



Carnegie Library Lab: Final Project Snapshot from Cohort 2

About Carnegie Library Lab

Carnegie Library Lab aims to support innovation and leadership in the public library sector across the UK and Ireland by supporting personal development and innovative practice.

The programme is targeted at early to mid-career individuals and offers:

- project funding (£5000-£15000) to enable participants to pilot an innovative project in their library;
- an online learning portal that covers topics such as creativity and innovation, leadership, power and hierarchy, and change and transition;

- mentoring to assist with personal, professional and project development;
- networking opportunities;
- and input from external evaluators to support participants.

The second cohort of Library Lab ran for 18 months from May 2016 to October 2017. This is a snapshot of how our second cohort of Carnegie Partners got on with their projects during their time with us and their next steps. It draws on information collated by Blake Stevenson as part of an evaluation conducted on behalf of the Trust.



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Highlights from Carnegie Library Lab Cohort 2



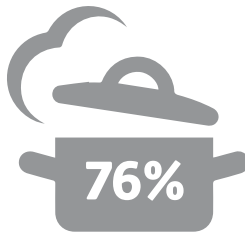
workshops and events held



people reached across all projects



Positive new relationship forged with local school in Bridgend



Cook2Learn attendees in North Somerset have more confidence with weights and measures



Increased knowledge of local environment and heritage in Dungiven and Limavady



raised to conserve books in Exeter



Intergenerational relationships forged in Falkirk



Prestigious partnership with Lambeth Libraries and a major London university

Adopt a Book

Joanne Kirkpatrick, Libraries Unlimited



“Holding my adopted book in my hands has given me such a thrill. It’s 515 years old and, once it’s been repaired, there’s a chance people will still be able to look at it in another 515 years’ time!”¹

Project description

Adopt a Book is a British Library inspired project that enables library users and book enthusiasts within Devon and further afield to fund restoration works on specific books held in Exeter Library. People pay to ‘adopt’ a book, meaning that they are making a donation for it to be restored. Books have been chosen that reflect the diversity of the Special Collection of rare and valuable books, and to appeal to a wide range of customers. Books with a particular local significance or ‘hook’ have been chosen to draw on the interests of the local community.



Image provided by Libraries Unlimited, © Guy Newman

The aim of the project is to enable the community to play an active role in preserving the library collection for present and future generations, and engage the community in the library collections.

Project Development

Joanne had originally intended to make the whole Special Collections catalogue listing of 6000 items available to customers looking to select a book for ‘adoption’. This was revised in

¹ Simon Timms, who adopted *Collected Love Poems of Three Roman Poets*, by Catullus, Tibullus and Propertius, published in 1502. Quoted in <https://librariesunlimited.org.uk/news/second-round-of-exeters-rare-books-up-for-adoption/>

light of the fact that such a long list may be overwhelming for customers, and within such a wide selection, it may prove difficult for individual books to reach their donation target. Joanne therefore made the decision to select priority titles that have a good story or 'hook' to attract people's attention in order to encourage them to engage with the collection.

Training library staff to promote and facilitate the adoptions was a key element of the project as it enabled staff to be confident in

referring people to the scheme. It also meant they could discuss the books with interested individuals and express appropriate thanks for the generosity of the donor with every adoption.

Likewise, marketing was integral to the success of the project and Joanne worked with the Communications and Marketing Manager and Web Manager to promote the scheme to the public. Joanne had initially planned to create a new website and separate social media presence for Adopt a Book. However, it



Image provided by Libraries Unlimited, © Guy Newman

became clear that the project would benefit from the existing traffic and reputation of the Devon Libraries website, Exeter Library social media accounts and Libraries Unlimited's communication channels. Joanne also curated an exhibition of books selected for adoption in the display cabinets in the foyer of Exeter Library in the run up to the launch. Showcasing the condition of the books and the conservation work the books required played a key role in soliciting donations.

Relationships with those who adopted a book is also important and Joanne updates adopters on the progress of the project and the work that has been undertaken through a quarterly Conservation Newsletter.

KEY LEARNING

“The support of my line manager and the senior management team within Libraries Unlimited has been key to the successful implementation of the project.”

