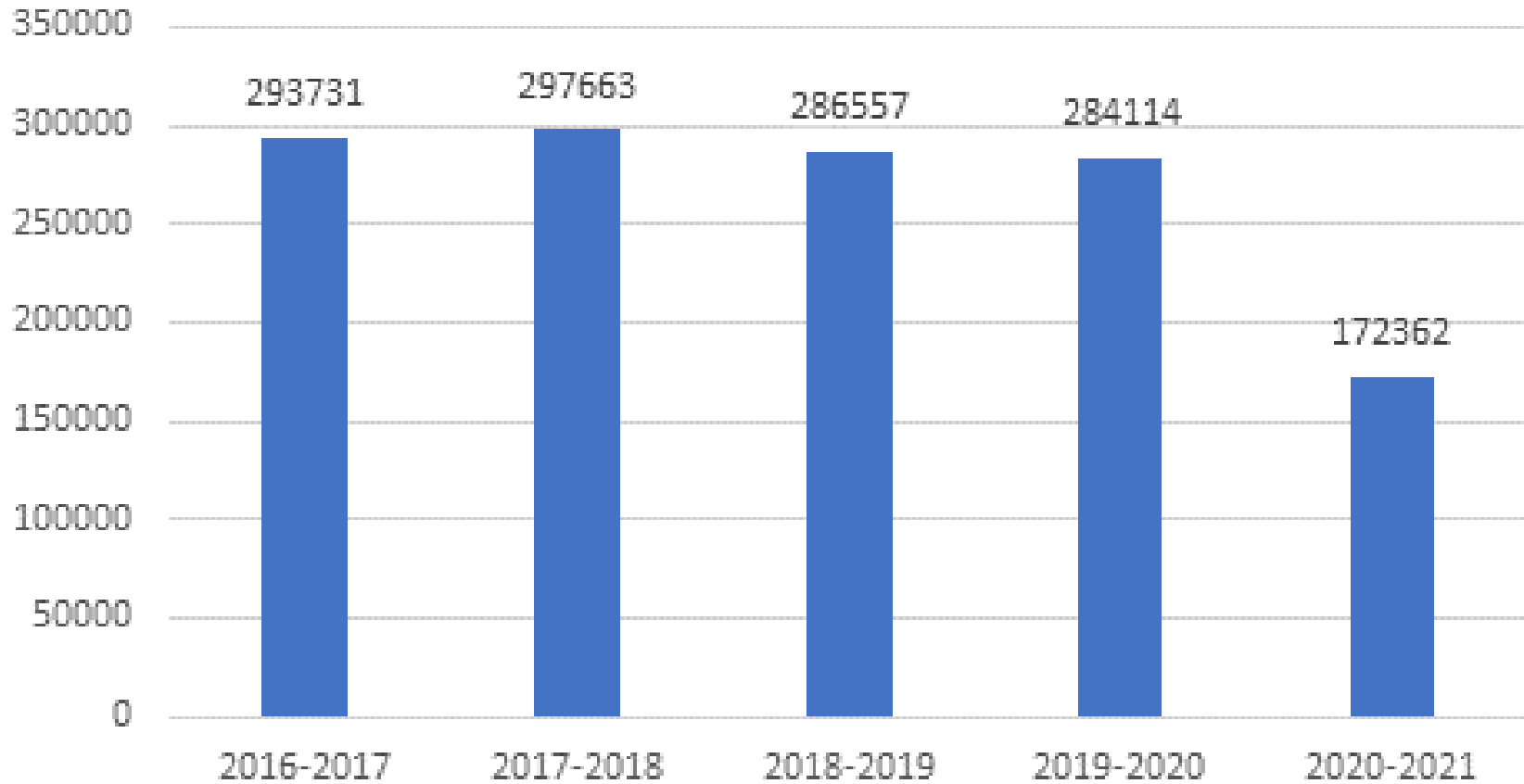
Please check our website for our current opening times.

