

Library as **social hub**

OUTCOMES

Through the kinds of activities described in this table, libraries contribute to government goals of

- ✓ safer and stronger communities
- ✓ thriving neighbourhoods
- ✓ a strong, shared community
- ✓ tackling poverty and social exclusion
- ✓ longer, healthier lives
- ✓ reduced health inequalities
- ✓ tackling disadvantage



Area of Activity	Type of Activity	Details	Reference
Tackling isolation and fostering inclusion	Services for older people	<p>Housebound library services take books to older people in their homes in most parts of the UK and Ireland. Some use volunteers who can also provide information about other services. One example is Poole Libraries which runs a Books on Wheels service, using volunteers from RVS to deliver books.</p>	<p>http://www.poole.gov.uk/leisure-and-culture/libraries/joining-and-using-the-library/home-library-service/</p> <p>http://www.royalvoluntaryservice.org.uk/get-help/support-at-home/home-library-services</p>
		<p>The Top Time project in Suffolk aims to run events and activities which would reduce the need for older people to attend day care centres. A varied programme of activities is of social benefit and provides an opportunity to provide information and advice.</p>	<p>http://suffolklibraries.co.uk/events-activities/older-peoples-activities</p>
		<p>In Northern Ireland Knit and Natter started in one library and now operates weekly in 80 libraries. It combines an opportunity to socialise with the chance to relax through knitting and crocheting and, in many cases, learn new skills. A variation on Knit and Natter is Technostitch when Knit and Natter groups meet with groups of young people to exchange craft and IT skills. Knit and Natter groups have also been involved in 'mobile volunteering'. These sessions are a result of Libraries NI's partnership with Volunteer Now and group members undertake tasks such as removing labels from branded goods that have been donated to charities. In 2014/15, 28,145 people attended Knit and Natter groups. As the majority of Knit and Natter attendees are female many branch libraries offer Newspaper and Biscuits sessions which fulfil a similar function and tend to attract men.</p> <p>Other libraries also offer Knit and Natter such as Cleadon Park, Gornal, Barnton, Sedgley and Dudley Libraries.</p>	<p>http://www.librariesni.org.uk/Services/Information/Documents/Knit_and_Natter_Libraries_NI.pdf</p> <p>http://www.newsletter.co.uk/features/casting-a-spell-and-weaving-a-little-magic-1-5598280</p> <p>http://www.cheshirewestandchester.gov.uk/residents/libraries/find_a_library/barnton_library.aspx</p>
		<p>The learning programme in East Dunbartonshire libraries is delivered with local schools to teach IT to beginners and intermediate learners. The majority of the drop in, workshops and learning sessions focus on older people. Scottish Library and Information Council provided a number of ipads, ereaders and other digital devices which has enabled learners in care home, sheltered housing and other social care situations to be introduced to new technologies. Support is provided through one to one sessions delivered by library staff, volunteers and pupils from local schools when the timetable permits. This is an example of an inter-generational approach to encouraging higher levels of digital participation in a group who would not be able to gain access without this support.</p>	



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		Reminiscence work was carried out with older people at their local library in Cambridgeshire. After the project finished the group continued to meet and developed into a creative writing group. Seven themed reminiscence boxes are available from library services for loan.	http://www.cambridgeshire.gov.uk/info/20010/libraries/381/libraries_in_the_community
		Since 2007 the Norfolk Library and Information Service and Norfolk Museum and Archaeology Service have worked closely with a local hospital on creating their Reminiscence Kits. These are a collection of objects, photographs, music and scents to stimulate the senses and remind those suffering with dementia of the things that have happened throughout their lives. The Reminiscence Kits, available to loan through the library service, have enabled meaningful exchanges to take place between those with dementia and their loved ones. The project is ongoing.	http://www.norfolk.gov.uk/Leisure_and_culture/Libraries/Library_services/Health_and_wellbeing/index.htm http://www.cilip.org.uk/cilip/advocacy-awards-and-projects/awards-and-medals/libraries-change-lives-award/past-libraries#sthash.nqG4zQ85.dpuf
		The social impact of the mobile library service was studied in Essex. This showed that the mobile library was a meeting place, bringing young and old together. It enabled people to check up on vulnerable people within the community – for example at the same time as taking them a book. This was also an opportunity to provide information about other services in the community. Mobile libraries help tackle rural isolation and social exclusion as well as promoting community wellbeing.	Smart et al, 'The Impact of the Rural Library Service on the wellbeing of communities and individuals in Essex', ServicePoint (109): 20-22, 2013. For more information, contact Darren. smart@cilip.org.uk Research by ACEon the impact of the rural library service http://www.opm.co.uk/publications/rural-library-services-in-england-exploring-recent-changes-and-possible-futures/
		Perth and Kinross Libraries and Information Service have reminiscence groups in libraries throughout Perth and Kinross. The aim is to encourage engagement with the library service, increase cultural participation, reduce isolation and improve sense of wellbeing.	http://scottishlibraries.org/resource/plif-awards-2015/
		Gloucestershire Libraries run transport to libraries once a month for those unable to get to the library on their own.	http://www.gloucestershire.gov.uk/libraries/club



