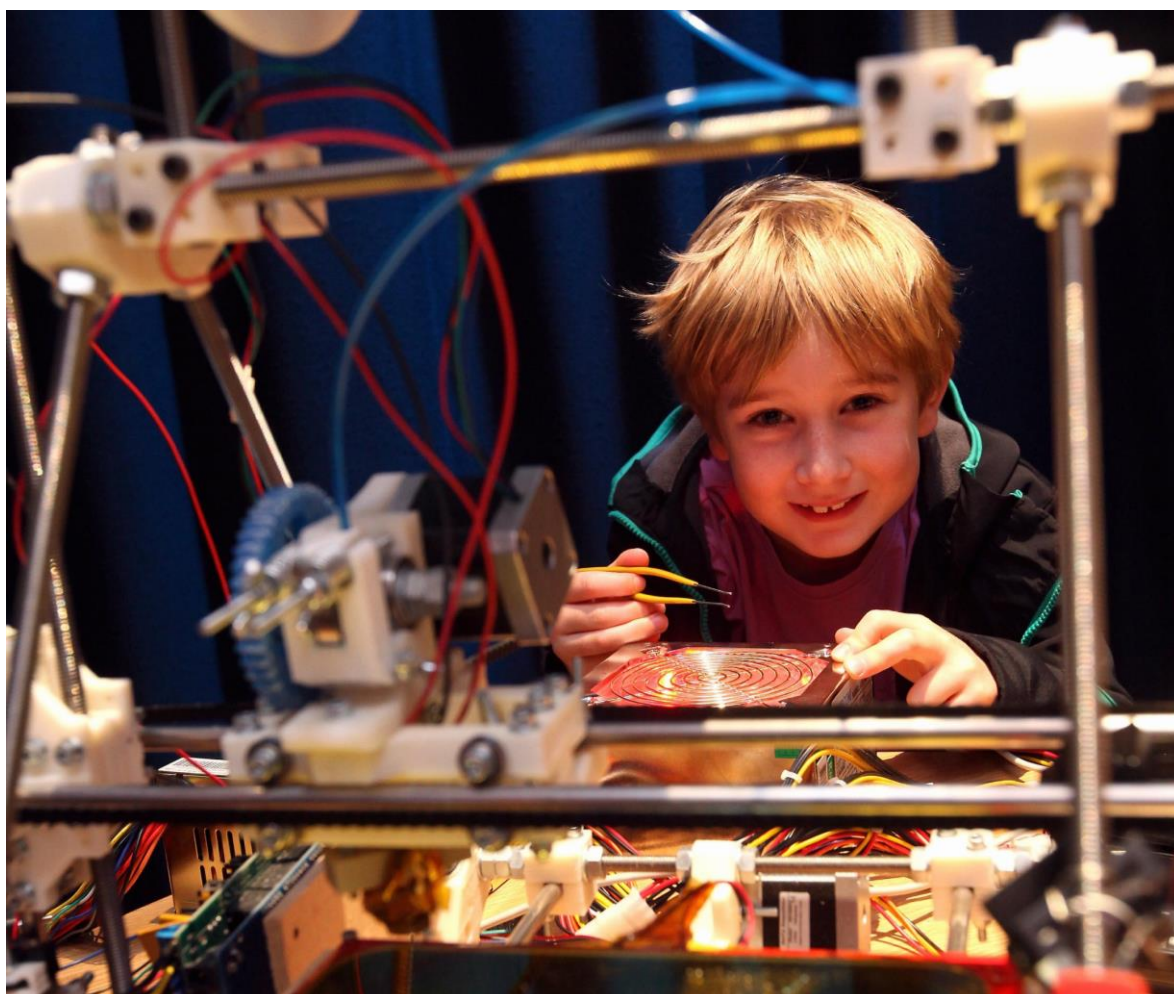# SCL Leading & Managing Public Libraries

