



**Libraries
Connected**

Libraries Connected Annual Seminar 2024 Power of Partnership

4 – 5 June, Chesford Grange Hotel

#LCSeminar2024



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Seminar Programme

Day 1 - Tuesday 4 June	
09.00 – 10.00	Registration, networking and refreshments
10.00 – 10.15	Welcome from Ayub Khan, Libraries Connected President and Head of Libraries, Heritage & Culture and Registration Service, Warwickshire County Council
10.15 – 10.45	Presidential Handover from Ayub Khan to Ed Jewell, Chief Librarian, Jersey
10.45 – 11.30	The Impact of Arts and Leisure on Health – Dr Daisy Fancourt Professor of Psychobiology & Epidemiology at University College London and Head of the Social Biobehavioural Research Group Chaired by Anita Luby, Head of Culture & Libraries, Vision Redbridge Culture & Leisure and Chair of London Libraries
11.30 – 11.35	Sponsor’s Flash Film from Bolinda
11.35 – 12.45	Workshop sessions: <ul style="list-style-type: none"> • Library Advocacy: Raising the Profile and Priority of Your Library Service • The Power of Data and Partnerships: A Call to Action • Library Services Working with Volunteers to Support Communities and Build Social Capital • Tackling Health Inequalities: A New Reading Well Community Champions Model • Co-location: Creating Harmonious Shared Spaces • Responding and Mitigating Impact of Disruptive Behaviour in Libraries More details on page 5
12.45 – 14.00	Lunch break
14.00 – 14:05	Sponsor’s Flash Film from Axiell
14.05 – 14.50	Heritage, Arts and Wellbeing: The Challenge for Libraries. Findings from 10 years of research of the What Works Centre for Wellbeing - Ingrid Abreu Scherer, former Senior Civil Society Lead at What Works Wellbeing Chaired by Russell Allen, Head of Libraries & Heritage, West Sussex County Council Library Service
14.50 – 14.55	Sponsor’s Flash Film Lorensbergs
14.55 – 15.15	Tea and coffee break
15.15 – 16.25	Workshop sessions (see above) More details on page 5
16.30 – 17.30	Sponsors’ reception
19.00	Seminar Dinner
21:00	Awards Ceremony hosted by Siân Jones

Day 2 – Wednesday 5 June	
9.00 – 9.30	Registration
09:30 – 09.45	Welcome to Day 2 & Libraries Connected update from Isobel Hunter, CEO Libraries Connected
09.45 – 10.30	Diego Gracia, Head of the International Cooperation Service at the Spanish Ministry of Culture Chaired by Ayub Khan, Libraries Connected Past President and Head of Libraries, Heritage & Culture and Registration Service, Warwickshire County Council
10:30 – 10.35	Sponsor’s Flash Film from PTFS Europe
10.35 – 11.15	Ignite Talks: Working Together: Examples of co-production and/or co-location working well <ol style="list-style-type: none"> 1. Community History Project - Claire Pickering, Wakefield Libraries 2. Creative Expressions in Libraries: Co-creating with Local Communities - Nicola Levin, Leicestershire Libraries 3. Palmer Park Library, Reading Council and Reading College Co-producing a Space for Life Skills - Simon Smith, Reading Libraries 4. Memory Labs - Gillian Staples, Bi-Borough Libraries 5. Study Happy: A Shared Initiative to Support Educational Study and Wellbeing - Stephanie Jones, Worcestershire Libraries 6. Building Businesses, Generating Growth - Jonathan Ebbs, Manchester Libraries Chaired by Kelly Saini Badwal, Head of Cultural Services, London Borough of Sutton
11.15 – 11.20	Sponsor’s Flash Film from OverDrive
11.20 – 11.45	Tea and coffee break
11.45 – 11.50	Sponsor’s Flash Film from SpringShare
11.50 – 13.00	Panel Session: AI and Information Literacy <ul style="list-style-type: none"> • Sital Mistry-Lee, Associate Director Digital Inclusion Delivery, The Good Things Foundation • Jaselle Edward-Gill, Program Associate, Mozilla Foundation • Emily Macaulay, Head of Delivery and Operations, CONNECTED BY DATA Chaired by Isobel Hunter, CEO Libraries Connected
13.00 – 13.05	Sponsor’s Flash Film from Bibliotheca
13.05 – 14.05	Lunch break
14.05 – 14:25	Navigating Health Information: Developing and empowering regional Health Ambassadors – Sarah Mears, Programme Manager, Libraries Connected Chaired by Ed Jewell, Libraries Connected President and Chief Librarian, Jersey
14:25 – 15:10	The Community-Centred Library - Cormac Russell, Founding Director of Nurture Development – Chaired by Ed Jewell, Libraries Connected President and Chief Librarian, Jersey

15.10 – 15.30

Closing remarks from Ed Jewell, Libraries Connected President and Chief Librarian, Jersey

Workshop sessions

The following breakout sessions will be taking place on Tuesday 4 June between 11.35 – 12.45 and repeated at 15.15 – 16.25.