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	Services for people living with dementia	Sandal Library, Wakefield, redesigned their library in partnership with The Alzheimer's Society. The library now includes features to help people living with dementia.	http://designinglibraries.org.uk/index.asp?PageID=574
		Dundee Library has an area specifically built for those living with dementia. It offers services and resources tailored to suit people with dementia and to help stimulate memories. Library staff across the city have been given guidance on how to address dementia-related issues. The service was initiated May 2015.	http://www.slideshare.net/CILIPScotland/dundee-dementia-library-service-presentation
		Dudley Libraries uses reminiscence packs with various groups including a Dementia group which meets at the library. The packs can also be loaned for four weeks at a time.	http://www.dudley.gov.uk/resident/libraries-archives/libraries/about-the-library/reminiscence-packs/
		Living Well with Dementia is based in Tipperary. It promotes library support services for people with dementia and family members, and provides information on dementia prevention and management. It is run in partnership with Health Service Executive, Local Dementia Project Team and an Occupational Therapist.	http://www.tipperarylibraries.ie/Documents/Living%20well%20with%20Dementia%20brochure.pdf
	Services for the visually impaired	Portsmouth City Council Libraries were shortlisted for the 2015 CILIP Libraries Change Live Award for their resources for visually impaired members of the community. The service includes a helpline, dedicated information offering, translation services into alternative formats, a Braille service and assistive technologies, and group events including a book club and regular events. Through this, City Libraries aim to help increase the independence and wellbeing of the visually impaired community. City Libraries also work to form a strong link with the community to ensure their needs are taken into account in the planning and delivery of local services.	https://www.youtube.com/watch?v=sUpiHc7Do20&feature=youtu.be http://www.cilip.org.uk/cilip/advocacy-campaigns-awards/libraries-change-lives-award/finalists-libraries-change-lives-award https://www.portsmouth.gov.uk/ext/events-parks-and-whats-on/libraries/health-wellbeing-and-support-services-in-libraries.aspx
		Since 2013 Bridgend libraries have been working to improve access to books for the partially sighted and blind. The housebound service supplies individuals with speakers that are easy for people with poor mobility or sight issues to utilise and that have audio box installed. Library staff provide up to 10 talking books on a USB stick for individuals to listen to through their boom box. This means that listeners can hear up to 10 talking books at a time without having to change CDs or cassettes. The project is delivered in partnership with the British Wireless for the Blind and made possible by a grant from the Welsh Assembly Libraries Inspire project.	http://www1.bridgend.gov.uk/services/libraries/housebound-services.aspx



