



**Libraries  
Connected**

# **Libraries Connected Annual Seminar 2023 Connecting Communities**

20 – 21 June at Wyboston Lakes

**#LCSeminar2023**



## Contents

Page

- 3 [Seminar Programme](#)
- 6 [Breakout sessions](#)
- 8 [Speaker biographies](#)
- 14 [Sponsors](#)
- 19 [Libraries Connected Awards](#)
- 20 [Award Sponsors](#)
- 21 [Venue](#)
- 22 [About Libraries Connected](#)

## Seminar Programme

Tuesday 20 June	
09.00 – 10.00	Registration, networking, and refreshments
10.00 – 10.15	<b>Welcome</b> from Ayub Khan, Libraries Connected President
10.15 – 10.30	<b>Libraries Connected Update</b> from Isobel Hunter, CEO Libraries Connected
10.30 – 11.00	<b>Creating Timespaces for People to Linger</b> – Professor Nick Tyler, Director of CTS and Director at PEARL (Person Environment Activity Research Laboratory).  Chaired by Ed Jewell, Libraries Connected President Elect.
11.00 – 11.05	<b>Sponsor’s Flash Film</b> from Lorensbergs
11.05 – 11.10	<b>Sponsor’s Flash Film</b> from Bolinda
11.10 – 12.15	<b>Breakout Sessions</b> (see page 6 & 7 for details)
12.15 – 13.30	Lunch break
13.30 – 13.35	<b>Sponsor’s Flash Film</b> from Axiell
13.35 – 14.05	<b>Cornerstones of Culture</b> - Petra Roberts, Strategic Service Head for Culture, Libraries and Heritage, Hackney Council & Lauren Lucas, Adviser for Culture, Tourism and Sport at the Local Government Association.  Chaired by Michael Lewis, Library service Manager, Shropshire Libraries.
14.05 – 14.10	<b>Sponsor’s Flash Film</b> from SirsiDynix
14.10 – 15.10	<b>Panel Session: Dis &amp; Misinformation and the role of public libraries:</b> <ul style="list-style-type: none"> <li>• Ruth Carlyle, Head of Knowledge and Library Services, NHS England</li> <li>• Elli Narewska, Head of Primary Education, Guardian Foundation</li> <li>• Dave Lloyd, Service Development Manager, Coventry Libraries and Information Service</li> </ul> Chaired by Isobel Hunter, CEO Libraries Connected
15.10 – 15.15	<b>Sponsor’s Flash Film</b> from OverDrive
15.15 – 15.35	Tea and coffee break
15.35 – 16.40	<b>Breakout Sessions</b> (see page 6 & 7 for details)
16.40 – 17.40	<b>Sponsors’ reception</b>
19.00	Seminar Dinner

20:30

Libraries Connected Awards Presentation Ceremony - Hosted by Sian Jones

## Wednesday 21 June

9.00 – 9.30

Registration

09:30 – 09.35

Welcome to Day Two from Isobel Hunter, CEO Libraries Connected

09.35 – 10.20

**Ignite Talks: Engaging new customer and measuring the impact of work outside the library.**

1. Festival of Climate Change, Nicci Shepherd, Hampshire,
2. Ey Up!, Fiona Diaper, Outreach Librarian, North Yorkshire Libraries.
3. Create Connect Make, Dionne Hood, Library Development Manager Bradford Libraries.
4. Understanding Audiences: research into the perceptions and awareness of existing and potential library audiences, Paul Howarth, Director of Audiences & Content, Suffolk Libraries.
5. Library Employment Support Partnership, Salma Barakat, Library DWP Partnership Coordinator, RBWM
6. Climate Connections, Vickie Varley, Senior Development Officer, Oldham

Chaired by Anita Luby, Head of Cultural Services, Vision Redbridge Culture & Leisure

10.20 – 10.40

Tea and coffee break

10.40 – 11.10

**Lord Parkinson, Parliamentary Under Secretary of State for Arts and Heritage and DCMS Lords Minister & Baroness Sanderson of Welton.**

Chaired by Ayub Khan, Libraries Connected President

11.10 – 11.15

**Sponsor's Flash Film from Patron Point**

11.15 – 11.45

**Social Mobility and Improving Outcomes for People in the UK**

Chaired by Mark McCree, Service Manager: Libraries and Heritage, Oxfordshire County Library.