Library Advocacy: Raising the Profile and Priority of Your Library Service - Led by James Gray, Marketing & Advocacy Manager at Libraries Connected and Peter Gaw, Libraries Connected Trustee and Chief Executive of Inspire

This practical workshop will explore the fundamentals of library advocacy, giving participants the chance to share experience, expertise and best practice in influencing councillors, commissioners and other key decision-makers.

The Power of Data and Partnerships: A Call to Action - Led by Luke Burton & Sophie Lancaster, Arts Council England, Tiina Hill, British Library, with input from Iain Moore, Libraries Connected.

Ironically, as an information and knowledge-based profession, we currently have a poor handle on our data at a local, regional and national level. There is great work being done on an individual basis but how can/should library services, sector support organisations and government work together to build a platform, advocate for the sharing of data and improve how we use that data to deliver the best services possible in and for communities. Join Arts Council England, Libraries Connected and The British Library for an update on work so far, a call to action on the value and need for better data and, most importantly, a chance to ask questions and hear your thoughts.

Library Services Working with Volunteers to Support Communities and Build Social Capital - Led by Tess Blades, Project Manager & Sarah Mears, Programme Manager at Libraries Connected

Learn more about the Know Your Neighbourhood project which aims to widen participation in volunteering and tackle chronic loneliness. This session will include: Case studies from Know Your Neighbourhood library services in the target areas and their experiences of working with volunteers, a summary from a literature review on the reasons why people volunteer, and opportunity to discuss ideas around recruiting and working with volunteers to add value and capacity in a way that enriches communities and also emphasizes the importance of the existing workforce.

Tackling Health Inequalities: A New Reading Well Community Champions Model - Led by Gemma Jolly, Head of Health & Wellbeing at The Reading Agency, Debbie Hicks MBE,

Creative Director at The Reading Agency & Krystal Vittles, Deputy Chief Executive Officer at Suffolk Libraries

People at risk of health inequalities are at greater risk of poorer health outcomes. Public libraries have an important role to play in supporting people to better understand and manage their health and wellbeing.

This session will provide an overview of the Arts Council England funded Reading Well activation programme, which aims to develop the strategic impact of the Public Library Universal Health and Wellbeing Offer. It will showcase how 10 years of Reading Well development is influencing new library activity for communities experiencing health inequalities. It will detail how the programme aims to deliver authentic content, extend reach and widen engagement with a focus on the four community champions pilots underway across England, as well as wider activity with publishers and the health sector.

The session will include a pilot case study from Suffolk Libraries highlighting the work they are doing and what they hope to achieve.

Co-location: Creating Harmonious Shared Spaces - Led by Isobel Hunter, CEO Libraries Connected and Ed Jewell, Libraries Connected President and Chief Librarian, Jersey

In this workshop you will hear from library services who are co-locating other services and their tips for success. You will have the opportunity to explore the potential challenges of sharing spaces with other services and discuss the pros and cons of co-location. You will also consider what questions to ask during the planning stages, and what you might include in a co-location agreement.

Responding and Mitigating Impact of Disruptive Behaviour in Libraries – Led by James Pearson, Head of Libraries, Registration & Archives, Kent County Council

All of us know the difficult impact that disruptive behaviour can have on our staff and fellow customers. At this workshop we will explore the revised model library bye-laws and how they can be used as part of our library toolbox to mitigate and manage disruption in libraries. We will also explore and share experiences of other ways to reduce frequency and impact of disruptive behaviour and maintain the library as a welcoming, vibrant community space for staff and customers. This will also include ideas explored in our Creating Safer Libraries Guidance.

Speaker biographies



Jonathan Ebbs has a background in advice and information before stumbling into the world of business and enterprise! He has a strong track record in creating and delivering innovative projects across Greater Manchester including Start Up Engines, Big Ideas Generators and Build a Business. He is currently managing the BIPC GM and two UK SPF projects working closely with the Greater Manchester Combined Authority.