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	Services for homeless people	Four case studies of projects in Yorkshire suggested some pointers for how to improve services for homeless people; and highlighted barriers to services.	Broadley R, <i>An investigation into Yorkshire public library outreach projects aimed at homeless people</i> , University of Sheffield MA study, 2010 http://dagda.shef.ac.uk/dispub/dissertations/2009-10/External/RBroadley_090125029_Broadley.pdf
		Cardiff Central Library ran a breakfast club for hostel residents to encourage them to come into the library and change perceptions of the library among some of most deprived. It included a 'Read Aloud' session in which they were encouraged to read from the day's paper to encourage literacy. The project is no longer live.	The Incomplete Guide to Wellbeing in libraries, Wales http://www.c3sc.org.uk/news/849-launch-of-the-first-incomplete-field-guide-to-wellbeing-in-libraries-
		In Macdonald Road library in Edinburgh, English for speakers of other languages (ESOL) classes are provided twice a week in partnership with a local college. They also run weekly ESOL crisis classes on a weekly drop-in basis. Participants are able to move onto classes involving help and advice on CVs and getting people into work. Due to the large number of homeless shelters in the area, Macdonald Road Library gets lots of people coming in to use the service.	http://www.edinburgh.gov.uk/directory_record/5066/mcdonald_road_library
	Services for people living with disability and special needs	In the Republic of Ireland, clients of RehabCare Bray have been visiting Ballywaltrim Library on a monthly basis to participate in their own book club facilitated by library staff. With the RehabCare centre located in an area mainly occupied by businesses, staff were finding it difficult to introduce their clients to the greater community. Through stronger links with their local library, various coordinators have commented on how much more enthusiastic their service users are about putting themselves in front of their peers to voice their opinions and share experiences. Library staff have also become more aware of the various challenges faced by users of these services which has, in turn, helped them in approaching their work when it involves special needs groups.	http://www.askaboutireland.ie/aii-files/assets/libraries/an-chomhairle-leabharlanna/libraries/public-libraries/publications/Opportunities-for-all-2013.pdf
		Hertfordshire Library Service is working in partnership with the charity KidsHub to run closed library sessions and tailored activities for children with additional needs such as autism, cerebral palsy and profound and multiple learning difficulties, and their families. Closed sessions enable these members of the community to use the library without feeling anxious or uncomfortable. They have also opened up the library up to the projects' families during regular opening hours to visit, socialise and integrate with other members of the community. Hertfordshire Library Service was a 2014 CILIP Libraries Change Lives Finalist.	http://directory.hertsdirect.org/kb5/hertfordshire/directory/service.page?id=Fgyex3Fi8yI& https://www.youtube.com/watch?v=bm0D2JFDyww&list=PLHhvD6bA34QgIgwDgg1mYYAcFFChThDMe&index=3



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		Dundee Central Library utilises 3D printing in their services for groups with additional support needs. Groups create characters that are used in storytelling sessions in the children's library to help enhance the experience for children who are blind, or partially sighted. Groups also reproduce objects from the past for reminiscence packs.	http://www.thecourier.co.uk/news/local/dundee/central-library-s-3d-printer-is-the-shape-of-things-to-come-1.394146
		Lowestoft Library runs a drop-in Navigator service with Leading Lives to offer information available to anyone with a disability, their carers and family. Staff also offer support and guidance, and there is the opportunity to meet new people.	http://www.leadinglives.org.uk/our-locations/lowestoft/navigator-lowestoft-library
	Outreach to prisons and care homes	Award winning Saughton Prison Library in Edinburgh provides numerous opportunities for prisoners to improve their literacy. Study desks, laptops and CV workshops encourage access to education and employment. Training courses have taught some prisoners basic literacy skills and a family event saw prisoners' families and children being invited into the prison to work with their fathers. With money won from the CILIP Libraries Change Lives Award and a donation from Edinburgh City Libraries, the prison has launched a radio station, run and hosted by inmates, called 'Clink FM'. Prisoners will be able to earn an SVQ qualification by working to develop technical skills and confidence. It also provides opportunities to broadcast messages from family members during visiting times which are broadcast over the weekend to inmates.	http://www.edinburgh.gov.uk/news/article/95/joy_as_saughton_prison_library_picks_up_major_industry_award
		It is not simple to draw conclusions or recommendations about the links between literacy and offending, but Clark and Dugdale's report argues that literacy is one of a range of tools which should be used in rehabilitation. The evidence suggests that prisoners have severe literacy needs but not necessarily greater than the communities from which they are drawn.	Clark C and Dugdale G, <i>Literacy changes lives: the role of literacy in offending behaviour</i> , National Literacy Trust, 2008
		Morrisroe's report points to how low literacy in the UK affects both employment and economic outcomes, health levels and health inequalities, and exacerbates factors associated with criminal offending.	Morrisroe, J, <i>Literacy Changes Lives 2014: A new perspective on healthy, employment and crime</i> , National Literacy Trust, Read On Get On, Words for Life 2014
		Kent County Council/ HMP Blantyre House provided IT sessions at the library prior to prisoners' release. Prisoners had no access to computers while in prison and needed to relearn skills.	http://insidetime.org/hmp-blantyre-house-prison-regime-info/



