Part A Section 1 Question 2

2 Libraries NI examples of outcome/impact of Equality actions/measures and statistics for 2016/17

Libraries NI has a network of 96 public libraries, two specialist libraries – the Mellon Centre for Migration Studies and Irish and Local Studies Armagh, 16 mobile libraries, 10 Homecall vehicles and online library service 24/7. A range of programmes, events, activities and exhibitions is delivered in all libraries to support the Key Service Priorities:-

- Reading and Reader Development
- Children and Young People’s Services
- Information and Learning
- Cultural and Creative Development
- Heritage and Digitisation

<table>
<thead>
<tr>
<th>Outcome/Impact of Equality Action/Measures 2016/17</th>
<th>Statistics (where possible)</th>
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<tbody>
<tr>
<td><strong>Headline statistics with detail in sections below:</strong> All Core and Regular activities for adults and children</td>
<td>413,076 instances of participation In 29,196 sessions Source: Libraries NI Activity Database</td>
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<tr>
<td><strong>Core:</strong> Class Visits, Got IT, Reading Groups, Rhythm and Rhyme, Storytime</td>
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<tr>
<td><strong>Regular:</strong> Creative Writing, Genealogy, Go ON, Job Clubs, Knit and Natter, Mindful Colouring, Tea and Newspapers</td>
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<tr>
<td>Items issued or renewed</td>
<td>5,024,285</td>
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<tr>
<td>eBooks and downloadable audio books borrowed</td>
<td>238,200</td>
</tr>
<tr>
<td>eMagazines downloaded</td>
<td>190,044</td>
</tr>
<tr>
<td>Active Users</td>
<td>292,849</td>
</tr>
<tr>
<td>Wi-Fi sessions</td>
<td>275,168</td>
</tr>
<tr>
<td>Public computers</td>
<td>1,267</td>
</tr>
<tr>
<td>iMacs available</td>
<td>64</td>
</tr>
<tr>
<td>Stock spend</td>
<td>£3,149,316</td>
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In addition a range of events and programmes has been delivered in libraries across Northern Ireland - highlights in sections below.

**Reading and Reader Development**

Stock and information is purchased to meet the expectations and needs of all our borrowers and includes items:

- which document, recognise and reflect the shared history of Northern Ireland
- which reflect the diverse communities in Northern Ireland
- which support the reading needs of adults and children with hearing and sight impairments e.g. large print books, audiobooks and downloadable audiobooks.

Library stock is provided in a range of formats e.g. newspapers, magazines, eMagazines, books, large print, eBooks, books on CD, downloadable audiobooks, subscriptions to Family History archives, newspapers, encyclopaedias and bibliographical online resources.

Libraries NI supports a range of reading groups including groups specifically for Irish Language and for borrowers with sight impairments.

Libraries NI uses the stock it purchases to promote inclusiveness encouraging readers to read novels from a new perspective. In 2016/17 Libraries NI selected and curated books collections on the themes of Disability, Elderly, Gender, Race and Lesbian, Gay, Bisexual, Transgender (LGBT) toured libraries within Northern Ireland.

Libraries NI also endeavoured to meet the needs of specific groups through 2016/17 e.g.

- supporting and participating in the Outburst Arts festival
- arranging for authors to visit the reading groups in two of Northern Ireland’s prisons
- purchase of non-English book stock e.g. Arabic books for adults and children
- supporting LGBT reading group in Belfast Central Library.
Access to Services

Mobile Library Service
The Mobile Library Service is targeted at older people, retired people, children and carers who would not easily access their local library or who live in remote communities. The mobile library operates in rural areas and visits schools and playgroups in areas of social exclusion. Summer programmes operate and staff deliver Rhythm and Rhyme and storytimes at caravan parks and summer schemes. All vehicles have full disabled access, some have hearing loops and book stock is tailored to suit the key customer groups mainly large print, audiobooks, and children's books.

Homecall Service
The Homecall Service staff deliver books and audiobooks to people who are unable to access library services independently enabling people with disabilities to continue their reading habit.

Rathlin Island receives a customised library service due to its isolated location.

