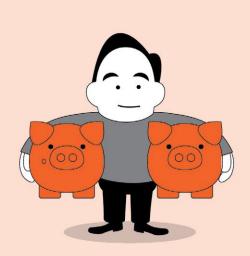
Library as economic enabler

OUTCOMES

Through the kinds of activities described in this table, libraries can be key partners in addressing poverty and unemployment, helping governments to achieve their goals of

- ✓ growth and sustainable jobs
- a wealthier and fairer country
- enabling business to create jobs
- creating sustainable economic growth







Area of Activity	Type of Activity	Details	Reference
Maximising Income	Benefits information and support	In Dudley, citizens affected by changes to the Welfare System are being encouraged to visit their local public library to access online application forms for Local Welfare Assistance Awards, if they do not have access to a PC or the internet at home.	http://www.dudley.gov.uk/resident/ your-council/benefits/local-welfare- assistance-scheme/
		In Wrexham libraries, a Carers' Collection includes information on welfare benefits.	The First Incomplete Field Guide to Wellbeing in Libraries, Wales SCL; http://www.c3sc.org.uk/news/849- launch-of-the-first-incomplete-field- guide-to-wellbeing-in-libraries-
		In 2015, Renfrewshire library service took on a team of graduate interns to support the welfare reform/employability agenda.	
		Cumbria libraries are an example of a library pulling together online sources of information about benefits for library users.	http://www.cumbria.gov.uk/libraries/ business/welfare.asp
		Most library authorities allow unemployed people free online access for at least half an hour or one hour per day. Some of those who charge offer a lower charge to unemployed people or people living on benefits.	
		The Opportunities Hub in Dundee Central Library was established to support those seeking access, skills and support to cope with changes to Welfare Reform.	http://scottishlibraries.org/wp-content/uploads/2015/01/Strategy.pdf
		Tinder Foundation delivered training on behalf of the Society of Chief Librarians and Arts Council England to improve how library staff deal with benefit enquiries.	http://www.goscl.com/e-learning- course-will-help-library-staff-bridge- digital-divide/
	Make the most of your income	In 2009 Cheshire Public Libraries ran a The Tackle the Credit Crunch Campaign. It included tips and advice on how to save money, and provided listings of recommended reads under recession-inspired themes such as Feeding your Family on a Budget, and Financial Advice from the Experts. There were links to useful financial leaflets produced by HM Revenue and Customs, Department for Work and Pensions, and the Citizens Advice Bureau provided through the library website.	http://www.cheshireeast.gov.uk/ libraries/tackle_the_credit_crunch. aspx
		Omagh Library runs money advice sessions to help people make informed financial decisions.	http://www.librariesni.org.uk/ Libraries/Pages/ Omagh-Library.aspx

Area of Activity	Type of Activity	Details	Reference
		Derbyshire Libraries offer premises free of charge for use by Community Banks and Credit Unions. There are two 'collection points' in local libraries The service operates in a public part of the library, with the volunteers recording payments on a laptop which links to the Community Bank website via the library WiFi.	http://www.chad.co.uk/news/local/derbyshire-county-council-open-credit-union-points-1-6472355
	Citizens Advice Bureau services in the library	In Waltham Forest, the new Library Plus in Leyton offers a wide range of services, including a wide range of council services. There is a CAB service which operates five days a week from 9am-5pm in the library.	https://www.walthamforest.gov.uk/ Pages/Services/lib-Leyton-Library.aspx
		In Hammersmith and Fulham, the Avonmore Library and Neighbourhood Centre is a shared facility run by the CAB service and includes a self-service library facility which is supplementary to the main library provision in Hammersmith and Fulham. CAB volunteers help to run the library service. This has created a one stop information and advice service.	
		Enfield Council provides free drop in CAB services at two of the libraries in Enfield. Honiton Library in Devon also has a CAB service in the library.	http://www.enfield.gov.uk/ info/1000000202/enfield_library_ information/2337/library_citizens_ advice_bureau_cab_sessions
			http://www.devon.gov.uk/honiton_ library
	Smart meter loans	The Smart Meter Loans Initiative was adopted by York, Lewisham and Edinburgh Libraries. Library users were encouraged to borrow a Smart Meter from the local library to help determine how much gas and electricity their household consumes. They were then provided with advice on how to cut consumption and save money.	http://www.yorkpress.co.uk/ news/4711241.1_000_York_ households_save_on_power_bills_ via_Smart_Meter_lending_scheme/
		All Sheffield public libraries have smart meters to loan.	https://www.sheffield.gov.uk/ in-your-area/housing- services/environmental- sustainability/energy- efficiency/smart-monitor- loans.html

