



# Digital Focus On Scottish Libraries

## *Enriching Lives through Libraries*

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Scottish Library and Information Council

Chief Executive

# What is the Scottish Library and Information Council?

- Independent Advisory Body to the Scottish Government
- Company limited by Guarantee and a registered charity
- 76 library services are members

## ABOUT SLIC

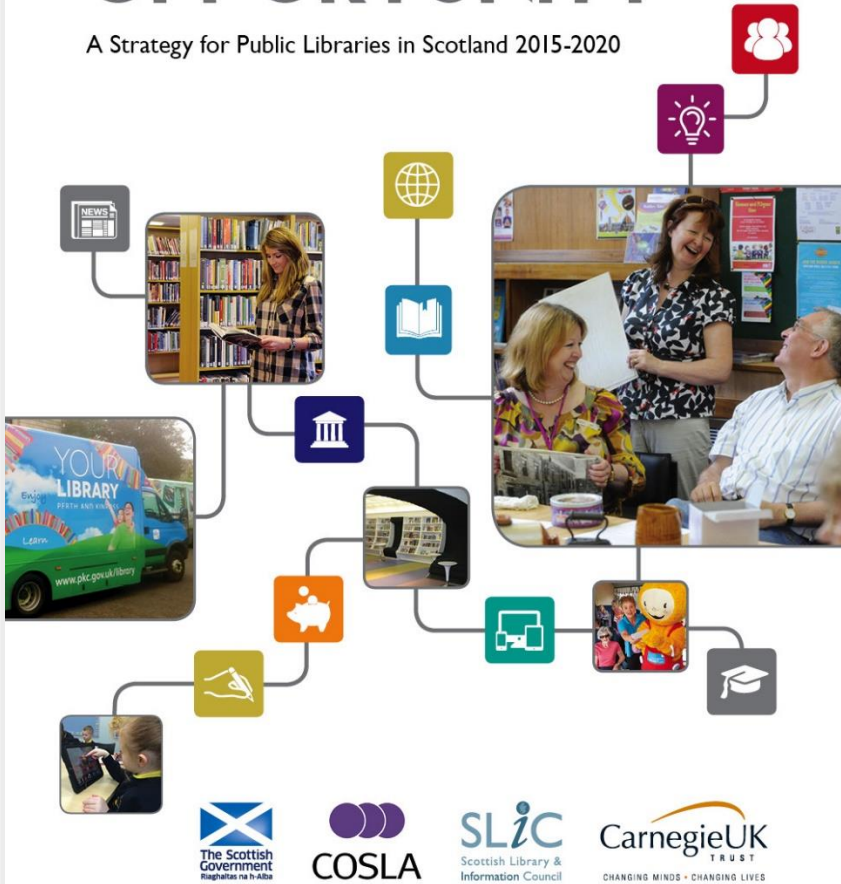
The Scottish Library and Information Council (SLIC), established in 1991, is the independent advisory body to the Scottish Government on library and information related matters.

Our greatest strength is our membership. Members are drawn from the public sector, school libraries, higher education institutions, further education colleges, health libraries and special interest libraries. Each of our member institutions bring expertise, knowledge and innovation to the library sector. By working together, that expertise is shared through SLIC.

SLIC is a registered charity and registered company guided by a Board with strong sector and industry representation as well as independent members. SLIC is core funded by the Scottish Government and achieves additional funding to support its purpose through its membership and projects.

## AMBITION & OPPORTUNITY

A Strategy for Public Libraries in Scotland 2015-2020



“I would never have thought to use the library until it was forced upon me by the job centre. Now I use it, now I bring my own kids. I just never thought – I’m not a book reader.”  
RESEARCH PARTICIPANT

can contribute to the development of prime and small business start-ups by providing information and advice, providing meeting spaces and free WiFi. Libraries can bring entrepreneurs, small businesses together to support the library space. In today’s world, companies operating in coffee shops and co-working spaces, offer services such as fast WiFi, their services, as well as café

### CASE STUDY: EDINBURGH CITY LIBRARIES

Edinburgh City Libraries set up Business Hubs in libraries by accessing Town Centre Regeneration funding and creating a partnership with Business Gateway. Research in local town centres such as Leith Walk and Stockbridge had shown that a high percentage of local independent businesses were not using the wealth of online resources to promote their business. Business Gateway deliver tailored courses free of charge in libraries at times to suit local businesses. Five years into the project, the hubs are actively contributing to the Council’s strategic commitment to strengthen town centres and to promote economic resilience.

Since the Business Hub opened at Leith Library in 2010 it has held 174 workshops which have been attended by 2,150 people looking to start or develop their business.

Scottish Prince’s Trust for Young people also run courses from the Business Hub once a week, aimed at young people looking to start a business, such as Youth Business Scotland application sessions, and bookkeeping courses.

In addition, the library provides employability services for some of their most vulnerable customers in partnership with Crisis UK. For some of the local rough sleepers these include budgeting classes, English language classes and even some tests held at end of courses. Edinburgh City Libraries had a small – but important – number of positive outcomes with this group, assisting them with volunteering, employment and housing and will be progressing these offerings in a more coordinated way across Leith, through the new Economy Action Group.