[www2.darlington.gov.uk](http://www2.darlington.gov.uk)

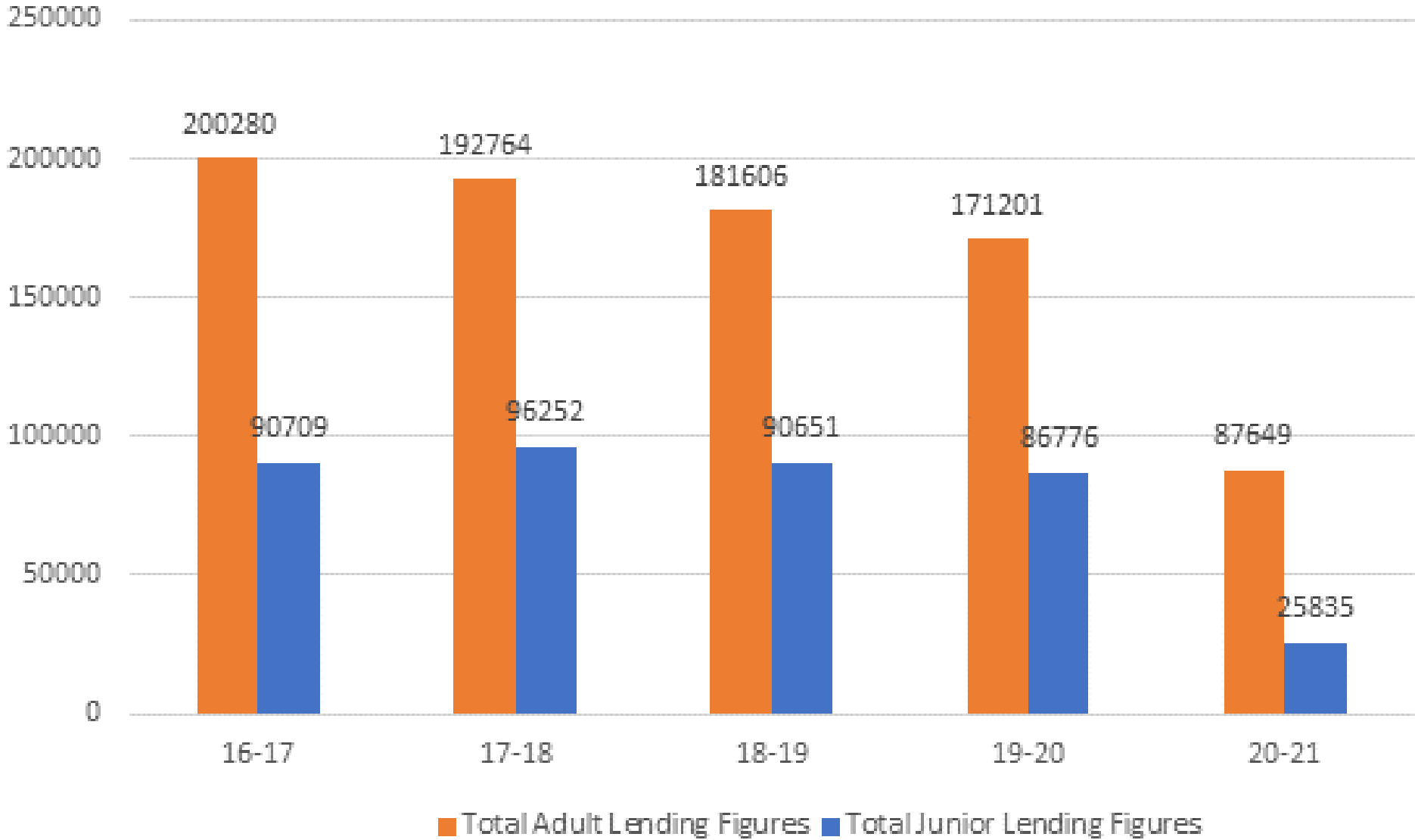




## Total Borrowing



# Adult/Junior Lending Comparison





# Performance Indicators

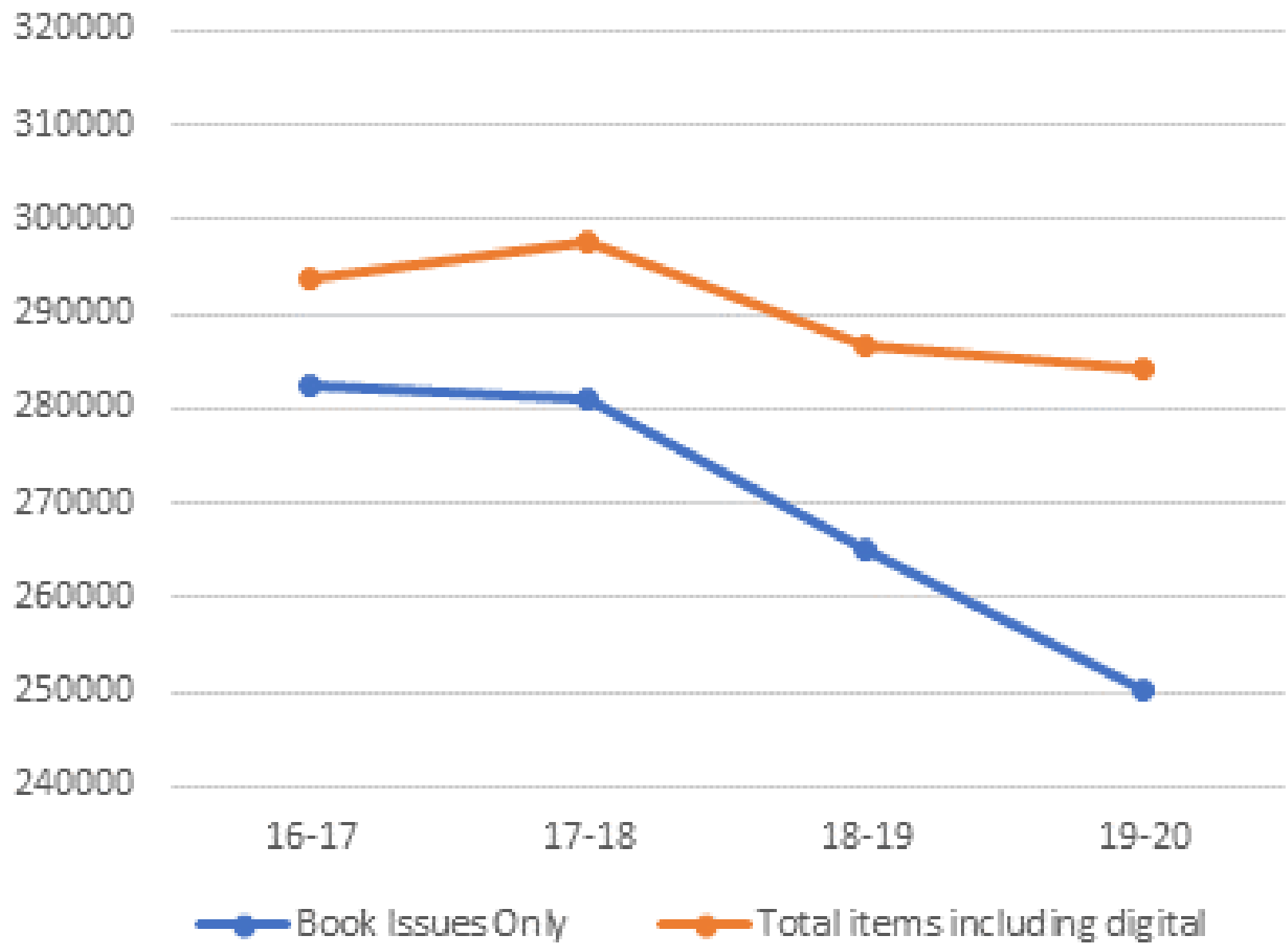
## Previous

- Number of physical visits to the Library
- Number of book loans
- Number of ICT sessions at the library
- Number of users of Local Studies
- Number of library members who have borrowed a book in the last year
- **Reservations** - where an item is reserved from stock or from another library and is supplied within 7 days, shown as a %