Speaker 1 - **Improving social mobility prospects in the post pandemic era** - Professor Lee Elliot Major, Professor of Social Mobility, University of Exeter.

11.45 – 12.15

Speaker 2 - **The Role of Libraries within Place Based Regeneration** - Paul Clifford, Director of Economy, Oldham Council

12.15 – 12.45	Speaker 3 - <b>Summery &amp; Overview</b> , Andrew Laird, Managing Director, Mutual Ventures
12.45 – 14.00	Lunch break
14.00 – 14.30	<b>Creating a Sector Led National Data Strategy, and How You Can Contribute to its Success</b> - Iain Moore, Commercial Director, Libraries Connected
14.30 – 15.15	<b>Libraries of Ukraine in Wartime: challenges and achievements</b> - Lyusyena Shum, Executive Director of the "Library Country" Charitable Foundation  Chaired by Isobel Hunter CEO, Libraries Connected.
15.15 – 15.30	<b>Closing Remarks</b> from Ayub Khan, Libraries Connected President

## Breakout sessions

The following breakout sessions will be taking place on Tuesday 20 June between 11.05 – 12.15 and repeated at 15.35 – 16.40.

### **Diversifying our book collections: Can we do better?**

Led by Sarah Mears Programme Manager Libraries Connected

This workshop will introduce the findings from the recent workforce survey about perceptions of the diversity of our book collections conducted by University of Coventry. We will then discuss two areas highlighted in the report – inclusive stock policies and increasing stock knowledge, harnessing both traditional and newer book recommendation channels. It would be helpful (but not essential) if attendees have could look at their own stock policies prior to attending the workshop.

### **Developing a library-led cross-authority reading for pleasure strategy**

Led by Dr Carina Spaulding, Head of Research & Evaluation, The Reading Agency & Tony Brown, Stock and Reader Development Manager, Islington Library Service

This workshop will share insights into The Reading Agency's support for the development of a five-year reading strategy, driven by Islington Libraries and adopted by the Council. We will focus on the approach taken, including evidence mapping and consultation with key stakeholders, as well as on implementation plans and intended impact. The strategy will connect partners within the Council and communities in the Borough around reading for pleasure to deliver priority outcomes. Discussions will focus on the replicability of the model for other library services interested in the approach.

### **Impact and Evaluation in public libraries in the East of England**

Led by Jill Terrell, Head of Norfolk Libraries and Information Service & Professor John Gordon, Academic Chair – CreativeUEA, Professor of Language Arts and Learning, University of East Anglia

Come and hear about the work behind this new report that has developed a new model to measure, manage and evidence the impact of social connections in libraries and find out how it could benefit and apply to your own services. The workshop will outline the assumptions and social / economic value of the impact public libraries make on digital inclusion; health, wellbeing and independent living; and children's literacy and associated outcomes. It will introduce you to the newly developed EVOLS interactive model that can be adapted to measure and calculate an economic return for a wide range of activities. This report was commissioned with the support of individual services in Libraries Connected East (Bedfordshire, Cambridgeshire, Central Bedfordshire, Essex, Hertfordshire, Luton, Norfolk, Peterborough, Southend, Suffolk, and Thurrock), Arts Council Regional and LC National.

## **E-Book Lending in Public Libraries**

Led by Emma House, Consultant, Oreham House & Anthony Hopkins, Trustee/Project Sponsor and Head of Service at Merton Libraries

The eLicensing project aims to increase affordability and availability of digital content to public library services by looking at existing and new business models. This workshop is a chance for Heads of Service to:

- hear about the eLicensing project
- learn about the pilot
- understand how to get involved
- express any queries or concerns about eBook licensing
- discuss best practice around promoting books and brainstorm what more can be done.

## **The National Literacy Trust and Library Services: A powerful partnership improving children's early communication with language development**

Led by Amy Fox, Senior Project Manager, National Literacy Trust & Liz Parkes, Senior Library Services Manager, Community Library Service Birmingham

Early language development is the essential building block in the development of children's literacy and as such a key part of their educational success. In this workshop, we highlight how libraries are uniquely placed to support the early communication and language development of families with one to two-year olds in the home learning environment.

We share the opportunities and learnings from the partnership working between Birmingham Communities Libraries, National Literacy Trust and Birmingham Community Healthcare NHS Foundation Trust to enable and implement the First Words Together programme in the Birmingham Community libraries. This evidence-based programme delivered by library staff, trained and supported by National Trust and NHS Speech and Language Service aims to work with underserved families developing parents' confidence to support their under-tuos communication and development in the home by providing key strategies, fun activities and supportive information.