Society of Chief Librarians Seminar 2018

Creative Futures: Digital Solutions

7 - 8 June: Scarman House, University of Warwick

Picture by David Charlton Photography

Contents

SCL Leading & Managing Public Libraries

LEARNING OFFER   DIGITAL OFFER   INFORMATION OFFER   HEALTH OFFER   READING OFFER

Seminar programme

Thursday 7 June	
9.00 – 10.00	Registration, networking and coffee
10.00 – 11.00	**Workshops**
11.10 – 11.25	**Welcome – Neil MacInnes, SCL President**
11.25 – 11.55	**Libraries Opportunities for Everyone Innovation (LOFE) Project Ignite Talks** ● Stockton-on-Tees, Mark Freeman ● Bournemouth, Medi Bernard ● Manchester, Jonathan Ebbs ● Hampshire, Jade Bower **Chair:** Subnum Hariff-Khan, Oldham Council & Ciara Eastell, Libraries Unlimited
11.55 – 12.00	**Flash talk - Lorensbergs**
12.00 – 13.00	Lunch break
13.00 – 13.30	**Libraries Opportunities for Everyone Innovation (LOFE) Project Ignite Talks** ● Barnsley, Kathryn Green ● Luton, Caroline Simon ● Lincolnshire, Diana Edmonds ● Staffordshire, Catherine Mann **Chair:** Subnum Hariff-Khan, Oldham Council & Ciara Eastell, Libraries Unlimited
13.30 – 14.00	**Keynote: Michael Ellis, Parliamentary Under-Secretary for the Department for Digital, Culture, Media and Sport** **Chair:** Neil MacInnes, SCL President
14.00 – 14.30	Tea and coffee break
14.30 – 15.40	**Building on Our Past for a Stronger Future** Neil MacInnes, SCL President, Nick Serota, Chair of Arts Council England, Isobel Hunter SCL CEO and Mark Freeman, SCL President Elect
15.40 – 15.45	**Flash talk - EBSCO**
15.45 – 16.15	Tea and coffee break
16.15 – 17.30	**Workshops**
19.00	Drinks and dinner

SCL Leading & Managing Public Libraries

LEARNING OFFER   DIGITAL OFFER   INFORMATION OFFER   HEALTH OFFER   READING OFFER   culture

Friday 8 June	
9.00 – 9.15	Registration
9.15 – 10.00	**Single Digital Presence - Liz White, Head of Strategy Development, British Library** **Chair:** Ayub Khan, SCL Trustee
10.00 – 10.20	**Using spaces and collections – Andrea Winn, Curator of Community Exhibitions, University of Manchester Museum** **Chair:** Isobel Hunter, SCL
10.20 – 10.45	**EU Public Libraries – Hannah Thominet**, **Project Officer, Public Libraries 2020** **Chair:** Isobel Hunter, SCL
10.45 – 10.50	**Flash talk - RedQuadrant**
10.50 – 11.05	Tea and coffee break
11.05 – 12.25	Panel session – Future workforce ● Nick Poole, CEO, CILIP ● Fiona Cameron, Courses Manager, The Clore Leadership Programme ● Neil MacInnes, SCL Past President **Chair:** Janene Cox, Staffordshire County Council
12.25 – 12.30	**Flash talk - Axiell**
12.30 – 13.30	Lunch break
13.30 – 14.15	**#Whatsyourstory - Alison Millar, Reader and Culture Development Manager, Leeds Library & Information Service** **Chair:** Julie Griffiths, Halton Borough Council
14.15 - 15.15	**International speaker** **Katri Vänttinen, Library Director, Helsinki City Library** **Chair:** Mark Freeman, SCL President
15.15	**Farewell – Mark Freeman, SCL President**

Workshops:

1. **Engaging Libraries: Inspiring the public about health and wellbeing**
   Workshop 1: Led by Andy Wright, with Leeds Libraries and Redbridge Libraries

2. **Engaging Libraries: inspiring the public about health and wellbeing**
   Workshop 2: Led by Rachel Heydecker, with City of London Libraries and Oldham Libraries

   Engaging Libraries is a pilot scheme that has brought the Carnegie UK Trust, the Wellcome Trust and SCL together to work in partnership to allow public libraries to experiment with public engagement around health and wellbeing. The 14 projects funded cover a wide range of topics that work with new partners and engage with the public in innovative ways.

   Representatives from four Engaging Libraries projects will speak about their work, how they are engaging the public and demonstrate some of the methods they are using.

3. **Building a strong and sustainable future for Community Managed Libraries**
   Led by Sue Wills, Cambridgeshire Libraries

   The Community Managed Libraries Network is working with the Libraries Taskforce, LOCALITY and SCL to create a new future for the network.

   If you have community managed libraries in your authority, however they are constituted or however long they have been in existence or if you are considering setting one up for the first time, this will bring you up to speed with the latest exciting developments. A session not to be missed.