Jaselle Edward-Gill is Program Associate at the Mozilla Foundation. Her career has traversed corporate banking, management consulting and research. Holding an MSc. in Politics, Economics and Philosophy from the University of Hamburg, her academic focus was on responsible AI exploring concepts such as transparency, the role of democracy in AI, and digital governance, underscoring her commitment to ethical advancements in artificial intelligence.

In addition to her academic achievements, Jaselle has made significant contributions within industry including roles within a digital innovation start-up, bringing a forward-thinking perspective to the ever-evolving tech landscape, as well as previously holding a position as a research assistant at the Fraunhofer Institute for Telecommunications AI4NDM, where her work centred around the intersection of AI, natural disaster management and digital humanitarianism.

Her current role at Mozilla is based within the Responsible Computing Challenge team, working to embed ethics into curricula that educate the next generation of technologists through international grant-making, community-building and student engagement.



Dr Daisy Fancourt is Professor of Psychobiology & Epidemiology at University College London and Head of the Social Biobehavioural Research Group. Her research focuses on the effects of social factors on health, including loneliness, social isolation, social & community assets, arts and cultural engagement, and social prescribing. She is Director of the World Health Organisation Collaborating Centre on Arts and Health, a Technical Advisor to the WHO, an Expert Scientific Adviser to UK Government, a BBC New Generation Thinker and a World Economic Forum Global Shaper. Daisy has published over 250 peer-reviewed papers, 2 books, over a dozen book chapters and given over 40 keynotes around the world. She is listed by Clarivate as one of the most highly cited scientists in the world.



Diego Gracia is Head of the International Cooperation Service at the Spanish Ministry of Culture. Among other tasks related to cooperation at the national and international level, he is responsible for the creation in 2017 of the Library Laboratories Project, whose objective is to explore ways in which libraries function as places of creation, collective experimentation and shared learning. In addition, he directs the NAPLE Sister Libraries project, whose objective is to promote bilateral cooperation between public libraries from different European countries and which currently brings together 142 libraries from 17 countries. From 2023, he has been a member of IFLA's Public Libraries

Section.



Isobel Hunter is the first Chief Executive of Libraries Connected. She established and grew the organisation from a small team of six to one that now has a dedicated programmes and regional team, with a high profile in national media and with government.

She believes that libraries are central to people's lives and communities across the country and is committed to working with members to help develop and advocate for the public library sector.



Ed Jewell is President Elect of Libraries Connected. Ed serves as President Elect from January 2023 until June 2024, President from June 2024 until June 2026 and Past President from June 2026 until June 2027. Ed is the first Libraries Connected President from outside England. He has led Jersey's library service since 2014 and has worked in libraries across the Channel Islands for 25 years. In 2020, Ed was given the Jersey Bailiff's Award for services to the community during the pandemic. As President, Ed has pledged to strengthen the charity's local support networks, develop its leadership programmes and promote the health and wellbeing benefits of

public libraries.

Stephanie Jones is an experienced customer services' manager, learning the craft through working in catering and hospitality management. She turned to a career in libraries after teaching and studying for a PhD in English Literature, where she became passionate about engaging with resources and educating young minds. She has been Services Manager at The Hive since 2019 and leads the integrated academic and public library service.



Ayub Khan is President of Libraries Connected and Head of Local Services for Warwickshire County Council. He began his career in education and children's services. His interest extends to international library development, with a strong focus on diversity and inclusion and has worked on library projects in several countries. In 2013, Ayub was awarded an MBE for his services to libraries and he is a past President of CILIP and our former Treasurer. He is also Director of Designing Libraries the CIC for library buildings and internal design. Ayub is also Deputy Chair of the Midlands Arts Council England Board.



Nicola Levin is Participation Manager for Culture Leicestershire, the County Council's Museum, Heritage, Libraries, Collections, Learning and Participation services. They are a new Arts Council England, National Portfolio Organisation and Nicola leads on the Creative Expressions in Libraries Strand alongside the Home Library Service offer.

After university Nicola began her career with the council as a Volunteer Officer and was honoured to receive the Volunteer Manager of the Year award 2018 from the national Heritage Volunteering Group. She is passionate about ensuring local people have the opportunities to engage with and help shape the library and heritage services; in her current role as Participation Manager, co-creating with local communities is at the heart of what she does. She has seen how this helps enhance individuals' wellbeing, inspires their creativity, and makes libraries into vibrant community hubs.