## **Income Generation & Future Funding**

Led by Iain Moore, Commercial Director, Libraries Connected

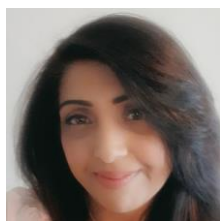
The Future Funding programme aims to support libraries in developing additional sources of funding that are complementary to the libraries' values and their member's needs.

This workshop will outline the steps we have taken to get here, share learning on the impact of the Future Funding skills programme, and consider next steps.

We are keen to share the Guide to Income Generation and consult on what support would be beneficial in putting some of these strategies into place.



## Speaker biographies



**Salma Barakat** is currently in a seconded role as the DWP Library Partnership Coordinator in Royal Borough of Windsor and Maidenhead (RBWM). She works in partnership with the DWP and their clients, sign posting those who are finding it difficult to get into work onto relevant services and partners as well as organising monthly job fairs with local employers. She has over 19 years' experience in libraries, starting as Bookstart Officer and working in partnership with the SureStart Centres in Slough. Roles since she joined RBWM include Outreach, Advocacy and the main lead for the digital team before being seconded to her current role. Personal strengths include excellent skills in customer service, training, communication, networking, and time management. She is also self-motivated, able to influence at all levels within and across organisations which produce strong and effective partnerships.

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**Ruth Carlyle** trained as an information scientist in the pharmaceutical sector before moving into the voluntary sector. Notably, she set up the first information service at the Motor Neurone Disease Association and developed local cancer information and support services for Macmillan Cancer Support. She joined Health Education England (now part of NHS England) in April 2017 as Head of Knowledge and Library Services across the East of England and the Midlands, extending from April 2021 to include the North of England. In this role, she provides professional advice and strategic leadership to NHS knowledge and library services based within local NHS organisations. Ruth is the co-lead nationally for NHS libraries' work on health literacy and patient information. Her doctorate is on public involvement in decision making in the NHS.

Twitter: @RuthCarlyle

LinkedIn: <https://www.linkedin.com/in/ruthcarlyle/?originalSubdomain=uk>

NHS knowledge and library services: <https://library.nhs.uk/>

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**Fiona Diaper** is in her 5th year as an Outreach Librarian with North Yorkshire Libraries. Prior to joining the library service Fiona spent 15 years in the Museums sector working with voluntary and independent museums in York and North and East Yorkshire in curatorial, development and leadership roles.

Fiona has an MA in Museums Studies from the University of Leicester and a BA (Hons) in History with Archaeology from the University of Winchester.

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**Paul Clifford** is a dedicated local government professional with 30 years experience working across a number of organisation including the South Yorkshire Pension Authority, Leeds, Barnsley and Oldham Councils. More recently, Paul has led on the delivery of the ambitious growth plans within Barnsley which includes the highly successful Glassworks retail and leisure scheme, development of strategic growth clusters and the development of the Principal Towns investment programme.

From august of last year Paul has been employed in the role of Director of Economy at Oldham Council responsible for driving forward the ambitious £280m Creating a Better Place programme, delivering the ambitious Green New Deal strategy which will see the borough being carbon neutral by 2030 and working within the Greater Manchester Combined Authority City Region to shape the emerging Mayoral Development Zone – Atom Valley ensuring that growth opportunities are accessible to Oldham residents and businesses.

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**Paul Howarth** is the Director of Audiences and Content at Suffolk Libraries, the independent charity and Arts Council England National Portfolio Organisation that delivers library services across Suffolk. Paul has worked in libraries in a range of roles covering 23 years and has contributed to many regional and sector-wide projects and developments. His current role includes responsibility for physical and digital library resources, cultural programming, and data informed marketing and audience development. In 2022/23 Paul worked closely with The Audience Agency on a research project into the behaviours and perceptions of library users and non-users, and the barriers faced in wider engagement with library services.

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**Dionne Hood** is the Library Development Manager for Bradford libraries and is responsible for the service's Reading and Culture offers.

Dionne came into libraries after working as a college lecturer, a museum deputy manager and self-employed ceramicist. Dionne is a mixed media artist and is part of the 'Adventures of...' collective of women artists.