   This session will:
   - Share the latest new developments to come from the Community Managed Libraries Network.
   - Explore how we can work together in the future to create a more sustainable network that is capable of supporting community managed libraries to thrive as more 'go live'.
   - Share the latest thinking about the development of a leadership and skills development programme to power up the network.
   - Understand how we could support and share the learning from a culture of trading into community managed libraries to also strengthen the public library network.

4. **The impact of public library rhyme times on maternal mental health in Essex**
   Led by Ben Lee, Shared Intelligence and Sarah Mears, Essex Libraries (second session just Sarah)

   In this session we share the findings of the Arts Council England action research project that Shared Intelligence ran with Essex Libraries over the past year to test the hypothesis that rhyme times can, at least temporarily, lift the mood of mothers with mild to moderate mental health issues. The session will describe some of the small changes or additions that the project libraries made, the research methodology and the impact the libraries had on the mothers attending the rhyme times.

5. **Combating loneliness and social isolation**
   Led by Julie Oldham, Bolton Libraries and Debbie Hicks, The Reading Agency

   Public libraries have always been an important frontline service helping to combat loneliness and isolation. This strand of work is clearly represented in the newly created Universal Health Offer info graphic which will be launched at the workshop and provide the context for the session. During the workshop we will explore the range of work that public libraries are already doing in this area alongside new developments in the Reading Friends offer and the potential they offer for national library engagement in the programme during the pilot phase. The session will help inform the future development of the loneliness strand of the Universal Health Offer framework; helping to demonstrate how public libraries effectively contribute to this key social agenda by supporting the battle against social isolation.

6. **Introduction to Arts Council National Lottery Project Grants**
   Led by Claire Robe and James Urquhart, Arts Council England

   Claire Robe & James Urquhart describe the key features of Project Grants funding, and ways of making a strong application. The workshop will include some examples of different applications and approaches and will end with a Q+A.

7. **Using artists in libraries to attract new users**
   Led by Emily Williams and Tabitha Witherick, Libraries Unlimited

   Unlimited Potential, a Library Opportunities for Everyone Innovation funded project, introduced creative, animated and engaging experiences, designed to reach new audiences across rural North Devon.

   Find out what we learned when Libraries Unlimited explored new partnerships, approaches and collaborations to reach into communities. There will be plenty of practical tips and insights into working with creative and cultural partners, developing your staff team and changing the perception of what your library offers.

8. **Libraries of Sanctuary**
   Led by Barry Clark, Sandwell MBC and Colleen Molloy, City of Sanctuary

   Colleen Molloy, National Development Officer from City of Sanctuary and Barry Clark, Chief Librarian from Sandwell MBC, explore the diverse experiences and needs of refugees, asylum seekers and other new arrivals, and how libraries can ensure that they offer sanctuary, following the accreditation of Thimblemill as the UK's first Library of Sanctuary.

9. **The Summer Reading Challenge Review: findings and next steps**
   Led by Sue Wilkinson, The Reading Agency and Sue Ball, ASCEL and Staffordshire County Council

   This session will brief colleagues on the findings of the SRC Review and the 2018-22 implementation plan. You will have the opportunity to hear an overview of the research that has shaped the report and to discuss the priorities for the future.

10. Open all hours
Led by Jane Everiss, Gloucestershire and Martin Burton, South Gloucestershire

The workshop will discuss the swipe card access technology used to open libraries for longer periods without staff being present. It will cover both the technology and some of the practical and policy issues that need to be considered along with the experience from authorities that have introduced the technology.

11. What makes a successful partnership between HE and libraries?
Led by Katie Pekacar, Independent Mind, John Garland, Jisc and Sophie Lancaster, ACE

Collaborating with Higher Education provides opportunities for public libraries to build their volunteer base, offer new opportunities to the public and participate in strategic initiatives that raise their profile. Katie Pekacar and John Garland will be presenting some case studies and ideas for ways that public libraries can engage with HE. They will then facilitate an interactive workshop to get people thinking about what the opportunities and benefits could be for their library service, as well as exploring some of the barriers to partnership and how these could be overcome.

12. There is a tablet for that! The Lewisham Library and Information Service iPad lending pilot
Led by Claire Nicholas-Walker and Sameena Ali from London Borough of Lewisham

Funded by the Mayor of London, this pilot tests the mechanics of lending 4G enabled devices through the library service in an inner city context. The premise is that everything is going digital, and some may be left behind. We wanted to learn about the potential of web-connected iPads to reduce digital exclusion. This is a practical workshop where we will demonstrate the technical solutions and will discuss the day-to-day issues we had to overcome.