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		There are many examples of outreach services to care homes, day care centres and sheltered housing.	
	Outreach to disadvantaged families	The Doorstep Library, based in Hammersmith and Fulham, visits families in deprived areas with volunteers reading to children and offering a lending library. Although this is a voluntary sector project and does not involve public library services, it does demonstrate ways in which public libraries could reach out to disadvantaged families, in association with voluntary sector groups and using volunteers.	http://www.doorsteplibrary.org.uk/
		Six Book Challenge is used in Blaenau Gwent with participants recruited from mental health centres, domestic abuse support groups, social services day centre clients, parenting groups community centres, NEET groups and work clubs.	http://www.wales.nhs.uk/sitesplus/documents/888/Wellbeing%20in%20Libraries.pdf
		Swindon Library's 'library bike' takes the library service to individuals' doorsteps. Books can be issued, people signed up to the library service and puppet and storytimes delivered. The project is supported by Carnegie UK Trust.	http://www.carnegieuktrust.org.uk/changing-minds/knowledge---culture/the-future-of-libraries/carnegie-library-lab/anish-noble-harrison
	Services for linguistic minorities	Welcome to your library project, funded by Paul Hamlyn won the Libraries Change Lives Award in 2007 but is no longer operational. It aimed to connect public libraries with refugees and asylum seekers and involved a number of projects in different library services.	http://www.welcometoyourlibrary.org.uk/
		Newham library in East London has carried out work with the Roma community from Poland which started with the launch of a book written by Roma refugee children. The project provided computer courses for young adults from this community to help build their confidence and skills. The project is no longer live.	http://www.welcometoyourlibrary.org.uk/editorial.asp?page_id=55
		Leeds Library and Information Service worked with Leeds Road Safety Unit in 2005 to run Turning Corners, a three week cycling course open to any refugee or asylum seeker in Leeds who could ride a bike. The project aimed to introduce participants to Leeds and to the library service, to reduce isolation, increase self-esteem and confidence, and encourage improved literacy skills. The project is no longer live.	http://www.welcometoyourlibrary.org.uk/editorial.asp?page_id=43
		Cardiff Central Library Hub runs 'Conversation Club' for people who are looking to learn English as a second language. It is open to anyone looking to better their language skills including refugees and asylum seekers.	



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		Libraries in areas with high levels of immigration carry stocks of material, both books and newspapers in the languages most widely spoken.	
	Services for people suffering domestic abuse	Surrey Libraries' project to support women experiencing domestic violence included encouraging women to use computers in the library to report abuse, as well as encouraging poetry and reading as a means of coming to terms with abuse. Libraries also provide self-esteem workshops and links to sources of information and support. Surrey Libraries were the 2013 CILIP Libraries Change Lives Winner.	http://www.surreycc.gov.uk/people-and-community/libraries/health-and-well-being-how-libraries-can-help/domestic-abuse-how-libraries-can-help http://www.cilip.org.uk/sites/default/files/documents/Surrey%20County%20Council%20Domestic%20Abuse%20libraries%20booklet.pdf https://www.youtube.com/watch?v=KwCMg784tLc&feature=youtu.be
		Medway Libraries offer free and objective information and advice to those experiencing domestic violence. They provide a domestic abuse booklist and a 'books can help' collection.	http://www.medway.gov.uk/leisurecultureandsport/libraries/healthyliving/domesticabuse.aspx
Library as community hub	Information about services	Libraries are for many people the starting point to find information about local services. One example is Surrey, where the library service provides an Enquire Direct service which responds to requests for information about anything via a wide range of media, including phone, email, SMS and online requests.	http://www.surreycc.gov.uk/people-and-community/libraries/libraries-for-learning-and-research/enquiries-direct
		Edinburgh Libraries provide an online community services portal 'Your Edinburgh' which provides community information about different services and also about what is happening in particular neighbourhoods.	http://www.youredinburgh.info/kb5/edinburgh/cd/home.page
	Access to public services	In Blaenau Gwent, 'Talk about it' centres have been set up with the Police, as places where people with learning difficulties can report hate crimes. People feel safe doing this in the context of a local library.	http://librarywales.org/fileadmin/documents/toolkit/Marketing/Get_Libraries/Wellbeing_in_Libraries_ENGLISH_FINAL.pdf
		Libraries are increasingly part of community hubs where a range of services are provided in the same building. There are many examples of this both in new and refurbished buildings.	



