

Neighbourhood Services Scrutiny Committee



Library services provision – Supporting access to digital services

Neighbourhood Services Overview

The Council's Neighbourhood Services section delivers community and library services to people who live and work in Leicester City.

- A network of 28 facilities, including 9 Multi-Service centres:
- 16 library service points
- 16 community centres offering room hire
- Ward & Community Engagement Team



Library Digital Offer: national and local strategic context

Neighbourhood Services are committed to the Universal Offers developed by Libraries Connected and supported by Arts Council England:

- **Digital** – Goal: “To ensure local communities have access to quality information and digital services, to learn new skills and to feel safe online”

Other Universal Offers are linked:

- **Health**
- **Culture**
- **Reading**

Digital Offer: The National Context

“Libraries support lifelong learning, self improvement and social mobility. They are places where communities and individuals can share ideas and learn, offering facilities and practical support to help people get online and develop their digital skills.

Libraries provide digital access and support the improvement of digital literacy, which is critical to central and local government strategies around economic development, channel-shift, reducing social isolation and creating community cohesion.”

Leicester City context

Manifesto commitment May 2019

“Leicester recognises, values and prioritises the need for people to learn throughout their lives and outside of formal education settings.

We will:

- Protect our library services and roll out a full digital online offer for our library service, including e-books and e-audio books
- Provide free wifi in all council-owned public buildings”

Library Services

Delivery team and network:

- 16 library service points
- Supported by Service Delivery Managers and Neighbourhood Services Assistants
- Online Library Catalogue “Bookfinder”
- eBooks platform
- **2.3million visits** to Neighbourhood Services 2018/19
- **180,000 hours** public computer access 2018/19
- **100,000 Wi-Fi** accesses 2018/19



Libraries: Digital and Learning Offer

Libraries Connected, 2019



Access to Computers & the Internet

- Trained staff to support general IT use
- Provision of 166 public access computers in 16 libraries (bookable, free of charge)
- Public access Wi-Fi in all 16 libraries (free)
- Dedicated Council self-service kiosks at multi-service centres
- High quality printing
- Wi-Fi printing
- IT training suites at 5 neighbourhood centres
- Implementation of library solution at youth centres



Investment in public computer network

- Full replacement of public access computers at libraries and adult learning IT suites
- Rollout to libraries February – March 2020
- A new solution in place for the Libraries - part of the updated infrastructure for all public facing devices with investment of £416k



New public access model

- Virtual Desktop Infrastructure (VDI)
- Improved security
- Easier and quicker to update systems and fix issues
- **Significantly updated systems for library customers**
- Windows 10 operating system
- MS Office 2016
- Google Chrome browser (popular demand)
- Canon flatbed scanners