Area of Activity	Type of Activity	Details	Reference
Access to Employment	Job Clubs	Libraries NI has a formal Memorandum of Understanding with the Department of Employment and Learning which centres on the provision of Job Clubs in libraries. The Job Clubs are facilitated by staff from the Jobs and Benefits Agency, with support from library staff. 3967 adults engaged in 651 job club sessions held in libraries in 2013/14.	http://www.northernireland.gov. uk/index/media-centre/news- departments/news-dfp/news-dfp- 120214-ministers-highlight-improved. htm
		Get Blaenau Gwent Online is working in partnership with libraries to provide staff training. Training enables staff to provide online support for Universal Job-match, job-searching, updating CVs, on-line benefit enquiries and anything linked to saving money, eg. comparison sites.	http://www.getblaenaugwentonline. org.uk/courses-resources/whats-on-in- blaenau-gwent-libraries/quest.aspx
		Kilkeel Library hosted a 'Get Set' roadshow which provided people with the opportunity to access a range of employment related information and get specialist advice from organisations like Careers Service and Citizens Advice Bureau. Practical workshops were also provided to help develop attitude and to learn successful strategies for job applications. This was one in a series of roadshows across Northern Ireland.	http://www.librariesni.org.uk/News/Pages/-Get-Set%E2%80%99Roadshow-Coming-to-Kilkeel-Library.aspx
		At Derby Central Library Job club sessions were delivered by volunteers and experts from partner agencies, who offer advice on writing CVs, job application, and interview technique. Derby City Libraries work in a management role, offering training, supervision, promotion and quality control. The realisation that the job clubs were not adequately supporting users' confidence and self esteem led to them applying for funding from the Libraries Development Initiative which enabled them to partner with local arts centre Derby QUAD in 2012 to produce Artwork, a course using theatre skills to help build self-esteem and confidence in jobseekers. This project aimed to build a network of four job clubs in the wards in Derby with the highest levels of unemployment; recruiting and training volunteers to deliver the sessions; and building partnerships to enhance the library offer to jobseekers. Following participation in the sessions users reported a significant improvement in presentation skills, confidence levels and securing a job.	http://www.derby.gov.uk/leisure-and-culture/libraries/library-job-clubs/
		South Norfolk Council run four Job Clubs targeted at young people. Trained career advisors and youth workers are on hand to give advice on options and how best to apply for jobs. Bus fares are reimbursed. Information on business start-ups, training, courses and apprenticeship – as well as CVs, applications and covering letters – are provided. One to one appointments are also available.	http://www.south-norfolk.gov.uk/ jobclub

