

## Appendix 2 – case study and additional narrative questions

Good impact case studies are expected to include evidence that the library service has made a positive difference to an individual (or group of individuals). This would normally go beyond a description of services provided and their use, to show the outcome, and may include testimony from the customers concerned.

**Authority:** [Newport City Council](#)

1. The impact which the library has had on an individual, or on a group of individuals, during the year. Describe the use made of the service, and the difference that use made to the individual or group concerned. Up to four case studies may be provided (indicative length: 500 words each).

a) **Anna's story**

Anna first came in contact with the library as part of a partnership project between the library service and Women's Aid to promote the benefits of reading using The Reading Ahead scheme. She was similar to the majority of the group in having never used a library before, whilst many had never read a book for pleasure, so the project was a challenge for them all.

She was very shy and vulnerable due to her past experiences and her visits to the library were a way for her to get out without feeling anxious. She felt the library was a safe environment where she could spend time looking at books with her baby.

During the Bettws Reads project, that was ran in partnership with Literature Wales, we ran a 'Bettws Illustrates' event at Bettws Library. This event was a make your own graphic novel workshop open to the public. Anna was attending the library at the time and after a small while overcame her shyness and she joined the session and began to chat with the group. Her recounting of her trip to the library that morning became the inspiration for one of the graphic novels that was produced by the group.

She appreciated being included in the session, and had thoroughly enjoyed herself and had felt welcomed, she would not have joined the session if not encouraged to by staff.

*"Visits to the library have let me get out of the house; it's somewhere to go that is free. Today I would never have gone to a creative writing session and I really enjoyed it, thank you"*

Her trips to the library have enabled her to overcome some of her fears, she now feels able to regularly attend our story club sessions with her young son, something she never imagined she would be able to do. She has gained confidence and she is passing her new found love of books and reading on to her

young son.

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b) **Marie and Christopher**

Marie and her 3 year old son Christopher have just moved to the area and found out about the story club at Rogerstone library through the Rogerstone local directory. The story club is a weekly activity of rhymes, songs, stories and craft for young children and their parents and carers.

The story club was an ideal opportunity for Marie and her son to make new friends in the community, and find out more about her new local area. Attending the weekly sessions is now part of their routine of spending time together.

Before they started going to the story club Marie was buying books for Christopher. Since he likes dinosaurs she was buying a lot of dinosaur books. Now he goes to the story club he chooses his own books to take home. Marie says they now share lots of different stories at home together. Their range has widened and she is saving money.

Marie believes the sessions are educational as Christopher is learning about animals, colours and numbers. However it is different from nursery as there are less children attending and so he feels more confident to interact, ask questions and be more involved in sharing the stories and singing together.

They have learnt new stories and songs and share these at home too. He enjoys the craft activity and likes to take his new toy home to play with for a few more hours.

Marie is convinced story club has given him the confidence to be more interactive with the stories. Even at home he is more involved in sharing stories and experiences, whereas before he was shy and struggled with sitting and listening. He is also now interacting and socialising with the other children.

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c) **Jean's Story**

Jean is an avid reader who has in the past preferred to own books rather than borrow them. 3 years ago Jean was off sick from work with stress and her son recommended she attended one of the Newport Central Library personal shopper sessions. These sessions involve at least half an hour of a librarian's time helping a customer find new authors and genres to read, recommending websites to find new authors etc and how to use our online services. This half an hour is tailored to the customer's needs. Jean described it as "illuminating and helpful".

From this session Jean joined the library, borrowed lots of new books and decided

to join the weekly shared reading group. Jean describes the group as her “salvation” in a very difficult point in her life. She was so nervous and frightened that she would have to read out loud to the group that she got her son to accompany her and introduce her to the group. Once she had been a few weeks she gained confidence and starting talking to these new friends.

When Jean retired a year ago she was scared she would have nothing to do and started to look for more structure in her day. She found out that we were looking for volunteers at a branch library. She quickly signed up as she wanted to be “surrounded by books and excited about being surrounded by all these new writers to discover”. She enjoyed helping the customers and shelving the books and spent most of her time taking them home! Her volunteering experience made her felt important in the community as was doing something useful and this empowered her.

Now she is retired she is a regular at the shared reading group and this has made her happy as she has made new friends, been inspired to read different authors and borrow even more books. In the last 6 months Jean is even more confident as she volunteers to read aloud to the group. She says she feels useful and valued by her new friends, and this has helped in her transition to retirement.

d) [ ]

2. Please provide a narrative that demonstrates how the library service is contributing towards wider Welsh Government priorities and strategic goals (indicative length: 500 - 1,000 words).