LibrariesWeek

7-12 OCTOBER 2019

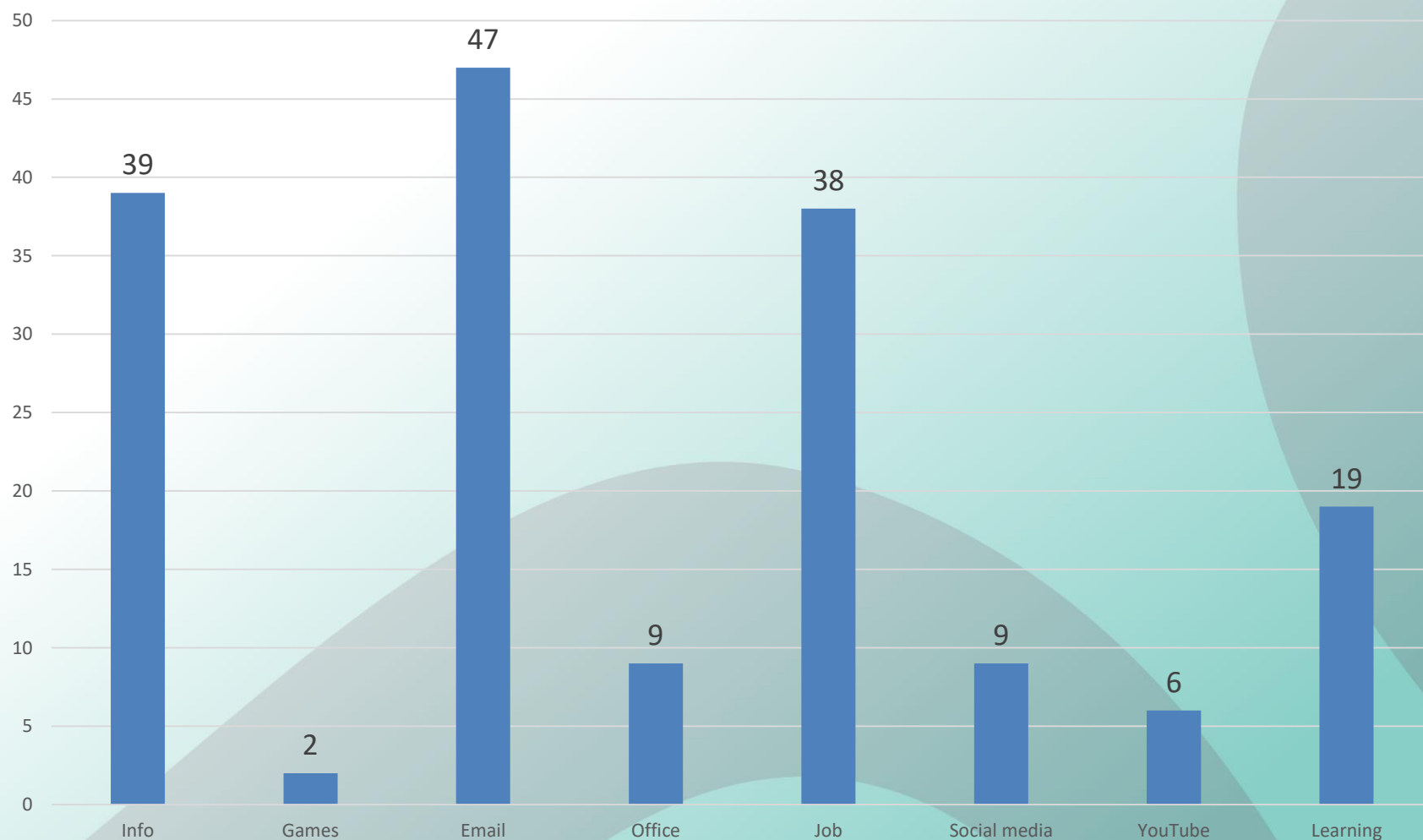
#librariesweek

CELEBRATING LIBRARIES
IN A DIGITAL WORLD



What are people coming to do?

Survey: Beaumont Leys Library 3rd - 16th December 2019



Learning: Beginners IT sessions

- “UK Online” sessions running for over 10 years
- Funding from Good Things Foundation
- For complete beginners
- Learn at your own pace
- Self-led courses with staff to support for confidence
- Topics covered include:
 - Mouse/keyboard
 - Internet safety
 - Filling forms
 - Universal Credit
 - Health online
- Offered at Central Library Mon – Fri, Belgrave, Rushey Mead, Hamilton & Beaumont Leys Libraries
- 164 registrations since April 2019

**Are you taking part in
Get Online Week?**
We are.



 brought to you by
 Good Things Foundation

Computer Skills for Beginners

- Are you a complete beginner with computers?
- Are you worried about using them?
- Have you heard scary things about the internet?

Don't worry we are here to help!

We have sessions at libraries across Leicester
so there is one near you.

• Beaumont Leys Library	• New Parks Library
• Belgrave Library	• Highfields Library
• Leicester Central Library	• Rushey Mead Library

Session days and times vary, please contact
the individual library for further information.