Targeting Social Exclusion (TSE)
Targeted resources to 15 libraries in the lowest 10% Super Output Areas and Urban Village areas through outreach and community engagement including two central libraries in Belfast and Derry/Londonderry.

An extensive programme of activities and outreach visits was provided to support the development of learning and skills for adults to enhance access to information, support mental health and wellbeing and improve access to cultural and creative experiences. The range of groups targeted included:

- mental health and well-being groups
- homeless people and the most vulnerable in society
- ethnic groups and traveller communities
- groups for men, women, elderly people
- LGBT
- Cross Community.

Highlight events included:
- in partnership with Golden Thread Gallery various exhibitions and workshops took place in libraries across Belfast. Invisible Barriers: moving images looked at interface areas starting conversations about the removal/opening of peace walls/gates and perceived
images
- “My Syria” a photographic exhibition and cultural evening in Belfast Central Library hosted by the first ten Syrian families to arrive in Belfast
- Welcome Wall – library staff worked with various groups in the Derry area to make welcome messages for the Syrian families arriving in Derry/Londonderry
- Storytelling and Information Stand at Pride Family Festival Belfast.

Disability and Sensory Impairment
Libraries NI is committed to promoting positive attitudes and extending access to services to the elderly, those with a disability and those unable to access services independently by removing barriers and supporting digital inclusion through regular activities in many libraries e.g.
- all public access computers have: JAWS and ZOOMTEXT assistive software and 20” screens enabling visually impaired people (VIP) to access ICT and virtual library services
- Browsealoud software on public computers in nine libraries to help website browsing with easy speech, reading and translation tools
- Wi-Fi in all libraries has facilitated the RNIB Online Today project where RNIB trainers give people with sight loss one to one training on tablets and iPads in libraries
- loop systems, Text Relay and Minicom service available in all libraries to improve and promote accessibility of services for people with speech impairment or hearing loss
- a number of partnerships support provision of services to people with disabilities e.g. Action on Hearing Loss to facilitate IT sessions enabling people with impaired hearing to learn new skills, Macular Champions and the establishment of Macular Groups, partnership to replicate and distribute Talking Newspapers improving access to local news for Visually Impaired People
- Hidden Disabilities initiative to review the registration process for people with disabilities, improve communication and reduce barriers to access
- JAM (Just a Minute) card for people with learning disabilities to alert staff that the cardholder needs patience and time when interacting with them.

A number of initiatives support and enable children with hearing and sight impairments to continue their enjoyment of reading and extend their reading choices e.g.
- Access2books provides picture books in giant print (Font 24) and Braille for young children
- subscription to ClearVision, a postal lending service for children’s books with added Braille.

Other ongoing activities include:
- Memory cafes and Reminiscence sessions for people with Dementia
- NOW group for adults with learning disabilities visits libraries regularly
- Storytime and Rhythm and Rhyme for children who have physical disabilities and those with an autistic spectrum disorder. Use of multi-sensory artefacts such as Storysacks, story puppets and Bag Books helps make storytelling more fun
- Creative writing programme for people with physical and sensory disabilities.

### Premises
Libraries NI continues to work to ensure that library premises and vehicles are easily accessible to as wide a range of customers as possible. Where appropriate we consult with customers in planning developments and utilise information provided by organisations representing specific user groups, such as RNIB, to ensure our facilities meet the needs of all.

Accessibility improvements include:
- refurbishment and extension to Lisburn Road Library providing a fully accessible building incorporating features designed to assist those with mobility, sight and hearing difficulties
- upgrading of Tandragee Library providing improved access and visual contrast colour schemes to assist visually impaired users
- Coleraine Library received Departmental approval to incorporate significant improvements to access and facilities.
**Children and Young People’s Services**

Children and young people are assisted to achieve their full potential by supporting both cognitive and social development. A range of activities, programmes and events is provided to develop pre-literacy, literacy, learning, information seeking and digital skills and to foster a love of reading. Programmes include:

**Rhythm and Rhyme**

A free programme of rhymes, stories and songs for preschool children aged 0-4 and their parents/carers (some in partnership with SureStart groups) held in libraries and in outreach settings. Rub-a-dub Hub, the early years’ section of Libraries NI website also contains rhymes, rhyming information and fun activities to help parents and carers develop their child’s communication and language skills.