Some local authorities have chosen to create community campus hubs with libraries, schools and sports centres located in the same building. High Life Highland has taken this approach in Aviemore with significant increases in library usage. Other authorities such as Perth and Kinross, Fife and have a number of integrated services for the school



Library services are distinct and often resourced differently. Closer collaboration between school libraries and public libraries is essential to consider best use of practice and increase opportunities available for literacy, life.

#### Supporting civic engagement and community activities

Public libraries support civic engagement and community activities by providing information and information about local events and opportunities. They contribute to supporting awareness and wider participation in decision-making and wider civic life. Libraries provide access to services by local and national organisations and knowledge needed to start and events.

A factor which emerged strongly in our research was the value of the library as a resource, or an anchor point, for local or community information which was considered to be a ‘unique selling point’ in an online world. Libraries provide information about:

- The local area: its people, history, demographics, culture and environment.
- Civic activity, including local community and voluntary sector events and opportunities.
- Practical information about the locality such as bus timetables, local maps, opening hours for GP surgeries/chemists.
- Local businesses provided e.g. tradespeople, therapists etc.



# Scottish Public Libraries Key Facts

## 2016/17 audit information

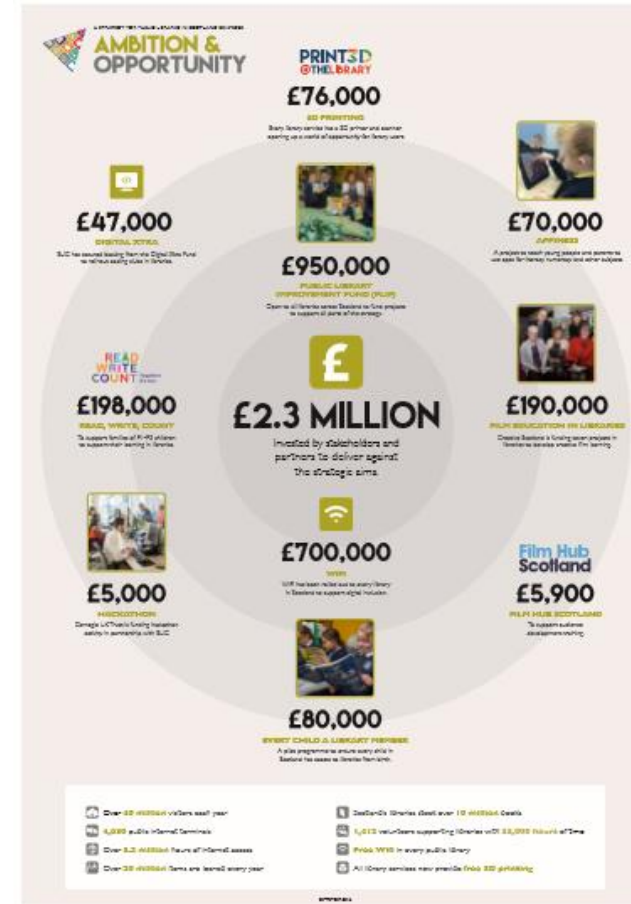
- Over 42 million visitors last year
- Almost 3 million hours of PC internet bookings
- Almost 20 million items borrowed
- Over 6 million items borrowed by children



# Realising Ambition and Opportunity

## AMBITION & OPPORTUNITY

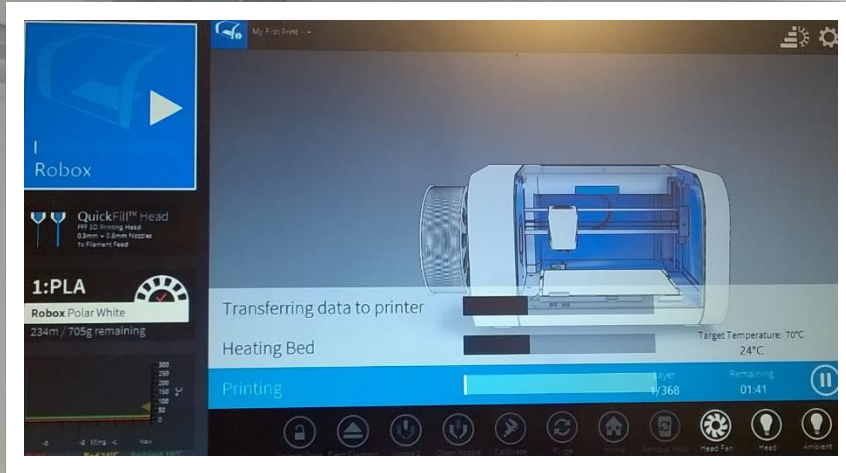
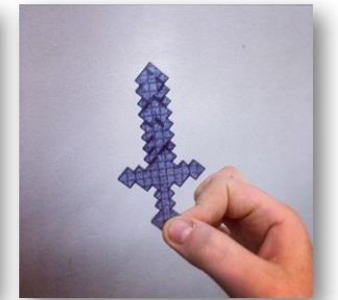
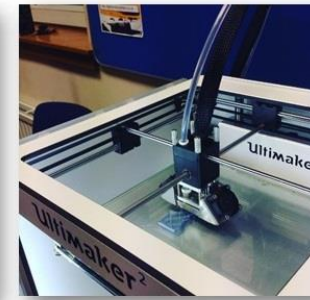
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# Delivering Digital – what changed?