Speakers

Jade Bower is Business Development Manager at Hampshire County Council across Libraries and Registration. Jade's remit includes innovation and horizon scanning with a lean towards digital and transformation, supporting Hampshire's strategy to 2020. Jade comes from a legal IT background in the private sector and is a Microsoft Master Instructor with ITIL, LEAN and Agile experience. Jade is an active member of the SCL Library Innovators community and enthusiastic netball player on Tuesday nights!

Fiona Cameron joined the Clore Leadership Programme in 2006 as Short Courses Administrator, before becoming Courses Manager in 2008. Prior to this she was Membership Manager at the Independent Theatre Council for five years, having held administrative roles for a wide range of organisations including Ticketmaster, Unison, Dance Theatre Red, The Millennium Dome and London Arts.

Fiona was Chair of the Board at Candoco Dance Company from 2013 – 2014. She is a qualified career coach and sports massage therapist, but currently spends her free time being a mum to a very active three-year-old!

Jonathan Ebbs has worked in information and advice throughout his career. He has been responsible for the launch of the Business & IP Centre in Manchester and developed business information services across Greater Manchester and beyond with the "Ask About Business" service that will celebrate 10 years of success in 2018. Building on their work across the Combined Authority, the Big Ideas Generators project recently successfully delivered events and activities across Greater Manchester to over 3,000 attendees.

Diana Edmonds is GLL's National Director for Libraries – and is responsible for the strategic development of the libraries managed by GLL. GLL currently manages libraries on behalf of 5 local authorities, the Royal Borough of Greenwich, the London Boroughs of Bromley and Wandsworth, the Metropolitan Borough of Dudley and the County of Lincolnshire. GLL is also the largest operator of prison libraries in the country, now managing libraries in 12 prisons.

Diana is a qualified librarian and has worked in a wide variety of situations as an information professional. She established an information business, Instant Library, eventually selling the company to Tribal Education Services. She then spent a number of years working for the London Borough of Haringey, where she was tasked with 'turning around' library services in the Borough – and subsequently became the Assistant Director (Culture0 responsible for a portfolio of cultural services.

Diana is a passionate enthusiast for libraries – determined to offer facilities and services which are accessible and attractive to local residents.

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Michael Ellis was appointed Parliamentary Under Secretary of State at the Department for Digital, Culture, Media and Sport on 9 January 2018. In this role as Minister for Arts, Heritage and Tourism his policy responsibilities include public libraries in England. He was a practising Barrister in criminal law for 17 years until being elected MP for Northampton North in May 2010. At Parliament, he was Deputy Leader of the House of Commons from July 2016 to January 2018, and previously Chairman of the All-Party Parliamentary Group on the Queen's Diamond Jubilee.

Mark Freeman is Libraries and Information Services Manager in Stockton-on-Tees and has worked in libraries for over 35 years. Mark has been a committed member of SCL who has led the SCL/Share the Vision Six Steps Promise since it began in 2011.

Mark will take over as President from Neil MacInnes who has held the post since June 2016**.**

Kathryn Green has worked for Barnsley Metropolitan Borough Council since 1983 in a variety of roles, starting as a Branch Librarian, before moving to Central Library and by 2006 to Chief Libraries Officer. Kathryn has been Head of Service, Customer Service Operations since 2013 and is currently responsible for the Library Service, Customer Services, the Contact Centre and Registration Service. The role involves maintaining excellent customer services, 24/7 365 days a year via the contact centre and provides opportunities for innovation and digital support across all service areas.

For the next 12 months she will be Programme Managing the new build Central Library, Library@theLightbox, her 12th new build/refurbishment project. Kathryn can often be found late at night on Twitter @librariankag

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Isobel Hunter joins SCL from The National Archives where she was Head of Archives Sector Development, serving a national constituency of 2,500 archives.

During her time there, Isobel led the development of Archives Unlocked, a new government vision for archives with a plan to address resilience, digital capacity and impact in the sector. Within the first year she secured nearly £1m external funding for the plan.

