

Library Service Update

PSEG Scrutiny Committee
February 2021

ESSEX LIBRARY SERVICES

The Library Strategy 2019 - 2024

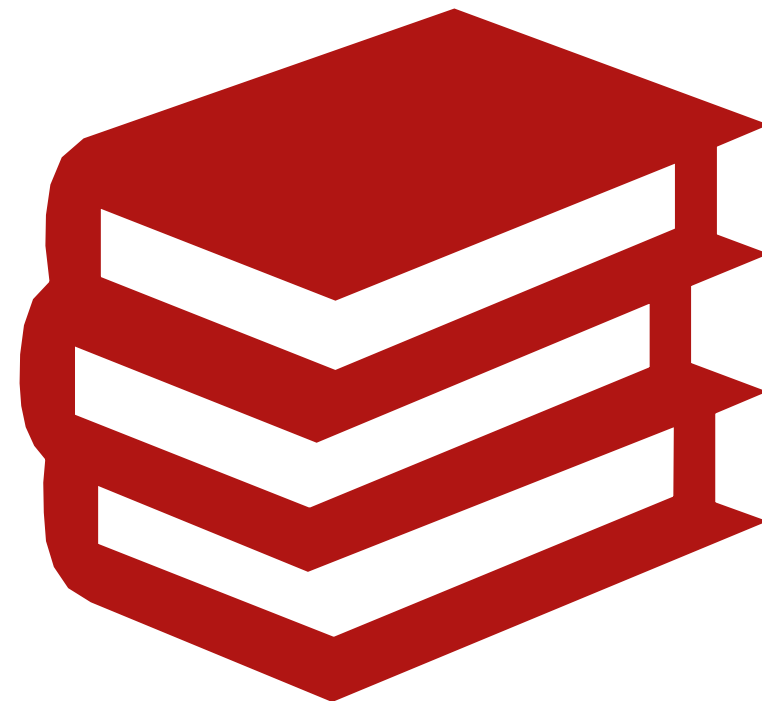
- ▶ 1. Placing books and reading at the heart of our library offer
- ▶ 2. Provide a modern service and library spaces, which are fit for both now and the future
- ▶ 3. Community run library services
- ▶ 4. Consistently good customer experience
- ▶ 5. Comprehensive eLibrary offer and embrace digital technology



Place books and
reading at the heart
of our library service
offer

Data cleanse opportunities and improved stock management

- ▶ During 2020 the service was able to carry out a comprehensive stock take.
- ▶ We are taking the opportunity to update our library catalogue and our customer database.
- ▶ This will allow for quicker and more accurate searches by staff and customers.
- ▶ Collection HQ stock management tool



Library Management System

ESSEX LIBRARY SERVICES



Library Management System Implementation and The Library Consortium

- ▶ Implementation Phase commenced Aug 2020
- ▶ test data extract obtained existing LMS supplier - Infor
- ▶ New system being configured
- ▶ staff training and communication plans in place
- ▶ Website and app being built
- ▶ Various system integrations progressed
- ▶ System testing in progress
- ▶ Go Live planned for late April and on track
 - ▶ 3 weeks prior to this Essex and Thurrock will be “off line” whilst data is transferred from old system to new system





Provide a modern library service and library spaces, which are fit for both now and in the future

Shenfield



Updated Scheme
21.01.2021





Harlow now...



**Provide a modern service and library spaces,
which are fit for both now and the future**

- ▶ LED lighting in 5 libraries with more to be completed in the next year.
- ▶ Upgrade of public computers in all 74 libraries.
- ▶ Self-service machines upgrade.
- ▶ WIFI upgrade in 10 of our busiest libraries
- ▶ Prettygate and Maldon Libraries
- ▶ New systems at Billericay and Rayleigh
- ▶ Painting and carpets / chairs