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		In East Dunbartonshire, council services are being brought together in community hubs which provide access to council services alongside library services. Again, in Drumbrae Library in Edinburgh, there is access to council services such as environmental health and housing.	http://www.edinburgh.gov.uk/directory_record/5758/drumbrae_library_hub
		Libraries are trusted spaces for older people, and provide a good location of a range of services.	Honeycroft, R and Clarke, <i>A report into the current and potential contribution of museum, libraries and archives to an integrated informal adult learning strategy for the 21st century</i> , NIACE for the MLA Council 2009
Promoting health		The Reading Agency's research shows that reading connects people socially, builds skills and confidence alongside empathy and understanding, supports health literacy, boosts relaxation and helps people to understand and manage common mental health conditions such as depression.	<i>Literature Review: The Impact of Reading for Pleasure and Empowerment</i> , BOP Consulting, 2015
		OECD Skills Outlook reveals that those with poor literacy are more likely to have poorer health than those who read well and often.	<i>OECD Skills Outlook 2013: First Results from the Survey of Adult Skills</i> , OECD, 2013 and <i>Literacy, Numeracy and Disadvantage among Older Adults in England</i> , Jenkins et al, 2011
		The 2015 ACE report <i>Health and Wellbeing Benefits of Public Libraries</i> quantifies the economic value of benefits to health and wellbeing contributed by public libraries. It states that using a library service is associated with a 1.4% increase in the likelihood of reporting good health and that library engagement is associated with a broad range of positive wellbeing outcomes. Based on reductions in GP visits caused by this improvement in health, libraries can save the NHS around £27.5 million per year. As the research only considered the savings based on reduced GP visits, it is also likely that the cost-saving to the NHS would be much higher if other medical services were taken into account. Combining the value to the individual and in reduced health spending, the health, wellbeing and quality of life benefits of libraries could be valued nationally at around £748.1 million per annum.	Fujiwara, D, Lawton, R and Mourato, S, <i>Health and wellbeing benefits of public libraries</i> , ACE, 2015.



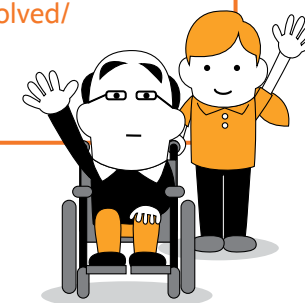
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Information about health and health services		A report in 2010 concluded that libraries offer a non-stigmatised, non-clinical space, enabling them to deliver the prevention agenda effectively and are able to reach groups which health services would not reach.	Hicks D et al, <i>Public library activity in the areas of health and wellbeing</i> , MLA, 2010
		Skilled for Health (SfH) was a national initiative designed to tackle health inequalities by improving health literacy in disadvantaged communities. The programme sought to equip people with the skills and knowledge needed to make informed decisions about their health and wellbeing. The initiative was piloted in 5 London library authorities: Ealing, Barking and Dagenham, Islington, Newham and Haringey. A wide range of local people participated with different ethnic backgrounds, languages and from aged from 22 to over 75. Participants took part in learning within library settings. The pilot identified that the participants liked studying in the library: 88% said the library was a good place for learning; 85% of learners were interested in further study and all said they would like to continue learning in the library. SfH tutors enjoyed teaching in the library and found it less formal than a classroom setting. The learning was successful: 64% said they knew more about using health services after completing the course. 91% said they felt more confident about learning in general after the course.	Honeycroft, R and Clarke, <i>A report into the current and potential contribution of museum, libraries and archives to an integrated informal adult learning strategy for the 21st century</i> , NIACE for the MLA Council 2009
		The Healthy Living Hub in Croydon Central Library, supported by Croydon Council and NHS Croydon, offers face to face meetings, and helps people overcome the barriers that often prevent them accessing health information.	http://www.croydon.gov.uk/healthsocial/phealth/hlhub/healthy-living-hub
		Health promotion library in Wales is a collaboration between NHS and voluntary sector with public libraries to make health information available to all. This is a central resource which delivers material to local libraries.	http://www.wales.nhs.uk/researchandresources/publications
		http://www.yourhealthinmind.org brings together many useful resources which support positive mental health and wellbeing. It is a legacy of the Health in Mind project, led by Libraries NI, working in partnership with four major mental health charities and funded by the Big Lottery Fund. The project which reached 200,000 people provided information, reading and learning activities mainly in local libraries. Health in Mind, which was externally evaluated and won a number of awards, exceeded its targets and demonstrated the important role that libraries play in relation to mental health.	http://www.yourhealthinmind.org/about/