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Neil MacInnes has over 30 years experience in public libraries having worked in a range of roles with Glasgow City Council during a 20-year period before joining Manchester City Council in 2005. Neil was Head of Service Improvement (Cultural Services) and was appointed Head of Libraries, Information and Archives in 2010 and in 2015 became Strategic Lead, Libraries, Galleries and Culture within the Growth and Neighbourhoods Directorate.

Neil led on the recent £48m transformation of Manchester Central Library as well as an ambitious renewal programme for Manchester's Libraries. Neil has been SCL President since 2016 and prior to this an Executive Member of SCL for a number of years, an Executive Member for SCL North West and is also a member of Libraries 2020 EU Public Libraries advocacy group.

Catherine Mann is Libraries & Arts Manager for Staffordshire County Council.

Catherine began her career at Coventry Central Library and moved to Staffordshire as Mobile Librarian in 1990. She has held a variety of roles across the county and has been the Libraries & Arts Manager since 2011. As a former Branching Out participant, Catherine has retained a strong focus on Books, Reading and Learning and is now the SCL WM representative on the national SCL Books and Reading group.

Alison Millar is the Reader and Culture Development Manager at Leeds Library and Information Service. She oversees the acquisition of print and electronic lending stock and reader development activities for both adults and children, as well as the cultural programme for Leeds Central Library. Alison has worked within the library service for the last 14 years, starting off as a front line member of staff and worked as a branch/stock librarian for several years before specialising in stock management and reader development. She is a shortly to take over as joint chair for the National Acquisitions Group.

Nick Poole became Chief Executive Officer of CILIP in 2015. Nick was previously CEO of the Collections Trust and was responsible for the strategic direction and management of the organisation. In this role, Nick has been responsible for developing UK and international standards for information management, advising agencies on digital programmes and leading partnership initiatives with a range of leading digital companies.

Nick was elected to the Board of Wikimedia UK in 2015 and is the former Chair of the European Network and provided representation to the European Commission.

Prior to joining the Collections Trust in 2005, Nick held a number of roles at the Museums, Libraries and Archives Council (MLA), including responsibility for Regional policy development and as a National ICT Adviser. In addition to his role within CILIP, Nick is a former Councillor of the Museums Association and the former Chair of the UK part of the International Council of Museums.

Nicholas Serota has been Chair of Arts Council England since February 2017 and is a member of the Board of the BBC.

He was Director of Tate between 1988 and 2017. During this period Tate opened Tate St Ives (1993) and Tate Modern (2000 and 2016), redefining the Millbank building as Tate Britain (2000).   Tate created the Plus Tate network with 35 regional galleries across the UK.

Hannah Thominet is responsible for EU policy research, advocacy and communications at Public Libraries 2020 (PL2020) in Brussels. By coordinating a network of pioneering librarians from across Europe and raising awareness of the immense potential of Europe's 65,000 public libraries among EU policy makers, PL2020 works towards building stronger EU communities.

Hannah joined the PL2020 team in September 2015, before which she worked for the UK Permanent Representation to the EU. Her academic background is in economics and politics.

Katri Vänttinen (M.A.) works as Director of Library Services for the City of Helsinki; the largest public library system in Finland. Throughout her career she has worked in the field of library and information services for the public service organisations such as Finnish Broadcasting Company (YLE) and libraries for the Finnish Universities of Applied Sciences. In all of her jobs she has been a change leader, taking on the challenges of rapidly evolving information environment, always trying to find new ways of networked co-operation and promoting the adaptation of new technologies for the best possible customer experience.

Liz White joined the British Library in 2013 and led the development of its Living Knowledge vision, setting out the British Library's ambition to be the most open, creative and innovative institution of its kind by the time of its 50th anniversary in 2023. Liz also established the Living Knowledge Network, an innovative partnership of 22 major public libraries across the UK working with the British Library, National Library of Scotland and National Library of Wales to connect knowledge, people and ideas. During 2018-19, Liz is leading a scoping study commissioned by Arts Council England and Carnegie Trust UK to test the rationale and feasibility of a single digital presence for public libraries in the UK.

Liz is a Board Trustee and Fellow of the Chartered Management Institute and a Fellow of the Royal Society of Arts. She has an MA in English Literary Studies from the University of Durham and an MBA from Imperial College London.

Andrea Winn is the Curator of Community Exhibitions at Manchester Museum, University of Manchester. Having worked in the museum sector for over 18 years in various roles, she is now responsible for managing the Manchester Museum's Community Engagement, Outreach and Volunteer programmes. The museum works with the city's diverse communities to interpret and reinterpret the collections, through exhibitions both on site and off site, film and participation in public programmes and the Museum's volunteering programme.