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**Isobel Hunter, MBE** is the first CEO of Libraries Connected and led its transformation from a membership body into a professional team. Under her leadership the team has more than doubled in size and secured over £3 million additional income to deliver development programmes including for diverse leadership and income generation. Isobel was awarded an MBE in the Queen's Birthday Honours in 2021 for her work to help library services adapt to the COVID-19 and her focus of the past year has been supporting libraries to recover from the pandemic.

Isobel began her career as an archivist and for 15 years she managed extraordinary collections including at the Wellcome Library, Marks & Spencer and the National Gallery. She then moved into sector leadership roles with the Museums, Libraries and Archives Council, Arts Council England and The National Archives. The focus of these roles was capacity development in libraries, archives and museums, achieved by capitalising on the expertise within these sectors.

Isobel believes in the power of libraries to change lives and to build stronger and happier communities.

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**Ayub Khan** is Libraries Connected President and Head of Universal Services for Warwickshire County Council. He is an active member of several national bodies representing arts and culture including Deputy Chair Arts Council England (Midlands). He is a Fellow and past President of CILIP - the Library and Information Association. In 2013, Ayub was awarded an MBE for his services to Libraries and Communities. Ayub's interest extends to international development, with a strong focus on diversity and inclusion. He has worked on library developments for the British Council in several countries. He began his career in children's service.

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**Andrew Laird** is passionate about innovation and radical reform in public services. He is the co-founder and Chief Executive of Mutual Ventures, a specialist public services consultancy working with central government, councils and the NHS to make public services better, more sustainable and more connected to communities. Andrew has a particular interest in the Levelling Up agenda and is working with a range of councils to explore how they can make best use of existing and new social infrastructure, including libraries.

Andrew hosts the Radical Reformers podcast for public service leaders and is a Non-Executive on the Board of PossAbilities CIC (an adult social care organisation based in Greater Manchester). He is also a Commissioner on the Poverty Strategy Commission and a member of the DCMS College of Experts.



**Dave Lloyd** has worked in Public Libraries for close to 30 years and presently holds the post of Service Development Manager for Coventry Library Service. He is also the lead for Libraries Connected Information and Digital Universal Offer and represent Libraries Connected on the DCMS 's Media Literacy Taskforce Steering Board. David has recently retired as a trustee for Coventry Citizens Advice a post he held for 19 years.



**Lauren Lucas** is Adviser for Culture, Tourism and Sport at the Local Government Association (LGA): the national voice for local government in England, working to support, promote and improve councils, where she is the policy lead for culture, including libraries, archives, museums, heritage, arts and the creative industries.

She is a member of the English Public Libraries Stakeholder Working Group, convened by Arts Council England and works closely with Libraries Connected and other key national library stakeholders to support the sector. This includes the LGA and Arts Council England's programme of library peer challenges and leadership training for cultural services. She coordinated the work of the LGA's recent Commission on Culture and Local Government and is the author of its report, Cornerstones of Culture. Before joining the LGA, Lauren led the policy team at the Local Government Information Unit (LGiU), developing research and programmes on a wide range of policy areas, from adult social care to housing and commissioning.

Previous projects include establishing the Havering Museum in Romford, coordinating Havering's 2012 Games programme and leading the LGiU's work as part of the Fawcett Society's Commission on Women in Local Government.



**Lee Elliot Major** is Britain's first Professor of Social Mobility, based at the University of Exeter. He was previously Chief Executive of the Sutton Trust. His work is dedicated to improving the prospects of disadvantaged children and young people. He works closely with school leaders, universities, and employers as well as Government policy makers.

His Penguin book Social Mobility and Its Enemies has attracted attention across the world and widely acknowledged as one of the seminal texts on the topic.

Lee is one of the most prominent public voices in national education debates – recently described “as quite a remarkable bloke” on the BBC Radio 4’s Today programme. He regularly advises the Government on education and social mobility, and has championed several reforms to improve the prospects for disadvantaged young people.

He is a Fellow of the Academy of Social Sciences and serves on the Strategic Advisory Network of the Economic and Social Research Council. He is a member of the Department for Education’s NTP Strategic Tutoring Advisory Group.

He was awarded an OBE in the 2019 Queen’s Honours. He is the first in his family to go to university.

He holds several academic posts including Associate, London School of Economics, Centre for Economic Performance, and an Associate Member, Nuffield College, University of Oxford.