## Recommendation

- **Items Borrowed** (This would include physical stock, digital books/audio/magazines)

# Book Issues Only vs Total Items Including Digital





# Performance Indicators

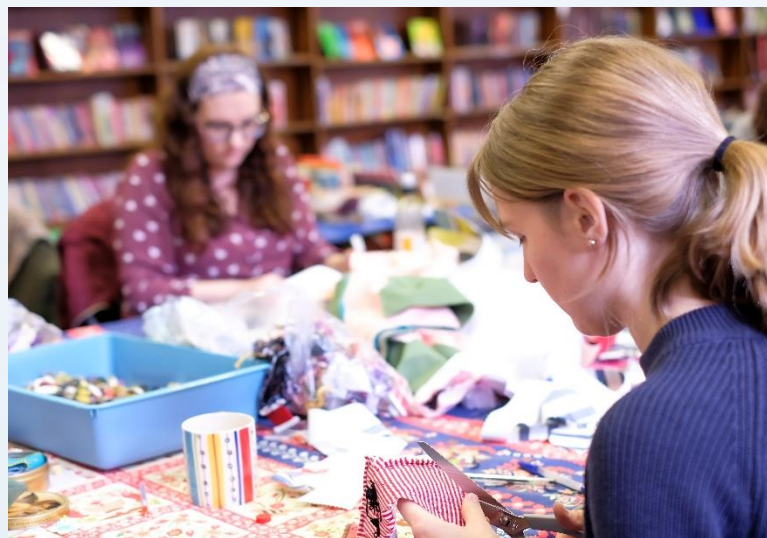
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## Recommendation

- **Items Borrowed** (This would include physical stock, digital books/audio/magazines)
- Physical Stock borrowed from Darlington Library
- Physical Stock borrowed from Cockerton Library
- Number of physical visits to Darlington
- Number of physical visits to Cockerton
- **Number of group engagements** (Events/activities/groups – provided within libraries, at external venues and online)
- Number of group engagements at Darlington Library
- Number of group engagements at Cockerton Library