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Venue

The seminar will take place at Scarman House which is one of a number of conference venues on the Warwick University campus near Coventry in the West Midlands
http://www.warwickconferences.com/about-us/how-to-find-us

The majority of the seminar will take place in the main lecture theatre and active learning sessions will take place in nearby breakout rooms.

Refreshments are available throughout the day in the lounge area and lunch will be in the dining room.

Parking

There is free parking for delegates at Scarman House and if the car park is full, delegates should go to reception and staff will direct you to another nearby at one of the other conference venues.

Traveling by Train

Coventry is the most convenient train station for most visitors to the Warwick Conferences. It's served by trains from London Euston, Birmingham (New Street and International) and Leicester. From Coventry station, it's easy to get a taxi (around £10, 15 minutes).

Accommodation

Accommodation is available at Scarman House and can be booked via Helen Drakard (helendrakard@hotmail.com).

Warwick University Library

If any delegates are interested in visiting the university library outside of the programme, Robin Green the Librarian and Director of Knowledge, would be happy to arrange for a visit. Just present some photo ID at the Welcome desk or contact Robin and he will instruct the desk staff to let you in.

Robin's email is Robin.Green@warwick.ac.uk

SCL at a glance

The Society of Chief Librarians leads and manages public libraries in England, Wales and Northern Ireland. SCL was formed in 1996 and is made up of the head of service of every library authority.

Since its inception, SCL has grown in strength to become a major local government society acting in partnership with national government and other agencies to further the strategic development of public library services.

Now funded by Arts Council England as well as our membership, we have become a national charity that will take a leading role in the development of public libraries through sharing best practice, advocating for continuous improvement and leading the debate on the future of the public library service.

Together, we will work to achieve our vision of an inclusive, modern, sustainable and high quality public library service at the heart of every community in the UK.

SCL leadership

President: Neil MacInnes
President Elect: Mark Freeman
CEO: Isobel Hunter
ASCEL Chair: Sue Ball

Trustees:

Martin Burton	Ayub Khan
Joanne Launder	Sarah Mears
Julie Griffiths	Carol Stump
Tony Durcan	Jane Ellison
Vera Owen	Ilona Kish
Liz White	

Regional Chairs:

East Midlands: Peter Gaw	South East: Lindy Elliott
East of England: Andrew Bignell	South West: Sue Crowley
London: Caroline Rae & Anthony Hopkins	Wales: Nicola Pitman
North East: Angela Forster	West Midlands: Dawn Beaumont
Northern Ireland: Adrienne Adair	Yorkshire: Carol Stump
North West: Janet Wood	

For more information visit www.goscl.com

Seminar sponsors

We would like to thank the companies that have agreed to sponsor our event this year.

PLEASE make a special effort and visit their stands in the lounge area over the two days.

Axiell provides end-to-end technology solutions to organisations that manage catalogues and collections. Working across the cultural sector with Libraries, Archives, Museums, Galleries, Academic Institutions and more, our innovative technology and services are used by 700+ customers in the UK and 3,000+ worldwide.

Bibliotheca is dedicated to the development of solutions that help sustain and grow libraries around the world. Our products are designed to provide a welcoming, intuitive and seamless environment for those that use the library – wherever they choose to use it – be that at home, on the move or within the foundation of the library itself.

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

Civica is one of the leading technology-based partners for the global library sector. Our core library management system, Spydus, is one of the top solutions of its kind and enables our customers to enjoy an improved service delivery, cost savings and increased efficiencies.

Spydus integrates library resources, digital assets, archives and cultural collections in one powerful, easy-to-use system. Each Spydus module is easily configured to meet all of your library's key requirements.

With an established and effective consortium model, Civica supports strong consortium partnerships whilst preserving the individuality of local libraries with a flexible delivery model.

CollectionHQ is the world's leading collection performance improvement solution for public libraries, based on the proven Evidence Based Stock Management (EBSM®) methodology. By analysing detailed trends of how the library's stock has been used over time and comparing this with current provision, the methodology provides action plans to help librarians develop and manage their collections, saving time and money, improving turnover and aligning stock with local demand. For more information please visit www.collectionhq.com

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thedesignconcept
BCI Eurobib direct

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, thedesignconcept has evolved into a dynamic provider of total design solutions to libraries and other public spaces - working hard to create tomorrow's library, today.