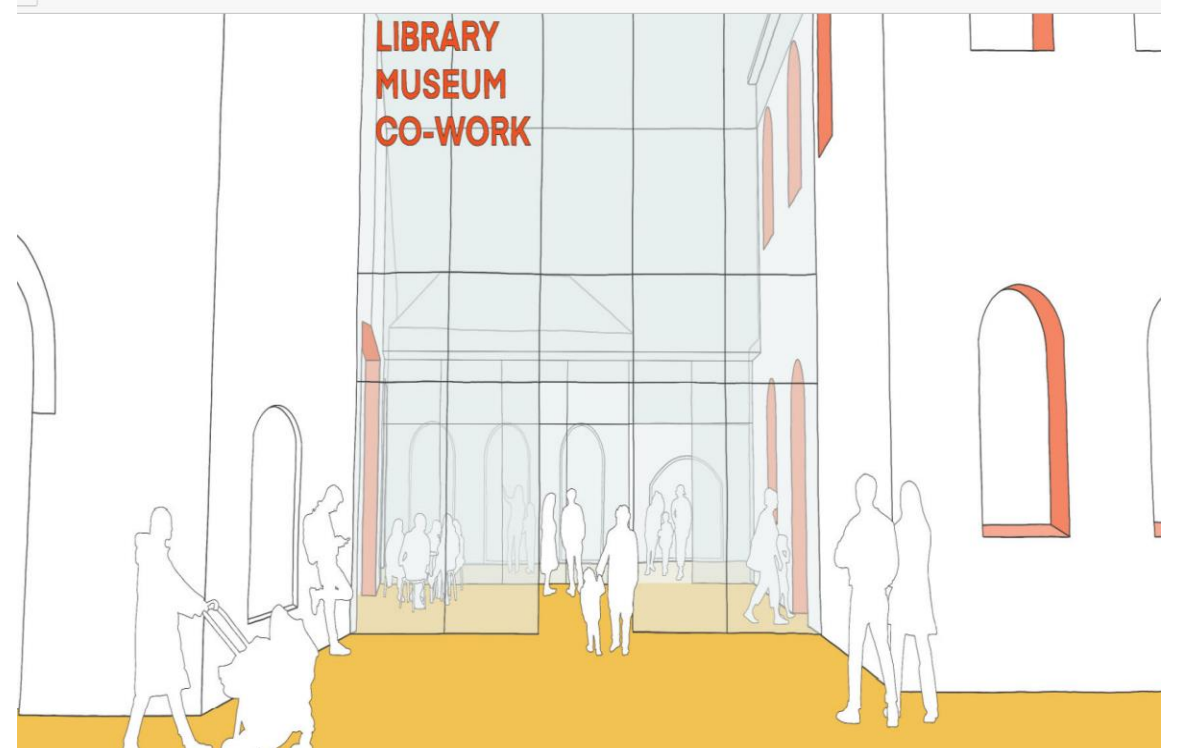




Empower and Support
Communities and
groups to shape and
manage community-
run library services that
best meet the needs of
the community they
serve

Community partnerships – in discussion

- ▶ Waltham Abbey
- ▶ Wickford library
- ▶ Epping



Consistently Good Customer Experience



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Census 2021

Tackling
loneliness
through reading
READING
FRIENDS

Reading
Friends Project



Bookstart

Consistently Good Customer Experience

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Essex County Council



Click and Collect



Home Library Service



Befriending calls

Consistently Good Customer Experience

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Consistently Good Customer Experience

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Thank you library people for
continuing in these troubled times

Good morning. I just wanted to
thank all involved in the
delivery of my library books.
I've made a start on one of them
already!

*I am sheltering
during this
pandemic. I have
always used my
local library to get
books and DVD's. To
me this has been a
lifeline*

Essex Libraries
have been a
lifeline

Fab service from
[@EssexLibraries](#)
actually home
delivering a
book I reserved
before
lockdown.

Good afternoon, I just heard from a
lovely lady from Braintree library who
was so kind and helpful. I can't thank
you enough for all that you are doing. It
must be incredibly strange for you all.
Thank you once again, we truly
appreciate your kindness and help.



Consistently Good Customer Experience

- Temporary Opening Hours
- Public Computers
- Study spaces
- Drop down spaces for staff

Library staff have supported:

➤ Front line Adult Social Care calls



➤ The Contact Centre



➤ Essex Wellbeing Service (EWS)



➤ The Registration Service

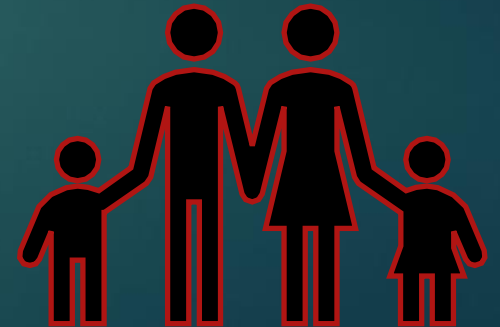




Have a comprehensive elibrary offer
and embrace digital technology.

Children's Online Services/Activities

- ▶ Online Virtual Rhymetimes / Storytime and craft sessions
- ▶ 91,011 views since March 2020!
- ▶ Oct Half Term online family learning events
- ▶ Creative Writing Workshop
- ▶ Feb Half Term online events with national storyteller
- ▶ Virtual Class Visit video
- ▶ Live Zoom class visit



E Resources

22

		Jan 2020	Jan 2021	% change
Audiobooks	Loans	11,439	21,517	88%
	Reserves/Renewals	6,018	11,364	89%
E-Books	Loans	10,143	25,357	150%
	Reserves	4,302	12,435	189%
Digital Comics	Circulations	197	418	112%
Digital Magazines	Circulations	11,641	29,882	157%
PressReader	Articles Read	141,561	477,276	237%



Consistently Good Customer Experience

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Such an excellent service, not least of all for those of us limited at this particular time to home and immediate environs: being able to listen and read and explore when we cannot always get out is fantastic. Thank you.

I'm absolutely loving this app. At a time when the world is closed down, I have started enjoying books again and this is ideal. Can't thank you enough xxxx

A lifesaver during these unprecedented times. Easy to use and Good communications. Has brought me back to regular reading . Thank you!

I am disabled so getting to the library can be painful and difficult. This is a wonderful addition to our local library services and I love it to bits. The book choice is very wide and easily navigated, so you don't spend ages looking for specific books. It also suggests other books you might enjoy. Wonderful service all round. Thank you.



Any
Questions?