**Storytime**

Free programme of stories and poems for children aged 4-8 years, held in libraries or in outreach settings. Some storytimes are delivered in the Irish language.

**Class Visits programmes**

Delivered to:
- nursery schools
- primary schools
- quality assured programme offered to Year 4 and Year 6 in all primary schools
- post primary schools
- special needs schools.

**Reading Groups**

- Junior Reading Groups for 7-9 years and 9-11 years
- Teenage Reading Groups for 12-15 years
- Chatterbooks groups for 7-11 years.

Delivered in many libraries to encourage adventurous reading for pleasure, share enthusiasm for books and develop confidence in expressing opinions. Includes a new initiative Chatterbooks for 7-11 year olds with different abilities.

**Rhythm and Rhyme:**

181,698 instances of participation in 6,831 sessions

Source: Libraries NI Activity Database

1 April 2016 – 31 March 2017: Rub-a-Dub Hub page views = 64,131

**Storytime:** 27,646 instances of participation in 2,470 sessions

Source: Libraries NI Activity Database

**Class visits:** 105,190 instances of participation in 4,359 sessions

Source: Libraries NI Activity Database

**Junior:** 2,709 instances of participation in 481 sessions.

Teenage: 608 instances of participation in 118 sessions

**Chatterbooks:** 1,286 instances of participation in 219 sessions

Source: Libraries NI Activity Database
### Big Summer Read
A personal reading challenge throughout July and August the *Pawesome Reading Challenge* had an overarching theme of Animals and was also available in the Irish Language.

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<tr>
<th>Initiatives and one off events include:</th>
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<tr>
<td>• Open College Network (NI) OCN Level 1 accredited course: <em>Supporting your Child’s Learning</em> to parents of children under the age of four, at Ards Sure Start. Delivered by Libraries NI staff</td>
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<td>• Creative Labs/ Digital Workshops</td>
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<td>• Teenage Kicks Health Fairs in Lisburn City Library and Newry City Library provided information and support on health, wellbeing and library services for post primary pupils</td>
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<td>• Roald Dahl Day</td>
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<tr>
<td>Celebrated 100 years since the birth of Roald Dahl on 13 September 2016 with book displays, events and chocolate workshops</td>
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<td>• Two Counties One Book</td>
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<td>Libraries NI, Kildare Library and Arts Service and Andersen Press with author Terence Blacker</td>
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<td>• Fact February</td>
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<tr>
<td>Promoting non-fiction/fact books with Book displays and events with author, wildlife cameraman and photographer Dr Michael Leach.</td>
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### Information and Learning
Libraries NI is committed to promoting greater equality of access to learning opportunities and information resources, both print and digital, to enable adults to become better informed and skilled in order to participate more fully in employment, family and community life.

Events and programmes of activities provide information relevant to people’s needs focussing on job seeking, health, business, finance, community and improving digital skills. Many events are successfully delivered through effective partnership working.

The range of services, activities and events includes e.g.

- access to relevant and reliable information, advice and support
- Virtual Library with 24/7 access to free and accurate information and online resources including eMagazines, encyclopaedias
- Your Health is your Wealth - road shows
- Partnership with Macmillan Cancer Support to provide information stands in all libraries
- Job Clubs established in libraries in partnership with the Jobs and Benefits Office
- Check It Out roadshows providing access to expert advice for the unemployed
- Business Visits to develop entrepreneurs and small business and support the curriculum
- Access to company databases market research reports, business start-up, Intellectual Property rights, patents and standards
- Digital inclusion workshops and programmes
- Got IT and Go ON - ICT support delivered by library staff to develop ICT skills
- National Initiatives such as Silver Surfers Day and Festival of Learning.

A range of health events was delivered through the year:
- Macmillan Information stands and events on healthy eating, personal resilience, mindfulness and laughter yoga
- Health Fairs
- RNIB events hosted to support digital inclusion in the Online Today project.