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		The Start2 service in Staffordshire Libraries is provided by Staffordshire County Council and Jobcentre Plus. It has trained staff offering information and signposting on all aspects of looking for and finding work. Jobseekers can drop in without an appointment to check job vacancies, use the internet for jobsearch, and use a range of online tools to match their skills with suitable jobs. Jobcentre Plus Digital Champions offer support on using websites to help with job searching, producing effective CVs, filling in application forms, and handling job interviews.	http://www.staffordshire.gov.uk/ leisure/librariesnew/whatsavailable/ start2.aspx
		Westfield shopping Centre in London includes a new library which has a Workzone — a job centre run jointly with Job Centre Plus. It provides a recruitment service for Westfield retailers. Chester Library also runs a Work Zone.	http://www.workzoneonline.co.uk/http://www.artscouncil.org.uk/medicuploads/pdf/Envisioning_the_libraryof_the_future_phase_1_a_review_cinnovations_in_library_services.pdfhttp://www.cheshirewestandchester.gov.uk/residents/libraries/find-a-library/chester_library/work_zone_programme.aspx
		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, getting people into work etc. Due to the large number of homeless shelters in the area, Macdonald Road Library gets lots of people coming in to use the service.	
		Dudley Library hosts a drop in job club run by the Adult and Community Learning Employability Team. It offers support with the internet, CV writing, application forms, cover letters and more.	http://www.dudley.gov.uk/resident/ libraries-archives/libraries/find-a- library/halesowen-library/
	Access to computers and wifi	The People's Network was a significant investment by the UK government in the IT infrastructure in public libraries. It gave everyone in the UK access to computers and broadband connections. This £120 million project was funded by the New Opportunities Fund of the Lottery. The programme included staff training.	
		There is a general move towards providing free wifi access in public libraries, although this is at different stages throughout the UK.	To to

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	Supporting digital skills	The technology petting zoo touring Scottish libraries gives people hands on experience of different technologies.	http://scottishlibraries.org/innovation/
		In response to concerns that girls and young women were under-achieving and under-represented in the science and computing industries, Manchester Libraries, Information and Archives in partnership with Manchester Girl Geeks and Mad Labs have delivered a series of MakerSpaces workshops including 'Introduction to Coding'. They also work with Robogals to engage girls in building robots and potentially develop their interest in programming and science.	http://manchestergirlgeeks.com/ http://manchester.robogals.org.uk/
		The Digital Bazaar, Lambeth Libraries and Archives: one Saturday morning every two months, the community around Tate South Lambeth Library join their local library team to explore all things digital – the internet, computers, mobile phones, digital cameras, iPads, e-readers etc. Experienced users learn about new devices and programmes alongside beginners who are using the internet for the first time. As well as stressing the importance of neighbourly sharing, this free event showcases the role of the library service as a major national digital resource. After the successful Lambeth pilot, other local authorities are keen to introduce the Digital Bazaar in their libraries.	http://www.cilip.org.uk/cilip/advocacy-awards-and-projects/awards-and-medals/libraries-change-lives-award/past-libraries#sthash.nqG4zQ85.dpufhttp://digitaltuesdays.co.uk/wp/digitalbazaar/
		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. More recently, 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 developing 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
		E-days have been held in Gateshead library to bring young people and men into libraries, provide an opportunity to try new technology, and encourage interest in local job opportunities in digital media sector.	http://www.carnegieuktrust.org.uk/ changing-minds/knowledge culture/enterprising-libraries