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	Books as therapy	Book Prescription Wales is a partnership between the NHS and public libraries in Wales. It helps patients with mild to moderate mental health issues. GPs prescribe books which the patient takes to the library. It has been found to be acceptable to patients and there are no side effects or dangers of overdose.	http://www.wales.nhs.uk/sitesplus/documents/888/Wellbeing%20in%20Libraries.pdf
		The Books on Prescription service is delivered at libraries and run by Suffolk County Council. The project encourages people to find out about any long term illnesses which may be affecting them. The project started with GP referrals but expanded through partnerships, for instance with East Anglia Ambulance Service. Open days for carers had a high uptake and led to a local network being established.	http://suffolklibraries.co.uk/mental-health-lists/books-on-prescription-self-help-reading
		Reading Well Books on Prescription is part of the Universal Health Offer in England, delivered by the Society of Chief Librarians in partnership with The Reading Agency, providing self-help reading for several common mental health problems and dementia. Books can be recommended by GPs and other health professionals, and borrowed from the local library. Evaluation in 2014/15 shows that Reading Well Books on Prescription is available in 97% of library authorities in England.	http://readingagency.org.uk/adults/quick-guides/reading-well/
		Cambridgeshire Libraries' Books on Prescription initiative provides users with Stroke booklists, Cancer booklists, Mental Health booklists and Physical Health booklists. Cambridgeshire Libraries and Community and Adult Services created EngAGE, a targeted service for people over 50 years old. Events and resources include monthly social and information events at local libraries, basic computer assistance for beginners, new opportunities to volunteer and support your local library, meeting places for Knit and Natter knitting groups, venues for some exercise opportunities. 'Memory Boxes' are also used at EngAGE Reminiscence sessions.	
		To improve the mental health and wellbeing of those suffering from mental health issues Midlothian Libraries employed a Bilbliotherapist. The Bibliotherapist will maximise the use of Healthy Reading Collections available in all Midlothian libraries as well as using other literature, texts and writing as a means to improve mental health of participants.	http://www.midlothian.gov.uk/news/article/1410/have_a_braw_blether_at_midlothian_libraries http://www.cilip.org.uk/blog/does-bibliotherapy-work



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		Reading and You, Kirklees Libraries and Information Centre's Bibliotherapy, is the use of fiction and poetry to support and increase positive outcomes for people with mental health and wellbeing issues. Reading and You works in libraries, hospitals and community organisations' premises to highlight the value of reading and libraries to inspire and engage with those who may be difficult to reach due to mental ill health. They help those suffering from depression, bi polar disorder, psychoses such as schizophrenia, dementia and people with drug and alcohol addiction. Kirklees Libraries and Information Centres was a 2013 CILIP Libraries Change Lives Finalist.	http://www.cilip.org.uk/cilip/advocacy-awards-and-projects/awards-and-medals/libraries-change-lives-award/past-libraries#sthash.nqG4zQ85.dpuf
	Music as therapy	Wigan Libraries have used apps available on iPads to engage groups with complex physical and learning disabilities to make ambient music. The aim is to provide these groups with a way of accessing technology that works for them.	http://goscl.com/code-green-libraries-to-teach-robotics-coding-and-more/
	Promoting exercise	Brent Libraries has a reward scheme that entitles new customers to a fitness voucher the first time they borrow two or more books. The vouchers can be exchanged for a range of free or discounted fitness sessions such as Zumba, pilates and swimming.	
		Fife Libraries' Walk ON combines walking and reading groups.	http://www.onfife.com/walk
		High Life Highland advertises 'You Time' – a programme of events that combine mental activity and physical exercise in libraries and leisure centres.	https://www.highlifehighland.com/health-and-wellbeing/you-time/ https://www.highlifehighland.com/health-and-wellbeing/you-time/
	Provide health services in safe environment	The Bookstart programme in Wales involves Health Visitors providing a Bookstart baby pack to babies in their first year, and an Early Years pack between 18-24 months during their health check visits. It also provides information to parents about the importance of reading and sharing books. The programme involves community nurses and encourages mothers to take their babies for their two year check.	http://www.wales.nhs.uk/sitesplus/documents/888/Wellbeing%20in%20Libraries.pdf http://www.bookstart.org.uk/professionals/get-involved/hold-an-event/information-for-librarians/