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**Elli Narewska** is Head of primary education at the Guardian Foundation and runs the NewsWise programme, developing and delivering media literacy resources and workshops for schools and families as well as teacher and librarian training. Her work aims to make the world of news and media accessible to all young people, raising aspirations and giving them opportunities to make their voices heard. She has worked in news education for over a decade, with particular interest in digital literacy and critical thinking. Prior to this, she was a secondary English teacher working in London comprehensives as well as a variety of SEND settings.

You can follow Elli on Twitter @GetNewsWise @ellinarewska

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**Lord Parkinson of Whitley Bay** was appointed Parliamentary Under Secretary of State of Department for Culture, Media and Sport on 7 February 2023.

He was previously was Parliamentary Under Secretary of State at the Department for Digital, Culture, Media and Sport from 30 October 2022 to 7 February 2023, and Parliamentary Under Secretary of State (Minister for Arts) at the Department for Digital, Culture, Media and Sport between 30 September 2021 and 20 September 2022.

He was a Lord in Waiting between 14 February 2020 and 20 September 2022.

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**Petra Roberts** is Strategic Service Head for Culture, Libraries and Heritage at Hackney Council.

Petra is passionate about supporting local cultural organisations at risk and fostering greater community cohesion. In 2018, Petra led a philanthropic legacy project that saw the installation of the first permanent sculptures honouring Windrush heritage in the UK which went on to win the prestigious Turner Prize.

Other initiatives that Petra has led on include the Mayor's naming review into a diverse public realm, the Libraries service review and the Discover Young Hackney festival engaging thousands of local people with arts and culture – many for the first time. Previously to local government, Petra worked in various roles in the cultural sector, the National Health Service and as a grantmaker at the National Lottery Fund.

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**Baroness Sanderson of Welton** worked in Fleet Street for seventeen years before moving into government, working as an adviser to The Rt Hon Theresa May, MP, first at the Home Office and then at No10 Downing Street. She entered the House of Lords in 2019 where she focuses on a variety of issues including social infrastructure, the legacy of the fire at Grenfell Tower, domestic abuse and child sexual abuse.

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**Nicci Shepherd** is the Events, Engagement and Information Manager for Hampshire Library Service and one of three Climate Change Champions in the service's senior management team. Working across external and internal engagement she is committed to ensuring that Hampshire Libraries support their communities to face the challenges of climate change together.

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**Lyusyena Shum** is Executive Director of the "Library Country" Charitable Foundation (Ukraine, Kyiv, [www.livelibrary.com.ua](http://www.livelibrary.com.ua)), Board Member of the ANTS National Interests Advocacy Network [www.ants.org.ua](http://www.ants.org.ua), an expert in the implementation of cultural innovations.

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**Professor Nick Tyler** is Director of CTS and Director at PEARL (Person Environment Activity Research Laboratory). Nick has been following the idea, that the world should be a better place for all species, through a forest of different influences that have come together in the PEARL concept. These influences include understanding what it takes, as a small individual in a large orchestra, to create something that could never exist without such coming together of people, ideas and time; figuring out in industry how products, people, vehicles and time had to be brought together so that people could have the medicines they need; developing new ways of looking at what we mean by engineering and education, society and time; and asking how we as a species might come to figure out the world around us – including people, animals and plants. Each of these brings together the concepts of people, ambience, time and space, and Nick created PEARL so that we can bring these together to find ways of both understanding and communicating how we might be able to live in a better world. The idea continues to lead; we continue to follow; the world awaits.

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**Vickie Varley** is Senior Development Officer (Digital, Information, Stock, Adult Health and Wellbeing and Volunteers) for Oldham Heritage, Libraries and Arts.

She has worked in public libraries for over 20 years in various roles and is lucky enough to have led on lots of exciting projects, including some to explore the climate emergency with communities in Oldham.

Climate Connections started as a short term funded project and has become part of the day to day in one of Oldham's smallest libraries.

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## Sponsors

Many thanks to all the companies that have sponsored this year's seminar. Please take the time to visit their stands in the Cedar and Bamboo Lounges.

### axiell

Axiell provides software and services for Libraries, Archives and Museums. Our solutions help our community of customers to manage their collections, encourage reading, preserve cultural heritage, improve learning and increase engagement with the public.

Come and speak to us about your Library Management requirements and to see our modern cloud based LMS.

Working out of our UK offices in Nottingham and Manchester, our teams are local, accessible and have a personal approach.