On-going activities include:
- Tea and Newspapers
  - 25,032 instances of participation in 3,386 sessions
- Mindful Colouring
  - 6,067 instances of participation in 1,245 sessions
- Knit and Knatter
  - 39,629 instances of participation in 4,107 sessions

Tea and Newspapers: 25,032 instances of participation in 3,386 sessions
Mindful Colouring: 6,067 instances of participation in 1,245 sessions
Knit and Knatter: 39,629 instances of participation in 4,107 sessions

Source: Libraries NI Activity Database
Cultural and Creative Development
Libraries NI delivers a range of events and activities designed to build community cohesion by widening the understanding of the role and value of the creative arts and an understanding of the value of diversity. Libraries offer accessible, inclusive venues and platforms for culture, arts and creativity providing opportunities to participate in community activity and social interaction. Cultural activities delivered in libraries include Music clubs catering for popular and classical tastes, “Lift the lid” sessions providing people with an opportunity to use the baby grand pianos and perform to an audience, Creative writing groups, poetry reading groups, Irish language classes and art classes.

Storytelling
Libraries NI first Storyteller in Residence is the internationally renowned storyteller Liz Weir and is funded by the Jim and Peg Armstrong Memorial Bursary. The bursary aims to promote the art of storytelling and programming includes workshops, training and performances to enhance the skills of library staff and the general public and develop new audiences.

Exhibitions and Displays
Libraries offer welcoming and neutral venues which are accessible to local communities and showcase the creativity of a diverse range of artists to people who may not feel comfortable in a formal gallery setting.

As well as promoting the work of individual artists and groups Libraries NI linked into community festival events such as Human Rights and Outburst. Partnership touring exhibitions were developed and expanded in partnership with organisations such as The Royal College of Speech and Language Therapists, The Fostering Network, Oxfam, BBC and National Museums Northern Ireland (NMNI).

Other Cultural events and initiatives included:
- celebrating Culture Night with award winning Jamaican storyteller Jan Blake
- poetry performances from Maria McManus and Roland A.D. Inman to mark Poetry Day Ireland and National Poetry Day
- Community Relations and Cultural Awareness Week programming contained drama readings from Terra Nova, drumming circles facilitated by the Gathering Drum and Tracey McRory’s Reflections of WW1
- Holocaust Memorial Day was commemorated with film screenings of the “Road to Dachau”
Creativity Month was celebrated with exciting creative residencies in Storytelling, Animation and Creative Writing. The programme of events for all ages aimed to celebrate cultural diversity and creativity and was supported by funding from the Department for Communities ‘Together: Building a United Community’ initiative.

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<th>Heritage and Digitisation</th>
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Access to cultural heritage, both local and national, enriches society through nurturing creativity, imagination, pride in our past and a sense of place. Sharing space and interests in and across communities and working extensively with a range of partners creates a platform to share ideas and raise awareness of cultural differences. Heritage staff collect, preserve, exploit and provide access to material which relates to cultural heritage and initiate and organise talks, activities and exhibitions.

Talks and exhibitions marked significant anniversaries in the Decade of Centenaries and included recognition of the importance of ethical and shared remembering. “The Library Men of World War One”, the digitised collection of letters written by library staff was launched in June.

Other key activities to promote interest in our shared heritage include:

- family history workshops and events promoting Online Library resources and particularly Ancestry (Library Edition)
- local and Family history talks
- Digital Film Archive (DFA) partnership with Northern Ireland Screen. Presentations delivered across Libraries NI and in outreach locations e.g. Alzheimer’s Support Groups
- Irish language events
- Ulster Scots events. Partnership events with the Ulster Scots Agency included the hosting of travelling exhibitions
- workshops delivered to non-traditional users and socially excluded groups
- focused Heritage collection development.

| 1,520 participants |
### Marketing and Communications

Social media growth and activity continued with increased likes, follows and views on our main Corporate Twitter, Facebook, Flickr and YouTube pages and libraries establishing their own social media presence.

Content on the Libraries NI YouTube Channel website was extended with video available to support customer needs.

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<tr>
<td>37.9% increase in likes and follows on Facebook and Twitter during the year.</td>
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<tr>
<td>7494 video views during the year.</td>
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