Area of Activity	Type of Activity	Details	Reference
		Huddersfield Library is one of a growing number of libraries that has created a Raspberry Pi club. The aim is to introduce people to programming and how computers work. The number of libraries offering Raspberry Pi clubs are expected to grow.	http://www.kirklees.gov.uk/ community/adultLearning/pdf/ adultLearnersBrochure.pdf
		Cardiff Central Library Hub provided free code learning clubs for children in partnership with Code Club. The library provided the venue, hosted equipment and WiFi; Code Club the expertise and the running of sessions. The library will become the central hub for Code Club Wales.	https://www.gov.uk/government/case- studies/code-club-at-cardiff-central- library-hub
		Chepstow Library runs a volunteer led programming club aimed at 11 to 17 year olds. Mentors facilitate engagement with new and emerging technologies around websites, games, apps, animations etc. The project is supported by the Carnegie UK Trust.	http://www.monmouthshire.gov.uk/ libraries/coding-club-ideas-garage
		Cultural Community Solutions Ltd (which represents the London Boroughs of Croydon, Ealing, Harrow, and Hounslow) is developing coding skills with children via partnerships with Code Club UK and LEGO Education.	https://www.gov.uk/government/case- studies/code-clubs-for-children-in- croydon-ealing-harrow-and-hounslow
		The Library of Birmingham housed Google Digital Garage July-December 2015. The aim was to help small businesses in the city and West Midlands area with their digital skills to enable them to gain more customers, develop and grow.	http://www.libraryofbirmingham.com/ blog/News/googledigitalgarage
		Cardiff Central Library Hub has a tablet bar, digital wall, digital creative suite, children's media zone, 3D printer and a gaming area. The Hub runs digital inclusion, gaming and coding sessions.	https://libalyson.wordpress. com/2015/08/06/cardiff-central- library-goes-digi-tastic/
		Staffordshire Library created an IT Innovation Suite to support businesses, offer course and encourage innovation and creativity. Customers can use WiFi and 3D printing, Raspberry Pis and digi-tables.	https://librariestaskforce.blog.gov. uk/2016/01/04/library-transformation- in-staffordshire/
			http://www.staffordshire.gov.uk/ leisure/librariesnew/ branchlibraries/Stafford Library/new/-NEW- STAFFORD-LIBRARY- LEAFLET.pdf

Area of Activity	Type of Activity	Details	Reference
		The Society of Chief Librarians (SCL) has a Universal Learning Offer that provides libraries with 'Code Green': a detailed Digital Making Kit, a how-to guide to give customers hands-on experience in computer programming (coding), designing and making 3D objects, building robots, creating apps and many other creative activities for all ages. The resources will build on SCL's Digital Skills Training programme that reached 14,000 library staff.	http://goscl.com/code-green-libraries- to-teach-robotics-coding-and-more/
Encouraging Enterprise	Advice and support for small businesses	Northamptonshire Enterprise Hubs (NEP) was the 2014 CILIP Libraries Change Lives Award winner. NEP works closely with the local enterprise partnership to provide advice and support to new businesses. By working with partners, training library staff and imaginatively adapting library spaces, the Enterprise Hubs offer coaching, advice and access to facilities (meeting rooms, IT, knowledge and information) to people interested in developing a business idea and taking it to market. They also offer workshops and one-to-one advice on legal and tax issues, marketing and financial control to help customers who might not have considered self-employment or entrepreneurship otherwise.	http://www.northamptonshire.gov.uk/en/news/Newsreleases/Pages/3130.aspx https://www.youtube.com/watch?v=xqTYktW5d-Y&list=PLHhvD6bA34QgIgwDgg1mYYAcFFChThDMe&index=1 http://www.cilip.org.uk/news/award-winning-support-business-start-upsself-employment-northamptonshire-libraries
		An annual Business Focus event delivered by South Dublin Libraries includes seminars, talks and workshops delivered across all branch libraries with topics including Business Idea Generation, Sustainable Business Opportunities and Life Coaching. This initiative, delivered in association with the local Chamber of Commerce and Innovation Enterprise (IE) Network, is hugely popular and provides an ideal platform to promote business collections and resources on enterprise support. One event, Check Out a Champion, offers people a chance to spend time with experts in various fields, including business planning, marketing, financial control and social media. It was decided to develop business specific book collections in all branch libraries and to further develop online resources for entrepreneurs, businesses and people seeking employment.	http://www.askaboutireland.ie/aai-files/assets/libraries/an-chomhairle-leabharlanna/libraries/public-libraries/publications/Opportunities-for-all-2013.pdf
		Ipswich County Library has an Enterprise and Innovation Hub. It is a dedicated centre for local entrepreneurs, start-ups, business owners and creative minds. It offers hireable meeting space, business advice and information, and a communal Makerspace.	http://suffolklibraries.co.uk/press-releases/ipswich-county-library-launches-new-enterprise-and-innovation-hub