Our business is all about ensuring the long-term sustainability of the sectors we serve. Our solutions help our customers to excel in an increasingly digital environment. We stay close to our customers to ensure we understand their changing needs and can adapt as a partner for now and the future.

Axiell provides cloud-based Library and Collections management systems for public libraries, specialist libraries, archives, and museums of all sizes. Our solutions help our customers to excel in an increasingly digital environment. We stay close to our customers to ensure we understand their changing needs and can adapt as a partner for now and the future.

### bibliotheca®

For over 50 years, Bibliotheca has partnered with libraries to meet the needs of their communities worldwide.

Things are changing at lightning speed. It's time to imagine what a library can do—what a library can be—today and tomorrow.

Libraries are competing with the best in consumer technologies and can't afford to stick with the status quo. At Bibliotheca, we aren't just keeping up with the times, we're inventing the future.

Through integrated technology we reimagine how libraries function, to inspire and delight all kinds of people, wherever they are: at home, on the move, or within the library walls.

Bibliotheca works with 30,000 libraries around the globe to make the library experience—physical and digital—seamless, intuitive, and inclusive. We work wonders for library staff too.

As degreed librarians and avid library users, we understand not only the unique management challenges that libraries face, but also what the future of library service will demand.





Bolinda is a world-leading audiobook and technology company. We publish the greatest books you'll ever hear and are the creators of BorrowBox, your library in one app.

As publishers, we are unsurpassed experts in the audiobook category, combining brilliant authors, talented narrators and superb production to create mind-blowing audio experiences.

As technology providers, we go where no library has gone before with BorrowBox. A ground-breaking digital content solution, BorrowBox instantly brings the world's best titles to libraries' digital shelves.

Our mission is to inspire people to live their best lives through the power of storytelling. Anywhere, everywhere: we never stop.



Launched in 2002, D-Tech International Ltd is one of the UK's leading suppliers of high performance technology products and services for public space locations in the UK and overseas. Our success has been built in the library sector but in recent years we have seen an increase in cross-sector demand for our EM, RF, RFIQ and RFID technologies for tracking, managing, protecting and forecasting demand.

We design, manufacture and install RFID, EM, RF and RFIQ Security, self-service & stock inventory, book vending, library management software including smart device apps, laptop self-service lockers and thermal imaging people counters, earning a reputation along the way as creative solution providers and forward thinking developers of new products to meet the needs of rapidly changing consumer demands.

Excellent customer service with an emphasis on direct contact and support has been crucial to our success.



EBSCO offers high-quality information resources and technology solutions to help libraries build and manage their collections, meet their patron's information needs, promote lifelong learning, and transform lives. Providing access to books, eBooks, journals, magazines, and various reference resources alongside user-friendly search platforms, a managed open-source library system (FOLIO) and our linked-data technology solution (Bibliograph) to transform the visibility of library catalogues on the web, EBSCO is ideally placed to support community libraries and we are proud to support the Libraries Connected Annual Seminar 2023.



Part of **Clarivate**

Innovative, a Clarivate company, provides leading technology solutions and services that empower libraries and enrich their users worldwide. Innovative offers a comprehensive portfolio of library automation products, serving academic, public, national, corporate and special libraries and consortia. Innovative serves thousands of libraries in 66 countries.



Insight Media is a leading library technology partner in the UK for the provision of PC booking, print management, Wi-Fi printing, Wi-Fi authentication, and kiosk software services.

Our products integrate with all the UK Library Management Systems as well the main RFID self-service kiosk providers, enabling us to provide a seamless experience for your library visitors.

We have extensive experience in the public sector and support customers to provide IT and self-service solutions. We are continuously monitoring customer and market demands and working to deliver new and improved solutions, offering customers a wider range of library services and operational efficiencies.

Our solutions are all provided with a comprehensive installation and training programme, together with first-class ongoing support services.

Contact us to find out more.

Tel: 0844 335 6350

Email: [info@insight-media.co.uk](mailto:info@insight-media.co.uk) Website: [www.insight-media.co.uk](http://www.insight-media.co.uk)



Kajima Community provides the antidote to ineffective manual room hire processes. Old-fashioned booking processes require hirers to call or email various libraries before starting a conversation that may or may not lead to a paid booking. The outcomes are clear – low awareness of available space leading to low usage and sub-optimal income, and inefficient processes that drain resources and reduce profitability.