Outputs and Outcomes

Since the launch of the project in December 2016 the project has achieved:

- ✔ Over 30 donations;
- ✔ Almost £3000 raised;
- ✔ 7 books conserved;
- ✔ 1 Stack Show-case event with 20 attendees;
- ✔ An increase in the number of enquiries relating to books in the Special Collections;
- ✔ An enquiry from another public library service interested in setting up their own scheme and looking for advice and guidance.

Joanne developed relationships with the British Library through her project mentor and with senior library staff through participating in the Society of Chief Librarians annual Seminar. Running Adopt a Book has also given Joanne the opportunity to be given interviews on BBC Radio Devon and television interviews for BBC Spotlight and ITV Westcountry News. The national profile these opportunities provided have led to donations being made from

Hampshire, London and Suffolk. In addition, the project received significant local and national print press coverage, including a piece in the Times.

“The project has given me experience of radio and television that I would not otherwise have had and has given me a much broader view should I plan any marketing campaigns in the future.”

Next steps

The scope of Adopt a Book is limited only by the number of books in the Special Collections and the number of donations that can be solicited. In principle the project could run indefinitely with limited further funding. Notwithstanding this, Joanne has some concrete next steps:

- Analyse the data on the customers that are adopting books to better understand how the service can continue



Image provided by Libraries Unlimited, © Guy Newman

to build relationships and engage with them in the future

- Complete the catalogue listing of items in the Special Collections
- Build on skills and experience of Adopt a Book to deliver an exhibition with the British Library as part of the Living Knowledge Networks scheme
- Tour and showcase the adopted books now that they are more robust around local, rural libraries and scope the possibility of a wider tour

Cook2Learn

Frances Tout, Libraries Unlimited
(previously at North Somerset Libraries)



“This is an excellent example of libraries working with Public Health to promote health and wellbeing across the district.”

Clr Felicity Baker, North Somerset Council's executive member for libraries²

Project description

The aim of Cook2Learn is to deliver cookery workshops in libraries in order to: develop people's cooking skills, promote healthy lifestyles, literacy and numeracy; promote libraries as community spaces; and change perceptions of the role of libraries. The project capitalises on libraries as a safe, community space for learning and emphasises the development of numeracy and literacy through learning to cook.

Frances left North Somerset for a role in another library service



Logo designed by North Somerset Council.
Contact Tim Brown 01934 634920.

at the end of April 2017. The information below therefore reflects progress made with the project up until this date. The programme continues to be rolled out by North Somerset.

Project Development

Despite working in a context of service review and a substantially increased workload, Frances developed and delivered eight Cook2Learn workshops and

² <http://www.n-somerset.gov.uk/news/cook2learn-coming-to-north-somerset-libraries/>

secured new book stock and e-magazines, focused on healthy cooking and eating, to accompany the workshops. A key element of project development came as a result of Health and Safety concerns regarding cooking in the library. This was resolved by holding sessions focussing on the preparation of cold foods including snacks, salads, breakfasts and lunch boxes, along with some simple recipes using a microwave or kettle.

Connections and partnerships with the Health Trainers' Manager and Community Learning during the development phase of the project were crucial to its initial success. Frances worked with the Health Trainers Manager to write and develop the session plans and the cookery book.

The development of a brand, logo and effective website, and publicity through the press and social media channels helped generate interest and increased the profile of the library. Again, delivering the workshops and being visible in libraries generated interest from other customers

in the library and created more enquiries about the project and programme of events.

KEY LEARNING

“ Marketing is key: it would have been good to advertise the project via health partners to increase non-library members' attendance. Again, some people didn't feel confident booking a place using Eventbrite. It could have worked well if libraries took bookings for customers as well as, rather than, directing customers to the website. ”

Outputs and Outcomes

Key outputs and outcomes from Cook2Learn include:

- ✓ 190 of 250 books purchased to support the project were issued via 579 transactions during the first 10 weeks of the project;
- ✓ 434 downloads of the new eMagazine titles purchased to support the project February-April 2017;



- ✔ 1830 visits to the Cook2Learn website January-April 2017;
- ✔ 8 workshops with 40 attendees January-March 2017;
- ✔ 85% reported improved understanding of importance of a balanced diet;
- ✔ 81% reported greater awareness of healthy food options;
- ✔ 76% reported that they had more confidence in following a recipe;
- ✔ 81% demonstrated new skills in food preparation;
- ✔ 76% reported increased understanding of how to use new ingredients in food preparation and cooking;
- ✔ 76% reported improved confidence and understanding in using weights and measures;
- ✔ 67% reported improved confidence in shopping for food and attaining better value for money for their purchases;
- ✔ 76% reported they will visit the library again to try other or new activities or resources;
- ✔ Development of a Cook2Learn healthy eating and recipe book available free to anyone attending the workshops/courses and also available to borrow in all libraries;
- ✔ New partnerships with North Somerset Health Trainers, Public Health and Community Learning;
- ✔ Creation of a more joined up 'One Council' approach through linking the 2017

library events calendar with Public Health and the Healthy Lifestyles team's promotions;

- Creation of 8 new volunteering roles with 33 volunteer hours January – March 2017.