Area of Activity	Type of Activity	Details	Reference
		Edinburgh City Libraries run Business Hubs in partnership with Business Gateway. The Hubs deliver tailored courses free of charge at times to suit local businesses. Scottish Prince's Trust also run courses from the Hub, aimed at young people looking to start a business.	http://www.edinburgh.gov.uk/ info/20012/libraries/114/business_ hubs
	Business resources in libraries	The Business & IP Centre national network is a collaboration between the British Library, the Intellectual Property Office and six city libraries in England with existing business and intellectual property collections and expertise. The Centres are places where people can come together to learn, network and access free and low-cost advice and support in starting, developing and running a business or protecting a business idea. The aim is to create an established network of Business & IP Centres across the UK by 2020. In February 2013 the network received support from Secretary of State for Communities and Local Government, Eric Pickles, as part of the Enterprising Libraries project in partnership with Arts Council England. Enterprising Libraries draws on each library's role as a community hub to spark local economic growth, creating opportunities for entrepreneurial activity for people of all backgrounds.	http://www.bl.uk/bipc/ourpartners/rollout/regional.html http://www.artscouncil.org.uk/media/uploads/British_Library_Enterprising_Libraries_infographic.pdf
		Some business libraries exist in public libraries – as is the case in Wrexham. The same authority has libraries that are combined with business units.	http://www.wrexham.gov.uk/english/ business/businessline/business_library. htm
			http://www.plas-pentwyn.co.uk/ facilities.html
	Providing co- working spaces	There have been developments in the US and in Europe in this area, which are yet to be replicated in the UK, but the potential is undoubtedly there.	Allison Schultz, Public Co-spaces: Creating productive collaboration in public libraries
		Brooklyn Public Library in New York has created a co-working space in its central library, where there is space for 70 laptops, as well as meeting rooms and 'labs' where workshops can be run.	http://brokelyn.com/check-it-out- the-brooklyn-public-librarys-new-co- working-space/
	Makerspaces	In 2014 the first Fab Lab in a British library opened in Exeter in Devon. It provides a low cost digital fabrication workshop equipped with laser cutters, 3D scanners and 3D printers and programming tools. It runs workshops and is an open access, not-for-profit, community resource.	http://www.devon.gov.uk/fablab-flyer.pdf

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		Gateshead library has worked with Newcastle Makerspace to run activities, courses and e-days in the library. The main aim is to bring people into contact with different types of technology as it evolves such as drones and robots etc. This is now aimed at adults and children to spark interest in technology.	http://www.makerspace.org.uk/blog/2014/03/3d-printing-workshopat-gateshead-library/
		The Waiting Room at St Botolph's in Colchester is exploring what is required to establish and run creative makerspaces. It was particularly interested in sharing this learning with the public library sector. Shared Intelligence conducted an evaluation of the Waiting Room and pointers for libraries on behalf of the Carnegie UK Trust.	http://commonlibraries.cc/category/ library-hack-maker-space/
		Carillion has established Creative Work Spaces in Croydon, Ealing, Hounslow and Harrow libraries. The space also provides coding clubs and co-working spaces.	https://katiepekacar.wordpress.com/2015/ 03/25/printing-a-new-kind-of-library/
		In 2014 Stirling Library Service acquired 3D printers, 3D scanners, an HP sprout, some doodle pens, a drone and other digital creation tools to enable them to set up a mobile makerspace.	http://www.scottishbooktrust.com/ blog/reading/2015/11/behind-the- scenes-at-the-library-stirling
		Edinburgh City Libraries' Digital Toyboxes are a type of mobile makerspace. Six boxes, each containing different types of kit, are rotated among different libraries with staff delivering kit-based sessions to teens.	http://www.carnegieuktrust.org.uk/ changing-minds/knowledgeculture/ the-future-of-libraries/carnegie-library- lab/david-hayden