BookingsPlus is an off-the-shelf configurable white-label booking platform that digitally transforms how library services hire space. Imagine a Booking.com platform for your libraries – a single location for prospective hirers to find, virtually tour, check availability, book and pay for facilities, with administrators retaining control over how hirers book and which bookings they accept.

By applying the same technology modern society uses to book holidays and view houses, library services can maximise visibility of hireable space – leading to increased usage, income and social value – and streamline processes to achieve time and cost savings.

# lorensbergs

We look forward to meeting the Libraries Connected community and discussing your commercialisation objectives.

Lorensbergs works closely with libraries to improve access to services and resources. Our market-leading solution, netloan PC booking provides a comprehensive session management system for greater control and accessibility to library PCs, together with self-service print payment and release. Netloan Wi-Fi print gives library users the opportunity to print from their smartphones, tablets and laptops in the library and from home.

The netloan portfolio gives you the technology and data to manage resources with ease. With our integrated solutions, library policies and administration can be managed holistically. Administrative tasks are achieved with centralised web-based access, allowing library staff greater freedom to ensure their libraries operate smoothly and efficiently. Netloan integration on self-service payment kiosks achieves a number of further benefits. It provides library users with the ability to make PC bookings and self-service print or PC payments at the same point as carrying out book-related transactions on Bibliotheca kiosks. This relieves pressure on staff and can even support longer opening hours. It also helps save on valuable floorspace in the library.



Lyngsoe Systems has been a world leader in the field of cutting-edge electronic logistics control for over 40 years and is leading within the radio frequencies identification (RFID) technology. We are devoted to helping libraries transform by supporting them to save time on material handling with smart library solutions. We are experts and trusted by libraries in providing automated material handling solutions, self-service equipment, and intelligent material management systems. Our solutions are standards compliant as well as practical, affordable, and innovative. We have our own network of engineers and solution experts. With a proven record of accomplishment with 20,000 installations in over 60 countries, the Lyngsoe Systems team demonstrate extensive experience in customer process, solution design, software development, integration, service, and maintenance. Our ambition is to always offer a market-leading range of products fulfilling our guiding star: "Working for Smarter Libraries".

To find out more, visit [www.lyngsoesystems.com](http://www.lyngsoesystems.com)



Patron Point is a fully-featured marketing automation platform that helps libraries really drive their digital marketing and attract, onboard, inform, engage and retain library customers through targeted marketing and automated engagement.

We bring all your data together by connecting to your LMS and a wide range of third party services such as your eBook platforms, eDatabases, events registration systems and many others to help you segment your audience based on your data allowing you to not only automate some of your library email marketing communications, but to make sure the messages are highly targeted, personalized and relevant.



Our Proven Programs allow you to hit the ground running, with proven use cases that have been shown to engage library customers around the world in a wide variety of ways.

At PTFS Europe we've been working with open source software since 2007 – software developed by online communities for free use by all.

Like libraries, open source is for everyone. We develop our products and services with the goal of making this technology easy; to help and enable library users and ultimately free libraries to do the things they do best. The reason so many people like working with us is that we solve problems, we don't sell software. We listen, find solutions and commit to deliver these solutions for our customers as part of our complete managed service and support package. As an ISO27001 accredited company, you can rely on the quality and integrity of the support we're providing to over 120 organisations (and counting). To find out more send us a message at: [info@ptfs-europe.com](mailto:info@ptfs-europe.com) or visit our website: <https://www.ptfs-europe.com/about/>



SirsiDynix provides innovative technology solutions to library authorities across the UK and globally. Come and talk to us about our latest developments to help drive social value and customer engagement. Our aim is to help our libraries succeed in a constantly evolving digital world.

## Solus

SOLUS is the world's #1 Library App provider for public libraries and growing in academics; with SOLUS built Library Apps now in use in almost 8,000 locations globally and growing rapidly. The Library App supports 15 different ILS platforms using APIs and web services and is available in 40 languages. SOLUS has expanded its product suite to include Events & Room Bookings with its eb#1 product and to Library Web Discovery with the LUCi Discovery platform.



*"The library of today is not just a collection of books or a place to study - it is a space for multicultural contacts, digital enlightenment, creation, imagination and discovery. Embracing all these aspirations, we have evolved into a dynamic provider of total design solutions to libraries and other public spaces - working hard to create tomorrow's library, today. Library Design is what defines us as a company."*

*"We work with the library as a space in which we add ideas, experience, competence, and specialist products."*

Daniela Hislop – Director

## Libraries Connected Awards

The Libraries Connected Awards celebrate the achievements of people working in public libraries, acknowledging excellence, and showcasing good practice. Linked to the Universal Library Offers and Promises, the awards are judged by those leading these areas of work nationally.