## During 2019/20 there were 177,110 visitors to Darlington Library



16,088 children and 11,271 adults attended an event or activity



Around 1300 people attended **Darlington BookFest**



Around 1550 people attended our outdoor event; **Bookstart in the Park**



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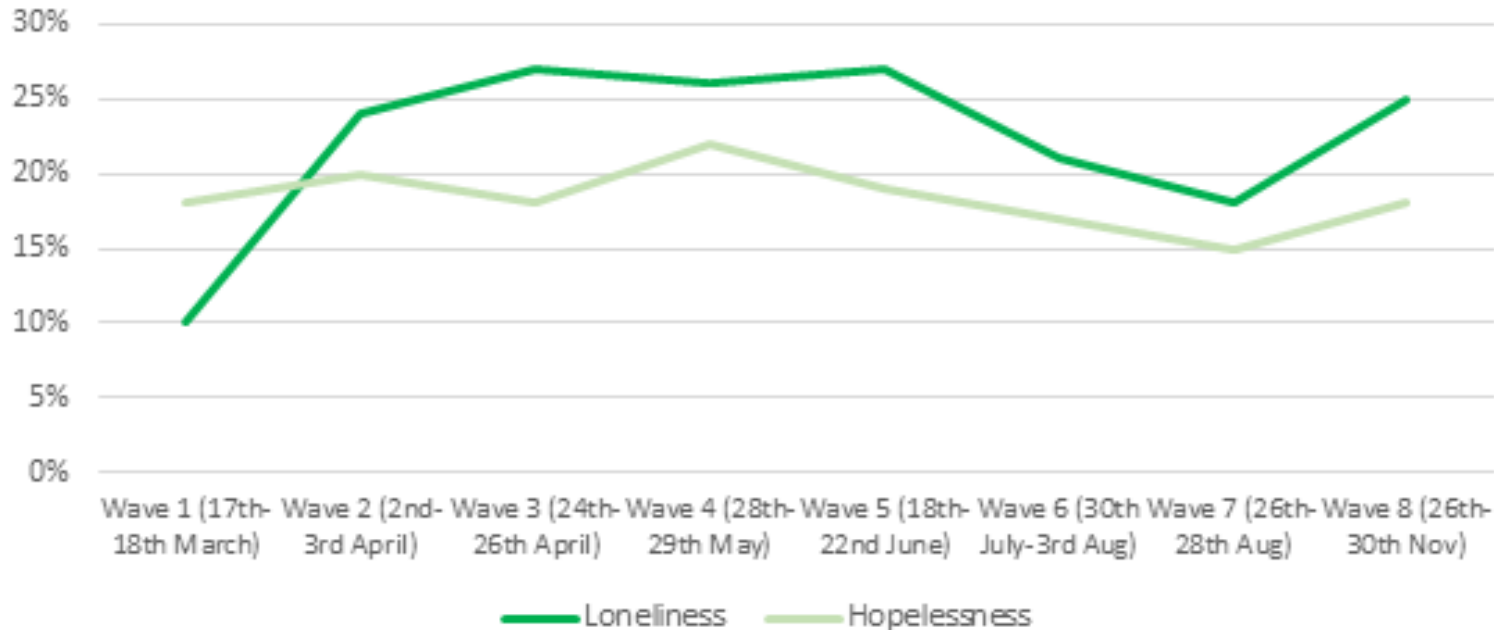
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- **Number of group engagements** (Events/activities/groups – provided within libraries, at external venues and online)
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- Number of group engagements at Cockerton Library
- **Number of educational interactions** (Visits to or from nurseries/schools/colleges/specific home school groups)
- **Number of enquires directed to the Centre for Local Studies** (To include enquiries in person and via telephone, post, email and social media.)
- **Reservations** - where an item is reserved from stock or from another library and is supplied within 7 days, shown as a %

# READING FRIENDS



UK feelings of loneliness and hopelessness



*In November 2020 ¼ of adults reported that they were suffering from loneliness*  
*Research from YouGov Plc*