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		IFLA has produced guidelines for public libraries on providing services for people with dementia. The examples are mostly taken from public libraries in Denmark.	http://www.ifla.org/publications/ifla-professional-reports-104
	Partnerships with voluntary sector in the library	Devon Libraries worked with Macmillan, CAB, Peninsula Cancer Network, North Devon District Hospital and FORCE to provide information and support for people in North Devon about cancer. Special book collections, staff support and online information resources are available.	http://www.devon.gov.uk/index/cultureheritage/libraries/cancerinfo.htm
		Leeds Library and Information Service in partnership with STARS (Specialist Teachers Autism Response Service) provides regular advice sessions on Autism and Asperger's in Leeds Central Library. These are drop in sessions which allow parents to meet other parents, the STARS team and Leeds ABC support group. It also provides an opportunity to learn about Boardmaker communication system and share ideas and resources for children with Autism or Asperger's.	http://www.autismeducationtrust.org.uk/good-practice/case%20studies/leeds%20libraries.aspx
		Macmillan@Glasgow Libraries is a partnership between Glasgow Life and Macmillan Cancer Support to provide information and support in all libraries in Glasgow. The service delivers health information and support services in a trusted, non-threatening, easily accessible space within the local community. Libraries NI, North Ayrshire, Renfrewshire, Cumbria, Rhondda Cynon Taf, Mounmouthsire, Southampton, Newcastle, Coventry, Wiltshire, Manchester and a number of other libraries also work with Macmillan to provide information and services.	http://www.glasgowlife.org.uk/libraries/macmillan-at-glasgow-libraries/Pages/default.aspx
		Northamptonshire is working with Macmillan Cancer Support, to run 'The C Word'. It offers activities from 36 libraries and aims to let 13 to 24-year-olds with a friend, parent, brother or sister with the disease – or who have it themselves – to be themselves. It aims to address the gap in existing support and information that is targeted at children or adults.	http://www.northamptonchron.co.uk/news/local/new-cancer-service-in-northamptonshire-libraries-will-help-teens-be-themselves-1-6540968
		In partnership with Alzheimer's Society, Dementia UK, Age Concern and others, Kent County Council, Registration and Archives developed an innovative offer to help people living with dementia and their carers. These include their 'Read Aloud' and 'Pictures to Share' sessions, helping to stimulate memory and provide enjoyment. They have worked with Kent Gateways to develop a substantial library offer, to provide information and signposting, to train staff and volunteers and to raise awareness of dementia in Kent and beyond. Kent County Council Libraries, Registration and Archives was a 2013 CILIP Libraries Change Lives Finalist.	http://www.cilip.org.uk/cilip/advocacy-awards-and-projects/awards-and-medals/libraries-change-lives-award/past-libraries