Frances' professional profile has also been raised since engaging in Cook2Learn. She has given presentations about Cook2Learn to University of the West of England MSc Information Management course, Libraries Unlimited Staff Development Day and key staff from the British Library including Caroline Brazier, Chief Librarian. Whilst at North Somerset Frances kept a blog of her learning to share project progress and learning. These blog posts were shared and tweeted across the library community – including by Society of Chief Librarians, Public Library News and Libraries Taskforce.



“I am more decisive and confident... I have grown my networks and my status and recognition in the library world has increased.”

Next steps

North Somerset is working towards running up to three longer 4-week courses. These will be funded by Public Health. The course will be an alternative version of the Cook2Learn sessions, adapted to better suit capacity and partner outcomes in the local context.

Between January-April 2017 Frances received a number of enquiries about sessions and whether they could be made available for particular groups (eg young carers, care leavers, people with autism). This could be a potential area for future development.

The Cook2Learn logo and branding is being made available to all library services who may be interested in running a similar project.³

³ Please contact info@carnegieuk.org for more information.

History in Action on the Screen

Naomi Kenny, Falkirk Community Trust



“Katie had a ball with her classmates. It's important for kids to know about their local area: and for them to enjoy doing it is fab!”

Parent

Project description

History in Action on the Screen sought to offer green screen technology at Bonnybridge Library to: enable young people and volunteer community groups to film short, locally relevant historical pieces; develop an intergenerational approach to delivering and exploring local history; and close the opportunity gap in terms of access to technology for young people from deprived areas.

Project Development

Although early planning of the project was affected by challenges in procurement and a restructuring of the library service, Naomi delivered a series of local history and green screen workshops with three local schools

in Bonnybridge and a series of events for Local History Week 2017 and Big Roman Week 2017. She also developed four two-day stop/go digital Lego animation workshops and delivered these across four libraries. She also used the green screen equipment to engage with older people in the local area about their experiences of working and living in Falkirk in the 1930s and 1940s.

Engaging with a range of people was important for the success of Naomi's project: her mentor facilitated contact with industry experts; Greenhill Historical Society provided historical knowledge, advice on backgrounds, assistance in delivering workshops and procured community-built



historically accurate scale models of weapons, forts and ships; Bonnybridge Photographic Club provided professional photography of the scale models; Bonnybridge Library Craft Group produced costumes; and teenage volunteers helped with sound and film equipment. It was the input of these individuals and groups that enabled Naomi to secure the correct equipment and deliver the events so successfully.

Outputs and Outcomes

- ✓ 59 events reaching 1605 children and 222 adults;
- ✓ Four new partnerships with community organisations;
- ✓ 90% of local community group members have assisted at a workshop;
- ✓ 100% of young participants of the schools' programme learnt something about the local history in their area;
- ✓ 66% of young participants assisted with digital editing;
- ✓ 99% of young participants appeared in front of the camera;
- ✓ Intergenerational relationships forged between children and Historical Society volunteers.

“Taking part in Library Lab has allowed me the opportunity to reflect upon myself in terms of my professional role and as an individual.”

Naomi has also benefited from the programme overall. The online materials have provided valuable information, insight and techniques to develop Naomi’s leadership and project management skills and understanding of the change process.



Next steps

Naomi and the Lead Librarian (Projects) are considering the use of the technology in future projects. Opportunities include using the technology for reminiscence, social history or promoting the library service. The equipment will be used for Falkirk Library’s Comic Take Over. Naomi also plans to cascade learning with colleagues to facilitate deeper engagement and further involvement from her peers.



A Sense of Place

Natassia Reilly, Libraries NI



“A Sense of Place’ exemplifies so much of what libraries do well, bringing people together to explore their shared heritage and their cultural differences, to share and develop knowledge about their local area, to celebrate diversity and to exercise creativity.”

