

## Clayton Hybrid Library

### End of Year Report 2017 – 2018

#### Overview

Clayton Hybrid Library commenced operations on Monday 3<sup>rd</sup> April 2017. The Library is open to the public for 30.5 hours per week, and is a joint partnership between Bradford Libraries and Clayton Parish Council, having previously been solely run by Bradford Council. It is staffed by paid Council staff and volunteers from the local community. The volunteer side is overseen by a remunerated Volunteer Coordinator provided by the Parish Council, whilst two Team Leaders from the City and Local Studies Libraries have responsibility for the paid Council staff.

#### Clayton Library Oversight Group

This Group was set up as a steering committee to oversee the running of the Library. It convenes every two months and is an opportunity for a representative from Bradford Libraries Management Team, the Parish Council Chairman, the Library Team Leaders, the Volunteer Coordinator and representatives from Clayton Community Association to meet and discuss issues that have arisen.

#### Communication

Communication channels have been established between Bradford Libraries and Clayton Parish Council.

- An Oversight Group (Library Manager and Team Leaders, Parish Council Chair, Parish Council Clerk, Library Coordinator and volunteer representatives).
- Operations Meetings (Library Team Leaders and Coordinator).

#### Volunteers

Initially the first cohort of volunteers was taken from a list made by Clayton Parish Council before the hybrid library was created. Following the employment of the Volunteer Coordinator in April 2017, the recruitment process is application via the

Coordinator at Clayton Library and occasionally through Bradford Libraries. The following documents were created as part of the recruitment process:

- Volunteer role description
- Expression of interest form
- Interview proforma (volunteer)
- Database for recording DBS information
- Volunteer rota document

## Staff

Bradford Libraries staff side comprises Team Leader cover, three Customer Support Assistants and Casual Staff cover.

## Training and Support

The volunteer coordinator is responsible for the induction and training of the volunteers at Clayton Library. Initial induction takes place in the library office in small groups or in a one to one session of around one and a half hours. The session includes an overview of Bradford Libraries and the services provided, an introduction to library processes including new accounts, Soprano (the library management system) and childrens services. New volunteers are invited to complete further training in data protection procedures, fire safety training and Health and Safety and manual handling. All new volunteers receive one to one training for several weeks and some of the more experienced volunteers will assist in the training of the new volunteers.

## Promotion of Role

Clayton Library volunteer role was promoted on the Parish Council website; posters are displayed in the library and various places in the village including Doctors Surgeries.

## Recruitment

During 2017/18 the volunteer recruitment can be broken down as follows:

Volunteers on the original Parish Council list	53
Number of original volunteers who came forward	27
Number of original volunteers remaining	14
New applicant requests	28
Volunteers withdrawing from role	10
Withdrawn before induction	1
Withdrawn following induction	1
Applicant not suitable for role	1

Expressed interest but no follow up	6
Current number of active volunteers	25

## Ongoing Training

Refresher training takes place periodically for the volunteers and the casual volunteers who do not cover regular slots on the rota can come into the library for additional training. All volunteers are provided with a task list as a benchmark for their training needs and an ID badge recognising their contribution as a volunteer at the library. Several training courses have been run throughout the year as a top-up and to update the volunteers of any changes. Notes and printed sheets are available on library procedures for the volunteers to use. Clayton Library has a communication log to make a note of any changes or messages of importance to staff. The coordinator is responsible for arranging cover on the volunteer rota and copies of this a month in advance are available in a folder in the library for the casual volunteers to fill in a slot. The coordinator contacts the volunteers by phone and email to arrange continuous cover.

## New Opening Hours 2018

Bradford Libraries in partnership with Clayton Parish Council undertook a review of the current opening hours of Clayton Library to ensure that they better serve the local community.

It was felt that by creating one longer session on Tuesday afternoon, rather than two shorter ones on Tuesday and Friday afternoons, the proposed hours would enable the library to offer more services and would provide a better opportunity to host events and activity sessions for the whole community. The current hours and the proposed alterations are set out in the table, below. These proposals were put out in a survey, the results of which were taken into consideration by Bradford Libraries and Clayton Parish Council. The new opening hours were approved and came into effect in June 2018.

	Current hours	Proposed hours
<b>Monday</b>	9.30am-7pm	9.30am-7pm
<b>Tuesday</b>	2.30pm-5pm	12.00pm-5pm
<b>Wednesday</b>	CLOSED	CLOSED
<b>Thursday</b>	9.30am-7pm	9.30am-7pm
<b>Friday</b>	2.30pm-5pm	CLOSED

<b>Saturday</b>	9.30am-4pm	9.30am-4pm
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## **Improvements in the Library**

In addition to the changes made to how Clayton Hybrid Library is staffed, there have also been some changes made to the layout and basic infrastructure of the premises.

The main development in this respect has been the creation of an office and meeting space within the main library room. This space incorporates workstations for the Volunteer Coordinator and Library staff and houses the Clayton Local History Groups collection. Although this was a reduction in library space, it is seen as a better utilization of the available space and has not resulted in any complaints being received.

Basic alterations to the layout of the public counter area and the staff area have been made in an effort to improve both the appearance and the functionality of the Library space, and to make the counter DDA compatible.

## **Health and Safety Issues and Improvements**

- Fire alarm system installed. Staff have been trained in the evacuation procedures and routine testing of the system.
- Fence erected round boiler house to prevent access to the roof.
- Measures taken to improve safety on path outside library

## **Book Issues and PC Usage**

Clayton Library is open for 30.5 hours a week and over the period April 1<sup>st</sup> 2017 to 31<sup>st</sup> March 2018 attracted 15703 visitors.

A total of 18942 books were issued, of which 9268 were Adult Fiction and 1999 Adult Non-Fiction. Childrens Fiction accounted for 6159 issues, and Childrens Non-Fiction 1516.

## **Events and Activities**

Regular Thursday morning Storytimes have been complimented by the introduction this year of Rhymetime sessions. The sessions are alternated on a fortnightly basis. The Volunteer Coordinator and some of the Volunteers observed the Rhymetime Sessions held at City Library and were provided with a CD player and Rhymetime CD to help them run the sessions. These have proved to be a popular and worthwhile addition to the Library offer.

Clayton took part in the annual Summer Reading Challenge. This is a scheme rolled out across all Bradford Libraries. The 2017 theme was “Animal Agents” and encouraged children who signed up to the scheme to read at least six books in order to collect rewards, and ultimately receive a gold medal and certificate. Events were held in conjunction with the scheme, including visits from The Dogs Trust the ever popular Zoolab.

For the 2018 Summer Reading Challenge there are seven events planned throughout August for participating children.

A Teddy Bears Picnic was held inside (and outside!) the library as part of the Bookstart scheme. Children enjoyed stories, rhymes, songs and crafts, and the event was very well attended.

During the Easter and Spring Bank Holidays, craft events took place at Clayton Library for pre-school and primary aged local children.

In May, a volunteer and staff celebratory tea was held by Clayton Parish Council’s Events Committee in recognition of all the hard work done by all as a Hybrid Library, over the past 12 months and was well attended.

## **School Classes and Visits**

Clayton Library welcomed a Key Stage 1 class visit of approximately 30 children and their teacher where a storytime session took place, followed by craft activities.

## **Proposals For The Future / Increased Offer**

- A creative writing and poetry workshop for adults is planned.
- Planned displays for promotion of Summer Reading Challenge events.
- Scope for using experienced volunteers to run drop-in sessions for family history and archives.
- Investment to present sensory learning sessions for students and adults with special educational needs.