EBSCO

EBSCO Information Services is a leading digital content and software service company that works alongside Public, Academic, School, Corporate, Government and Medical libraries all around the world. Our mission is directly aligned with the SCL seminar theme of Creative Futures: Digital Solutions.

We are experienced in supporting libraries as they navigate challenges often associated with funding contractions, the increasing speed of technological innovation and the ever-changing behaviour of library users.

EBSCO believes that libraries are the 'golden thread that run through the heart of every community' and we are driven to provide innovative, relevant solutions which bring people physically and virtually into these public spaces. We do this by developing digital technologies which help the library to engage with its audience, bring value to its members and enrich its local community. We have developed a truly unique offering which brings the concept of a single digital presence to reality, using technologies such as linked-data, single sign on (SSO) solutions and our hosted web platform, designed by library professionals, which help project the library's presence, enhance the accessibility of its services and increase traffic.

infor

Infor is one of the world's most innovative enterprise software companies. Deep knowledge of the sectors in which we operate, path-breaking approaches to software design, cloud-based delivery, and over 15,000 employees operating from 168 offices in over 40 countries, enable our customers to offer their customers the best possible performance. Infor's library division shares this outlook.

 Our library solutions are a comprehensive suite of web delivered applications for library automation. V-smart the LMS provides integrated tools for managing all library operations including cataloguing, circulation, acquisitions, serials, and e-content. Iguana is the personalised interactive web interface enabling library customers to discover information, resources and services wherever they are; it also provides Digital Asset Management. V-insight is the statistical portal for advanced statistical analysis with in-depth trend reporting. Together with our stock performance module V-eyeQ, it will give you information and resource control when and where you need it. All interfaces are accessible with responsive design enabling access to the system from any device, anywhere.

INSIGHT MEDIA internet limited

Insight Media is the leading library technology partner in the UK for the provision of PC bookings, print management and wireless solutions with unparalleled experience offering innovative market-leading solutions to a variety of customers including public and academic libraries. Currently we provide solutions to over 100 UK customers including over 80 public library authorities spanning our services to more than 1000 locations.

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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 and Wi-Fi, 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.

The **netloan** portfolio gives you the technology and data to meet greater demands on library resources. With integrated solutions for print and Wi-Fi, policies and administration can be managed holistically. Administrative tasks are easily 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. Dedicated **netloan** kiosks are also available to suit all library setups.

Talk to Lorensbergs today about your libraries' requirements for better managed PC, printing and Wi-Fi services.

Call 01992 415505 Email enquiries@lorensbergs.co.uk website: www.lorensbergs.co.uk

RedQuadrant is an innovative transformation consultancy for the public sector. We work with public services to build capacity, reduce costs, and improve outcomes for the public. Our approach to transformation is to focus on making change happen whilst ensuring that change is sustainable – we work with our clients, building capacity through skills and knowledge transfer and making ourselves redundant in ensuring change can continue after we have left. We start from a different place to most – with the positives and what works well.

One of our focus areas is libraries and cultural services. We have supported library authorities across the UK since 2009, developing strategic solutions and planning for the delivery of services to best meet the needs of their residents. We have extensive experience of working closely with authorities to support innovation, and our collaborative approach, working alongside our clients to enable their own learning and development, ensures long-term, sustainable results. Our work is always delivered on time and to budget.

Our consultants are all library and culture professionals, with substantial experience of practical and strategic management of, service transformation and creating sustainable solutions. We think locally, nationally and internationally.

Visit our website@redquadrant.com or contact Sue Mckenzie: sue.mckenzie@redquadrant.com

SirsiDynix connects people with knowledge at more than 23,000 libraries around the world. Through library management technology and search and discovery tools, libraries using SirsiDynix technology bring relevant resources and the power of knowledge to their users and communities. SirsiDynix technology is architected to be open, scalable, and robust, offering a complete out-of-the-box solution and unparalleled flexibility through APIs and web services. Complemented by the most experienced training, consulting, and support staff in the industry, SirsiDynix helps libraries create tomorrow's libraries, today. To find out more, visit www.sirsidynix.com

For more information about Society of Chief Librarians or the Seminar please visit www.goscl.com or

email us at societyofchieflibrarians@gmail.com

LEARNING OFFER DIGITAL OFFER INFORMATION OFFER HEALTH OFFER READING OFFER