CILIP Conference 2015
Bringing the information world together
Who says nothing ever happens in libraries?
Demonstrating value

Richard Bealing
r.bealing@wigan.gov.uk

Rob Sanderson
r.sanderson@wigan.gov.uk
“The closure or cessation of facilities and services may indicate that decision makers are unaware or unconcerned about the impact these services have on health and wellbeing. This suggests the need to raise awareness and grow understanding amongst Elected Members and with Chief Executives.”
QUIET! THE BOSS IS THINKING!
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## SERVICE SUMMARY SOCK REPORT
### APRIL 2015

### SUCCESS
- **WorkClubs** are continuing their run of successes. Marsh Green Library welcomed 3 new customers to their WorkClub, and a regular having found a full time job at Sports Direct. At Leigh Library, there were 5 new attendees, 3 people getting interviews and 1 attendee securing a part-time job.

- Scarlett Myler from R. L. Hughes Primary School in Ashton beat fierce competition to win a book voucher for herself and £1,000 worth of books for her school. Scarlett’s design, a creature from another planet, will be the new logo and mascot for the Wigan Children’s Book Week.

- 75 people attended the launch of the Heritage Lottery funded ‘A Potter’s Tale’ exhibition at the Museum of Wigan Life. Young people from Wigan Youth Zone who had worked with Museum staff to create the exhibition were very proud of their involvement and performed at the event. The exhibition has received lots of good feedback, and includes locally made items such as clocks and crossbows on display for the first time.

### OPPORTUNITIES
- The café at Hindley Library is due to reopen after being closed for a year. Sam and Sue who will be running it work at the Skills Centre and support people with learning difficulties. It is planned to give them work opportunities in the café. We have lots of ideas and positive thinking about services the café can provide.

- We are working with Economic Development & Skills and HR to create a number of new apprenticeship positions across libraries, museums and archives, helping to generate employment and development opportunities for young people within the borough.

### CONCERNS
- A recurrent theme this month has been difficulties with the public computers in libraries. These issues are being reported to Agilsys as they arise.

### KNOWLEDGE
- In April we had 68,991 visitors to Wigan Libraries, issued 51,755 items and handled 11,885 enquiries, while 5,313, people attended 408 events. In addition, 15,524 people spent 9,396 hours on the public access computers. Volunteers contributed 886 hours work in the libraries.
“A Rolls Royce of a service for members.”

Kathryn Rees, Senior Transformation Manager
Hey, what's this? I thought you just got rid of your blackboard, Sir?

I did, this isn't a blackboard! It's one of those fancy touchscreens! It's time we moved with the times and brought Bash Street into the 21st century!
This is what you think we do
I now declare that the new Bash Street School Library is OPEN!

I'm sure you can find plenty of new dodges in the books from the library, Roger!

I bet there'll be a queue to get into our new library now!

Reading is fun for everyone, Menaces!
Register your interest