The Welsh Government has outlined its priorities and strategic goals in two key documents, the Well-Being of Future Generations Act 2015 and ‘Taking Wales Forward 2016-21’. Newport Libraries have taken note of the strategic goals and priorities of the Welsh Government when compiling its own Library Strategy 2017 – 2020, which has identified 6 key priorities for the service. The table below shows the correlation between the Library Strategy and the priorities of the Welsh Government.

<b>Newport Library Strategy 2017 – 20</b>	<b>Well-Being of Future Generations Act 2015</b>	<b>Taking Wales Forward 2016 - 21</b>
To encourage reading and support literacy	A Prosperous Wales A more equal Wales	Ambitious and Learning
To provide digital services and support digital inclusion	A Prosperous Wales	Ambitious and Learning United and Connected
To support the health and well-being of our communities	A Healthier Wales A Wales of Cohesive Communities	Healthy and Active
To provide access to information	A More Equal Wales A Wales of Cohesive Communities	Prosperous and Secure Ambitious and Learning

To promote and facilitate learning and assist residents to achieve their potential	A Prosperous Wales A More Equal Wales A Wales of Thriving Culture and Welsh Language	Prosperous and Secure Ambitious and Learning
Service improvement and efficiency		Prosperous and Secure United and Connected

A more detailed analysis of how the library service is currently delivering against our strategic aims and what we plan to deliver to 2020 clearly demonstrates how the service is contributing to the Welsh Government priorities and goals.

1. To encourage reading and support literacy

The Welsh Government has stressed the importance of the first 100 days in a child's life and Newport Library Service have identified pre-school children as a key client group for us. We have re-aligned our junior book budget so additional funding is spent on materials appropriate for this age group and in 2017/18 the overall junior budget has been increased by 8%. We have strong links with Flying Start settings across the City who regularly visit our libraries and run their own celebration events from our venues. Libraries work closely with the Language and Play team to ensure that we can support their work by supplying appropriate materials to settings.

Story-clubs for pre-school age children operate at several of our libraries and we offer a range of events and activities for older children across all sites during school holidays.

2. To provide digital services and support digital inclusion.

The Welsh Government has a target that 95% of people in Wales will have the basic digital skills needed by 2021, and Newport Library Service is fully committed to supporting this. We offer a range of classes and support at our sites, run by both our own staff and by partner agencies. This includes 4 week 'taster' sessions; Digital Fridays and Digital Literacy courses run by Communities First and Adult Community Learning. We are also aware that it is not always possible for an individual to access support at a pre-defined class so are concentrating upon improving the digital skills of our staff so they are more capable of assisting users on an ad-hoc basis.

3. To support the health and well-being of our communities

The Library Service continues to support both the Bibliotherapy and Better with Books schemes and actively looks forward to a potential relaunch of the BPW scheme. We are currently working towards becoming a Dementia Friendly service with a roll-out of training for all staff. We have identified Health and Wellbeing collections at all our sites in line with Framework 6 of the WPLS and have specialist Carers and Dementia collections within the Central Library.

In order to combat social exclusion within our communities, we are expanding the range of activities we offer at our sites over the course of 2017/18 to encourage greater social interaction amongst members of the community who are identified at risk of exclusion.

4. To provide access to information

The Service is committed to providing a range of information resources to support residents of Newport to develop new skills and access lifelong learning opportunities. During 2016/17 an additional £33,000 was spent on bookstock, an increase of 15%.

5. To promote and facilitate learning and assist residents to achieve their potential

The Library Service runs a number of formal and informal learning opportunities across our sites. Two of our libraries are located in shared premises with Community Learning services so a wide range of courses operate from those buildings, including ICT, ESOL and basic skills classes. We have also worked with Communities First in the North of the City to run a programme of classes at two of our libraries to help individuals to return to work.

During 2016/17 we set up Code Clubs at four of our libraries which are now well established and will be expanded in 2017/18/

6. Service improvement and efficiency

During this period of financial restraint it is important that services seek to make the most effective use of our resources. This includes working collaboratively with other library authorities in areas such as the Book Purchasing Consortium, the Books4U regional lending scheme and the All-Wales LMS.

Where appropriate the service uses volunteers to support service delivery, including our work with Job Centre Plus that gives vital work experience to individuals who have been long-term unemployed.

3. Please provide a short statement about the future direction and plans for the library service (indicative length 200 words).

Newport Library Service has identified six strategic priorities to 2020 which are discussed in Section 2 above.

Our vision is for a library service that pro-actively works to support the residents of Newport to achieve their potential. A key element in any future success will be our ability to continue to work in and develop partnerships with other Council departments and external agencies to meet our goals.

The service will continue to seek ways to innovate and work as efficiently as possible, making use of technology to meet changing customer demand.

Newport City Council are currently undertaking work to assess the feasibility of a Community Hub model where a range of council departments and partner agencies will operate shared facilities at strategic locations across the City. It is envisaged that library services will be an important element of this initiative, should it progress.