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Connecting citizens		Libraries NI held 153 activities with 3,017 participants to celebrate Community Relations and Cultural Awareness Week 2015. These activities included workshops on the theme of diversity and identity, yarn spinning, dance and costume, story times, craft sessions, exhibitions and talks. The Libraries NI Community Relations blog attracted 1369 clicks. A highlight of the week was the launch of National Museums Northern Ireland's 'Collections Access and Engagement Strategy' at Ormeau Library. This included a drop-in session, entitled 'Digging up the Past: In Touch with Archaeology'. Drop-in sessions were held in five libraries serving 'urban villages' during that week including Speed Demon: a chance to see e a real 1950s racing car, 1900s Bake Off, The Final Frontier: a chance to hold some real visitors from outer space, and Across the Sea: in touch with emigration.	
	Information about local and national issues	The information services provided by public libraries include information about ongoing consultations on local or national issues which local people may want to be able to respond to. Library services vary in how they promote these services, but they are integral to library and information services. In Kent, this is actively promoted under the banner 'Ask a librarian'.	http://www.kent.gov.uk/leisure-and-community/libraries/ask-a-kent-librarian
		Ask Bolton Libraries Enquiry Service is a borough wide Enquiry Service providing responses to any questions sent by phone, fax, letter or email. The service gives information and refers individuals to the most relevant agency or person. The service operates from Bolton Central Library in a call centre style with staff on the shop floor and out in branches referring enquiries to us. Local and national tourist information, general knowledge facts, business, consumer and job-hunting information is also available.	http://www.boltonlams.co.uk/ask-bolton-libraries @askboltonlibs
		Drumbrae Library in Edinburgh hosted a registration roadshow to encourage people to register to vote in the context of the Scottish Independence referendum.	



Area of Activity	Type of Activity	Details	Reference
		<p>The Europe Direct Information Centre initiative in Irish libraries was launched in 2005 to distribute information and advice about the European Union's policies, promote active citizenship through local and regional debate about the European Union, allow the European institutions to disseminate local and regional information and give the public the opportunity to send feedback to the European Union institutions. There are currently ten Europe Direct Information Centres located in public libraries across Ireland. Information on news, events and activities and contact details are updated through the central website www.europedirect.ie. Mountmellick Library participated in the Europe Direct network for the first time in 2013, acting as the regional centre for the Midlands. The library runs a series of events, talks and exhibitions for both adults and children, promoting European Union information, culture and citizenship.</p>	<p>http://www.askaboutireland.ie/aai-files/assets/libraries/an-chomhairle-leabharlanna/libraries/public-libraries/publications/Opportunities-for-all-2013.pdf</p>
		<p>Oxfordshire Libraries' Find Your Voice aims to enable those aged 13-21 to become more active citizens and to find their political voice. Workshops and performances enable young people to become 'change makers'. The project runs 2015-16 with a legacy project from 2016 onwards.</p>	<p>http://magnacarta800th.com/projects/round-6-grants/find-your-voice/</p>
	<p>Space for public meetings and public use</p>	<p>One of the generally recognised strengths of public libraries is the spaces they provide in communities for a wide range of meetings for community-based groups of all kinds.</p>	
		<p>It is not uncommon for Councillor and MP surgeries to be conducted in public libraries.</p>	
		<p>Manchester Central Library hosted vloggers Joe Sugg and Tyler Oakley in partnership with Waterstones and Hodder.</p>	
		<p>Manchester Central Library and Library of Birmingham are licensed for civil ceremonies.</p>	
	<p>Legal services in the library</p>	<p>Hackney Council provides weekly drop in legal advice sessions at Hackney Central Library. This community legal service is provided by citizens advice bureau, solicitors, law centres, local authority services and others.</p>	<p>http://www.hackney.gov.uk/legal-advice.htm#.U7am__ldWSo</p>
<p>Promoting environmental awareness</p>	<p>Information about recycling</p>	<p>In their capacity as providing information services to local communities, libraries are well placed to provide local information about recycling.</p>	



Area of Activity	Type of Activity	Details	Reference
		By their nature, libraries promote a culture of re-use, and of borrowing rather than purchasing. Some libraries, actively invite donations of books, CDs and DVDs for re-use by the library.	
		Darlington Borough Council's mobile library is loaning litter picking equipment to encourage communities to take more responsibility for the upkeep of their neighbourhoods.	http://www.thenorthernecho.co.uk/news/local/darlington/11271100.Library_encourages_residents_to_pick_up_litter_along_with_books/?ref=twtrrec
		Three libraries in Lewisham are run by Eco Communities, a social enterprise which recycles IT equipment. These three libraries are drop off points for recycling and the community have a clear interest to support this recycling in the interests of services in the community.	http://www.ecocom.org.uk/index.htm
Information about volunteering		Libraries are key places in which to provide information about volunteering opportunities in the community, as well as the possibilities of volunteering in the library service itself.	