Helen Osborn, Acting Chief Executive, Libraries NI.

Project description

A Sense of Place enables people to come together in the safe space of Dungiven and Limavady library in order to explore how the landscape, environment, music language and storytelling has shaped local people’s sense of identity. Bringing people together to celebrate shared heritage as well as cultural differences has a particular resonance in the post-conflict context of Northern Ireland.

Project Development

The beginning of the project involved Natassia being supported by a project team to help refine



the project. The team consisted of an Assistant Director, operational manager, area manager, heritage services manager and information and learning officer.

The project was formally launched in May 2017 with events running throughout the summer and Autumn. Events included: yarn-spinning, talks on the local environment, fauna and architecture, song-



writing workshops, minecraft workshops, reminiscence sessions, photography/film-making workshops and creative writing.

Working with a range of agencies and facilitators was crucial to the project's success and Natassia worked with the Nerve Centre, Big Telly Theatre Company, North West Lifelong Learning Centre, Causeway Coast and

Glens Council, Ulster Scots Agency, Glor Dhun Geimhin (a local Irish language and culture group), Paddy Nash, local singer/songwriter, Abby Oliveira, poet, and Liz Weir (Libraries NI storyteller in residence). Good relationships with internal colleagues from Marketing, Heritage and Information, Learning and branch libraries was also critical.

“Brain-storming with knowledgeable and supportive colleagues, to talk through ideas and come up with a project plan together, was vital to its success.”

Outputs and Outcomes

A Sense of Place saw:

- ✔ 58 workshops and activities;
- ✔ Over 400 members of the community aged 8-42; engaging with the libraries
- ✔ Attendees report learning about local legends and customs they were previously unaware of;
- ✔ Dungiven library getting enquiries from external organisations about holding creative group activities on library premises;
- ✔ A significant increase in new borrowers in Dungiven library;⁴
- ✔ A small increase in the number of active borrowers at both Dungiven and Limavady libraries.⁵

4 Please note this may not all attributable to the project.

5 As above.

Through implementing the project Natassia learned a lot about project planning, evaluation, marketing and procurement. She has also had the opportunity to present on her project at staff meetings and at the project launch.

“Being a Carnegie Partner...I have had the opportunity to work with people and do things I otherwise wouldn't have had. This brings benefits to my project and my career more generally.”

Next steps

Natassia has recently secured a new job as a manager of a much larger library that is currently undergoing refurbishment. She is keen to run a similar project to A Sense of Place when the library re-opens as a flagship library.

IT Makes Sense!

Caroline Mackie, Lambeth Libraries



“This digital skills project has been far more successful than we ever imagined. It brought us into a partnership with King’s College London who have provided further funding for it to continue. We are oversubscribed as people see it will help them get into work or further education.”

Susanna Barnes, Head of Lambeth Libraries.

Project description

IT Makes Sense! is a free, bespoke IT and coding course developed and delivered in partnership with King’s College London (KCL) in one of the most deprived districts in London. The course is aimed at adults, specifically those not in employment, education or training, care leavers and ex-offenders. The courses will be run in the central location of Brixton Library and will eventually be delivered across the borough.

Project Development

KEY LEARNING

“Pilots are crucial: we found the feedback invaluable and made several changes prior to launching the programme.”

KCL and Caroline ran a pilot of IT Makes Sense! in February 2017. The pilot was a ten-week course focused on both html and Java.



It was facilitated by library staff, a lecturer and student volunteers. Feedback indicated that 10 weeks was too much of a time commitment for most attendees and volunteers, and that the scope of learning too broad.

Despite moving library three times since applying for Carnegie Library Lab, Caroline drew on the feedback received from the pilot to improve the offer for all involved. A new four-week programme focused solely on

html was devised to address feedback received. Lambeth Working and other local organisations helped recruit attendees and the new course (being delivered at the time of writing) was fully booked within 10 days of advertising it.

Outputs and Outcomes

- ✔ Pilot participants felt they had improved knowledge of web design and a good understanding of HTML;
- ✔ Staff have been upskilled;

- ✔ Good working relationship between Lambeth Libraries and Informatics Department at Kings College London;
- ✔ Improved IT provision for the library;
- ✔ Kings College student volunteers feel more involved in the community;
- ✔ Kings College student volunteers gained experience in tutoring and training;
- ✔ Kings College lecturer expanded experience and skill set through working with small groups in an informal setting;
- ✔ Kings College London has secured further funding to enable the course to be further developed and new courses to develop.