The awards are a reminder of the importance of libraries and the people who work in them, celebrating the variety of support they deliver on a daily basis, whatever circumstances they find themselves in. The awards offer the opportunity to uncover new library champions, encouraging the leaders of the future and giving them the recognition they deserve. In addition, the awards showcase the breadth of work library staff coordinate and deliver, impacting across all areas of their communities.

Awards are made in six categories:

- Culture and Creativity
- Health and Wellbeing
- Information and Digital
- Reading
- Children Promise
- Visual and Print Impaired People's Promise

The awards will be presented to the winners after the seminar dinner which begins at 7pm on Tuesday 20 June.

Find out more at [www.librariesconnected.org.uk/page/libraries-connected-awards](http://www.librariesconnected.org.uk/page/libraries-connected-awards)





## Award Sponsors

# Congratulations

to the *Libraries Connected Awards* winners & nominees

And huge thanks to all the library teams who work so hard and achieve so much in support of their communities nationwide

## Libby.

The library reading app

### LEARN MORE

Lorraine Pethick, Account Manager EMEA: [lpethick@overdrive.com](mailto:lpethick@overdrive.com) • 7824 348721

Scott Smith, Account Manager: [ssmith@overdrive.com](mailto:ssmith@overdrive.com) • 7896 920510  
[company.overdrive.com/public-libraries/overdrive-in-the-uk](https://company.overdrive.com/public-libraries/overdrive-in-the-uk)

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## Venue

The seminar is taking place in the Woodlands Event Centre at [Wyboston Lakes](#), a stunning new venue for us in Bedfordshire, located midway between Milton Keynes and Cambridge with easy access to both. M1, M11 and A1.

The Woodlands Event Centre is purpose built with a number of fantastic event spaces suited to a variety of events. The centre includes:

- The Rosewood Conference Suite where most of the event will take place is a superb flexible space which can host up to 620 delegates theatre style. With moveable walls, self-contained bar, leading AV and tech, the space can be used for multiple purposes.
- Training and meeting rooms are all air conditioned, beautifully furnished and equipped with great easy to use tech. Creative spaces are located throughout the venue for out-of-meeting interactions, with casual lounges, campfire chat areas and social fuelling stations.
- The Olive Restaurant where we'll be having lunch has a Mediterranean style with a clay oven and staple dishes from Greece, Italy and Spain. Menus can also include North African and Middle Eastern cuisines, for a different twist. Set menus have a variety of choice and all food is cooked using locally sourced produce.
- The Cedar Lounge, where refreshments can be taken throughout the day, provides delegates with a comfortable space to catch up with colleagues during breaks and after events and is where the sponsors showcase will take place.

Other on-site facilities include a business centre, fitness suite, swimming pool and walking/running routes.





## About Libraries Connected

Libraries are at the heart of communities, reflecting and responding to local needs.

They get more visits each year than any other cultural service, with a reach that extends right across income brackets, ages and ethnicities. They play an important role in promoting well-being and community cohesion by producing a range of cultural activities with their local communities and providing many with access to vital online services.

Maintaining and building on the power of public libraries is the heart of our mission. Our Universal Library Offers are key to this and cover the key areas of service which our stakeholders see as essential to a 21st century library service: Culture and Creativity, Information and Digital, Health and Wellbeing, and Reading. Underpinning these offers are our Visual and Print Impaired People's Promise and our Children's Promise which aim to ensure that these offers remain accessible to all.

We are funded by Arts Council England as an Investment Principle Support Organisation for public libraries to:

- Represent the public library sector and communicate the value of libraries
- Connect partners to local libraries by brokering national relationships with a wide range of organisations and individuals
- Improve library services by developing and sharing best practice, providing training for library staff and facilitating a network of library leaders in the UK
- Drive innovation and new thinking on the role of libraries in a modern society.

Libraries Connected is a charity and membership organisation, representing public library services in England, Wales, Northern Ireland, and the Crown Dependencies.

For more information visit [www.librariesconnected.org.uk](http://www.librariesconnected.org.uk)



Email:  
[info@librariesconnected.org.uk](mailto:info@librariesconnected.org.uk)

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