www.leicester.gov.uk/libraries
Tel: 0116 454 3540



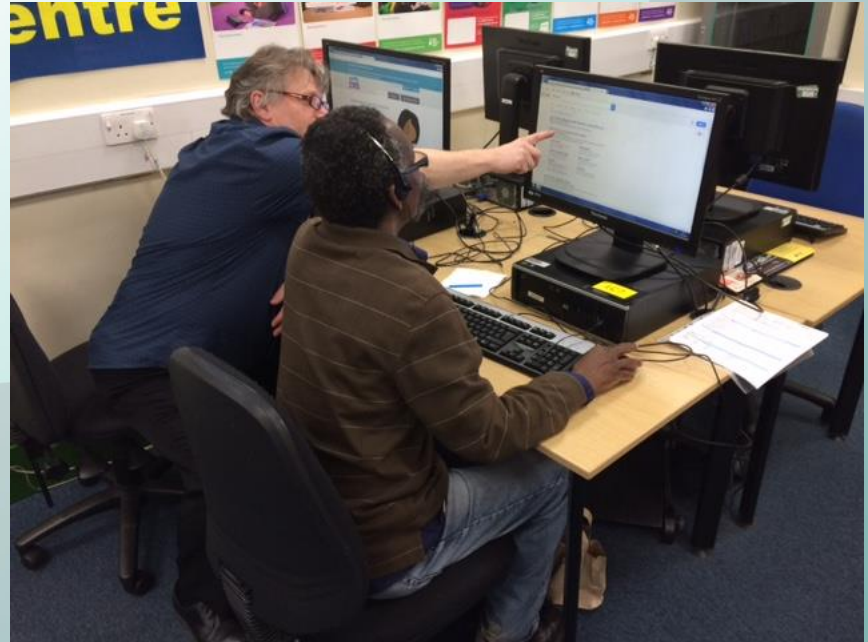
Leicester
City Council

Learning: support from library staff

Library staff routinely provide basic signposting and support to computer users

Most common customer support request areas*:

1. Printing
2. Scanning documents
3. Email (including set up)
4. Search engines
5. Browsing the Internet
6. Microsoft Word
7. Online forms
8. Accessibility
9. Job search
10. Privacy settings



*Source: "Capture IT" survey in Leicester City 2019/20

Adult Learning in Neighbourhoods

- IT suites developed at 5 neighbourhood centres to support the LASALS programme at accessible community venues
- Basic Digital Skills Courses offered at a range of venues between 2017 – 2020
- 400+ customers have accessed drop-in Assisted Digital Support in Libraries
- Sessions include introduction to basic computer – keyboards mouse etc, personal use (eg personal banking) and work (formal email, contacts etc)
- More advanced courses available, but are chargeable

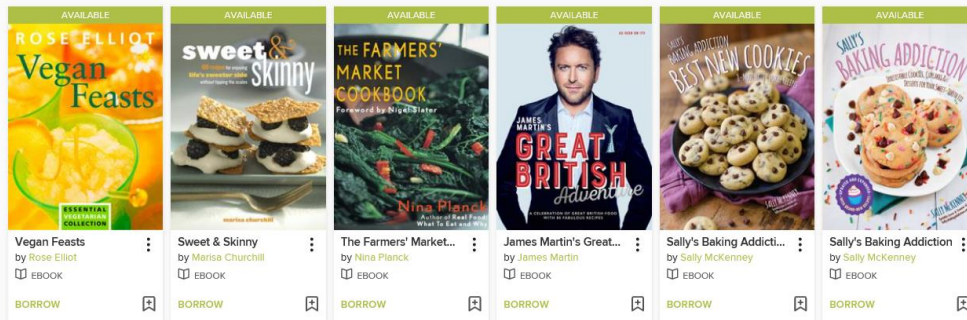
Basic Digital Skills Enrollments	2017-2020
Belgrave Neighbourhood Centre	114
Bishopdale	5
Brite	101
Central Library	38
Highfields Library	6
New Parks Library	30
Pork Pie Library	62
St Mathews NC	34
Tudor Centre	36
Adult Ed College	1428
Total	1867

eBooks and eAudio

- Leicester Libraries “Overdrive” eBooks offer:
- eBooks and eAudio available
- Borrow for three weeks, request on loan titles
- Thousands of titles available, environmentally friendly reading!
- Increasing usage – over 16,600 issues 2018/19