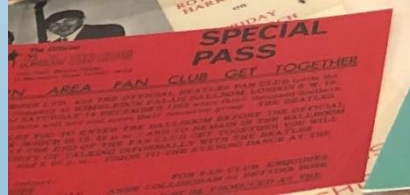
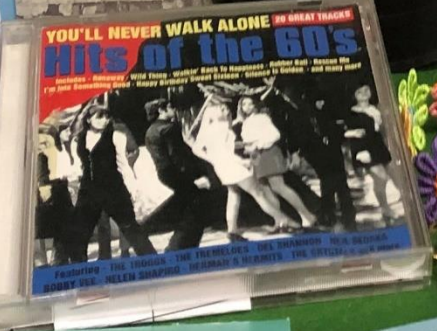
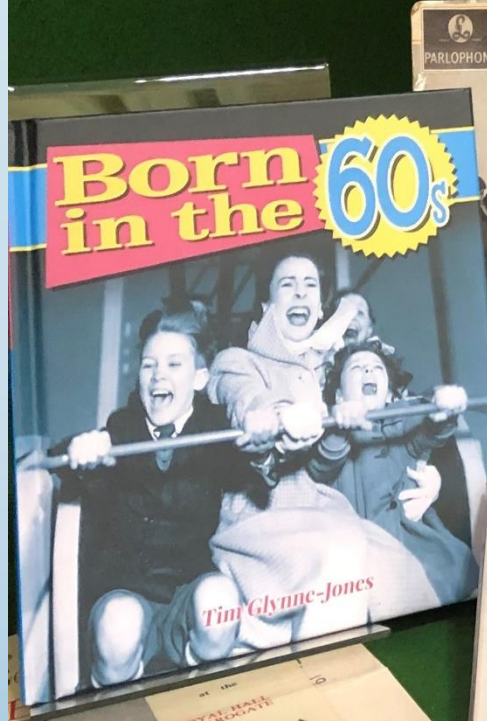
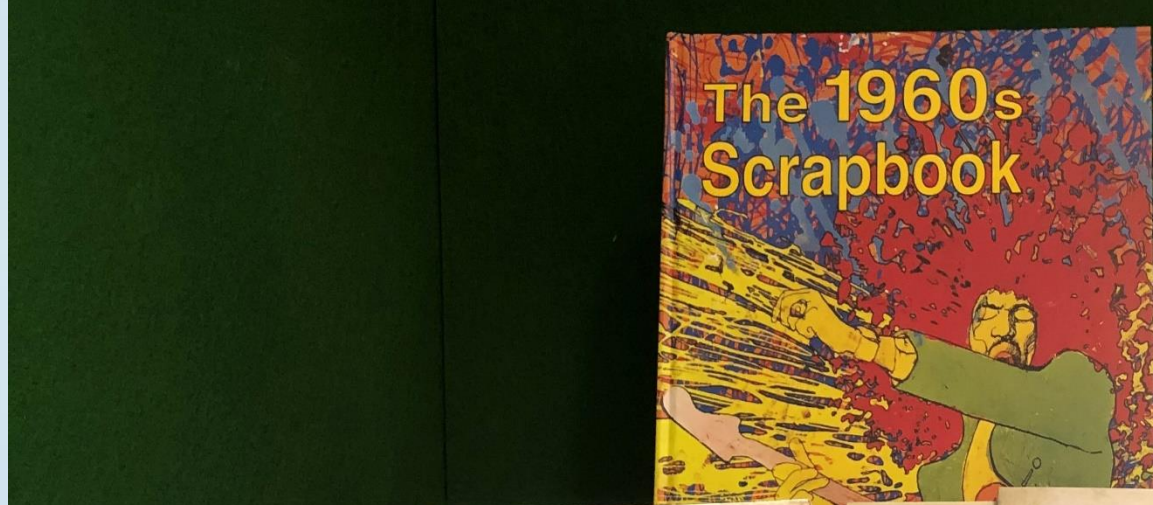
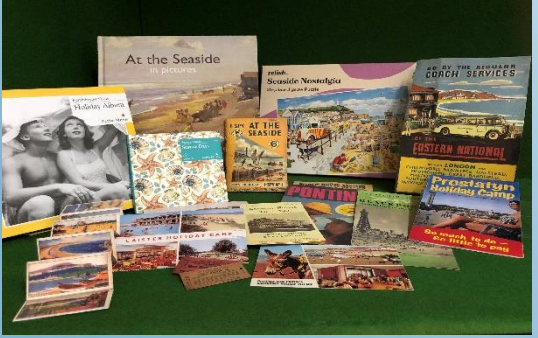




*Those who are excluded digitally are also far more likely to be disadvantaged according to many other social and economic measures. The digital divide exacerbates inequality.*

Carnegie UK Trust







Experiences and interactions Book sharing

Improve lives Study Meaningful conversations

Fun Interactions Engage new audiences Shhh

Borrow Groups Events Light Welcome

Inspire Reading Activity Read Bright

Books Darlington Libraries



# Questions