Caroline has also gained from the programme and reports feeling more confident in delivering and managing projects. She has also expanded her professional network.

“I feel like I’ve expanded the network of people I know. When I applied to Carnegie Library Lab I had no idea it would be such a brilliant opportunity to develop my career.”

Next steps

Moving forward, working with Kings College London, Caroline will work towards developing:

- Self-study training materials
- New IT course offerings – one future course already has a waiting list.

Art In-formation

Harriet Hopkins, Awen Cultural Trust



“The project has been instrumental in changing pupils’ attitudes to literacy and its relevance in their lives.”

Nicola Evans-Morrison, Assistant Head,
Cynffig Comprehensive School

Project description

Art In-formation aims to work with young people within a disadvantaged area through short courses in creative subjects. The aim of the project is to broker understanding so that the library better understands young teens that currently don’t access the library service – and help improve understanding among the same age group about what the library might offer them.

Harriet’s original project plan involved working with the local youth centre. As funding cuts meant the youth centre had to step back from the project, Harriet instead developed a partnership with a local comprehensive school. This relationship changed the direction of the delivery from purely library based to multi-site, with some workshops being delivered in the school.

Project Development

KEY LEARNING

“Don’t put things off when you are unsure or things are getting difficult – face issues head on, because they will never ‘just go away.’”

Some of the workshops Harriet had planned to run did not take place due to tutor availability and issues with ICT, however towards the end of the project, she worked closely with the Trust’s new Events & Programme Co-ordinator. This new member of staff had contacts with tutors who could



offer a different range of skills for workshops, such as beatboxing, drumming and dance.

Harriet was also able to run 'satellite' workshops during the school holidays at the youth centre she had originally planned to work with. This meant library staff could see young people taking part in the workshops on 'their own turf', making it easier to talk to them and gain their respect.

Outputs and Outcomes

- ✔ 96 sessions across 3 locations, including activities such as African Drumming, Tie Dye and Blood & Guts SFX Make Up.
- ✔ Development of new partnership with local comprehensive school, Cynffig.
- ✔ "Reading for Life" sessions with selected Year 7-9 students at Cynffig Comprehensive School including creative writing and hand-drawn animation sessions.
- ✔ A Wall Art mural created in the library, identifying an area for young people that they can feel is 'theirs'.
- ✔ Instagram account to directly market materials to young people in the community.
- ✔ Staff noticed an increased usage in the library space during the project and after completion.
- ✔ Attendees to workshops who had not used the library before or in a long time came in to set up or re-activated their library cards.

“I am more motivated now to expand my ambitions: I am no longer only looking inwards at the organisation I currently work for. I am interested in the library service as a whole, including Wales, England, and beyond.”

- ✓ Staff noticed increased confidence of some project participants and their peers in approaching the library space and the staff.

Harriet has also gained from engaging in the programme. Specifically, she gained knowledge, generated ideas and made important links through the Partners meetings and she feels she has successfully applied aspects of the leadership module of the online learning programme to her project work and day-to-day management responsibilities. In particular, Harriet feels more comfortable with delegation and prioritising tasks. Additionally, she feels she has gained confidence in working with young people, and enjoyed spending time with them.

Next steps

Harriet has been invited to speak at the Libraries Unlimited Staff Conference as part of a team delivering on Engaging Young People. She would like to take this further and extend it to a full presentation that could be delivered to library services and potentially other conferences in the future.

Harriet hopes to continue to work in partnership with Cynffig Comprehensive School, including helping children to develop their literacy skills and applying for further funding for projects. She also hopes to continue to engage young people in a positive way in the library space, for example through a monthly open mic night.

The Carnegie UK Trust works to improve the lives of people throughout the UK and Ireland, by changing minds through influencing policy, and by changing lives through innovative practice and partnership work. The Carnegie UK Trust was established by Scots-American philanthropist Andrew Carnegie in 1913.

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January 2018



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Carnegie United Kingdom Trust
Registered Charity No: SC 012799 operating in the UK
Registered Charity No: 20142957 operating in Ireland
Incorporated by Royal Charter 1917

ISBN 9781909447806