- Roll out of free public Wifi
- Introduction of 3D printers
- Development of Code Clubs for children across Scotland
- Introduction of Digital Maker Spaces





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# Service Transformation



- Digichamp Network
- Training in New Technologies (TNT)
- Code Club Training
- Wikimedian-in-Residence



# Wikimedian -in –Residence Project

- Public Library Improvement Fund Project
- Gap in Scottish Content
- Open up Scottish Library collections



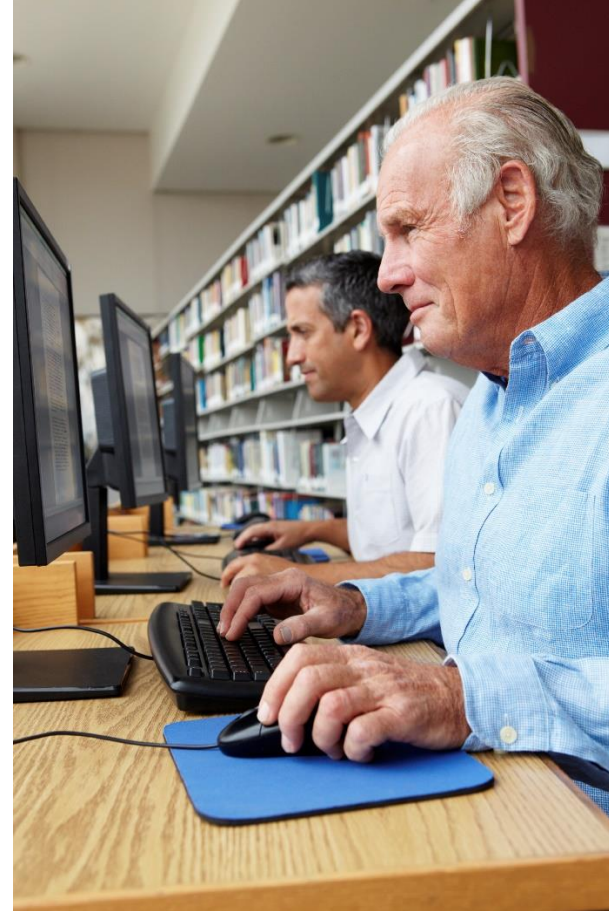
# Project Outcomes

- Skill set of library staff enhanced
- Public libraries recognised as the creators of high quality digital content
- Digital skills offer from public libraries improved



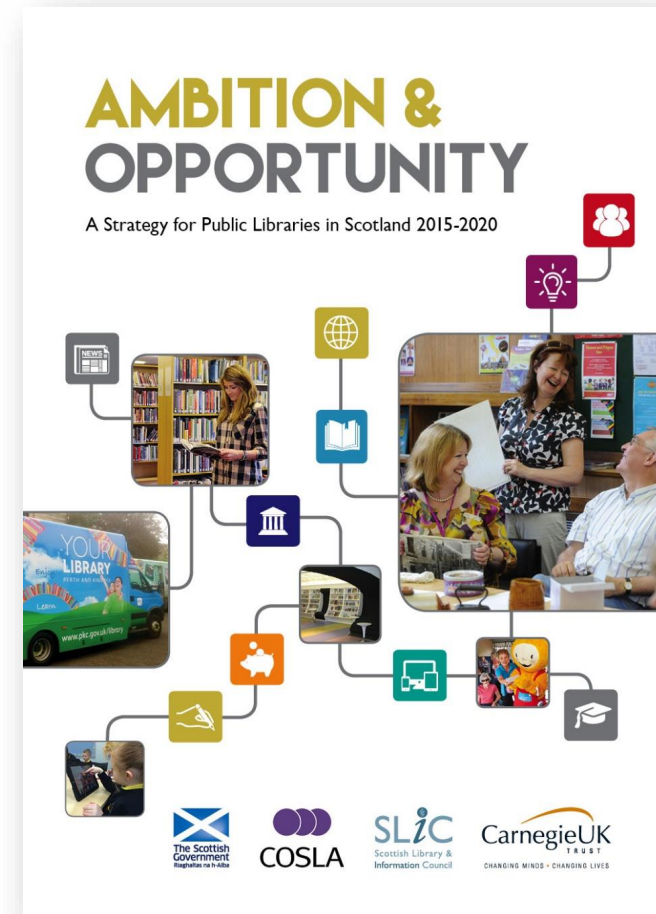
# Project Outputs

- Public Library staff will be trained as Wikipedia editors and content creators
- Increased volume of articles on Wikipedia covering Scottish Culture
- Library users will develop their digital skills through exploring culture and creativity



# In conclusion

- Ambition and Opportunity has been an enabler
- Infrastructure important
- Staff Development essential



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