Food, Glorious Food >

SEE ALL

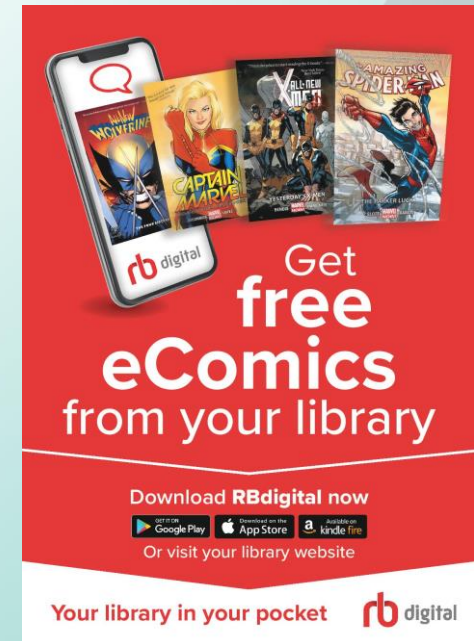
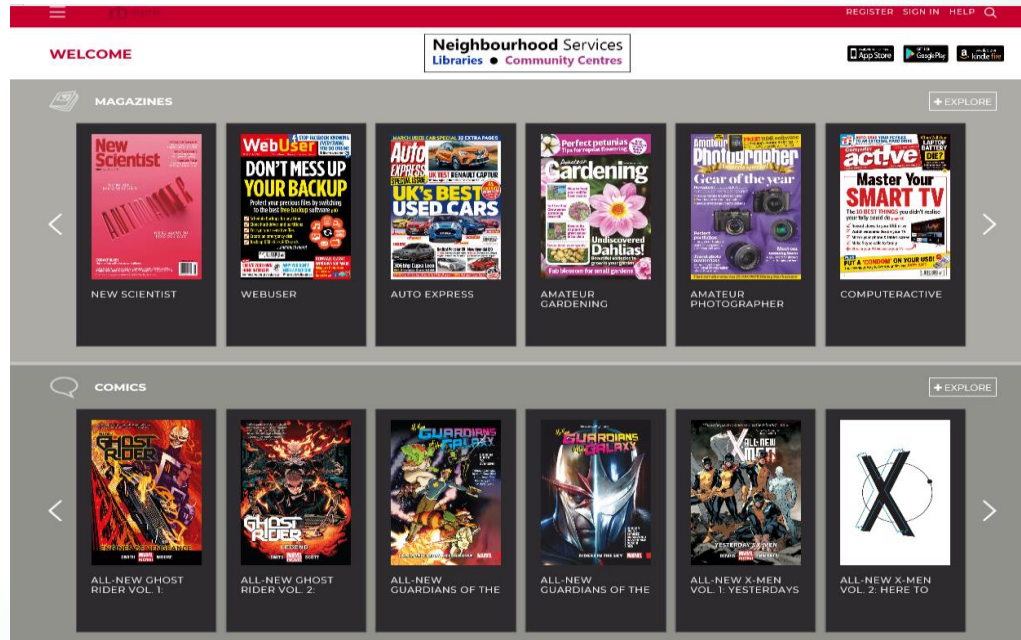


Reading Well for Children >

SEE ALL



Leicester Libraries Online resources



eMagazines & eComics

- Download your favourite titles free of charge every month
- Hundreds of titles available
- Includes Marvel super-hero titles, popular news and lifestyle magazines

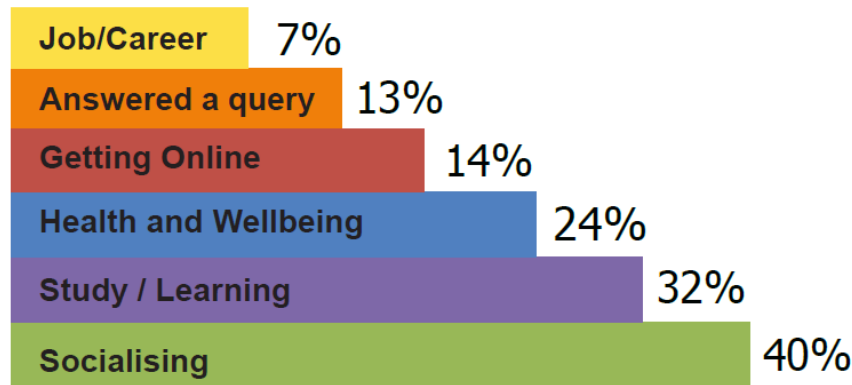
Impact

Customer Survey 2018/19

Of all customer visits to Neighbourhood Services facilities over one week:

- 22% visited to use a computer
- 11% visited to find information

How your visit helped you



Any Questions?