Emily Macaulay is the Head of Delivery and Operations for CONNECTED BY DATA, a small not-for-profit campaign to give communities a powerful say in decisions about data and AI to create a just, equitable and sustainable world. They bring together data experts, community facilitators and campaigners to help communities advocate for how the data affecting them should be used and governed in their best interest.

Emily's background is firmly rooted in the service delivery of public and charity sectors, most recently for nearly a decade working for the charity that runs all public libraries across Devon and Torbay. Before that, after completing her Criminology degrees, she worked in the criminal justice system across Devon, Cornwall and the Isles of Scilly.

During her time in the library sector Emily delivered on her passion for civic impact and social justice and led the Exeter Library team that won a Civic Award from Exeter Living in 2019. During the COVID lockdowns Emily secured Arts Council England funding to commission local artists to explore communities' experiences of grief and loss with libraries being spaces people were already sharing their collective traumas. You can connect with Emily [here](#).



Sarah Mears is Programme Manager at Libraries Connected. Sarah was formerly Library Services Manager for Essex Libraries and a past Chair of ASCEL. She is the former lead for the Universal Culture Offer and was a member of SCL Executive. Away from work she is one of the founder members of Empathy Lab, a not for profit organisation building children's empathy through stories in schools and libraries.

Claire Pickering is Library Manager at Wakefield Council.



Cormac Russell is a social explorer, author and a much sought-after speaker. He is the Founding Director of Nurture Development and a member of the Asset-Based Community Development (ABCD) Institute, at DePaul University, Chicago.

Over the last 25 years, Cormac's work has demonstrated an enduring impact in 35 countries around the world. He has trained communities, agencies, NGOs and governments in ABCD and other community-based approaches in Africa, Asia, Australia/Oceania, Europe and North America.

His most recent books are [*The Connected Community- Discovering the Health, Wealth, and Power of Neighborhoods*](#) (Coauthor John McKnight); Berrett-Koehler Publishers, 2022, and [*Rekindling Democracy – A Professional's Guide to Working in Citizen Space*](#); Cascade Books, 2020.

Cormac's TEDx talk can be viewed [here](#).



Ingrid Abreu Scherer works with charities, social enterprises and those who fund them to explore their impact on wellbeing and support their learning. She worked at the What Works Centre for Wellbeing for eight years, leading dozens of evidence projects including on the role of volunteering on wellbeing, the creative pathways to wellbeing, and the impact of Covid-19 on wellbeing inequalities. She has developed a number of guides and resources for charities, including the Online Guide to Measuring Wellbeing Impact, a Brief Guide to Measuring Loneliness, and a Guide to Effective Case Studies. She was Head of Accelerating Innovation at the National Academy for Social Prescribing, where she convened a group of 150 national public, private and third sector organisations working on new approaches to health and wellbeing.



Simon Smith is Libraries and Museum Manager for Reading Borough Council and has worked in public libraries in Reading, Harrow, and Slough for 25 years, in (at last count) 13 different roles. He has been back in Reading since 2016 as head of service, having started his career there some years before. He owes his library career to a brilliant 6-week work experience placement with Cambridgeshire libraries and some inspirational library staff. Reading has seven libraries and a home service and are currently developing a new Central Library with Levelling Up funding in Reading to open in 2025. He is also secretary-treasurer for Libraries Connected South East.



Gillian Staples is Archives and Collections Lead for Bi-Borough Libraries and Archives where she oversees all the collections and membership functions for the service which serves the City of Westminster and the Royal Borough of Kensington & Chelsea.

Libraries have always played an important role in her personal and professional life and having spent over two decades working in a variety of mostly public sector organisations, she started and then returned to a local authority library service. This passion started young, being a regular visitor to her local library as a child, taking part in the annual Book Trail activities and meeting inspiring authors like Jacqueline Wilson. Now she loves matching this with my passion for heritage and contributing to creating exciting opportunities for local residents to engage with their service.

Sponsors

Many thanks to all the companies that have sponsored this year's seminar. Please take the time to visit their stands in The Grange.

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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.

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In UK, Bibliotheca leads the charge in redefining library experiences. As market leaders, we bring innovative solutions to elevate library operations. Committed to collaboration and local excellence, Bibliotheca is your partner in propelling UK libraries into the future. Explore the Bibliotheca difference at EDGE.



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; bringing libraries a world-first, 4-formats-in-1 digital collection. eAudiobooks, eBooks, eMagazines and eNewspapers can be enjoyed alongside one another in the same app!

A ground-breaking digital content solution, BorrowBox instantly brings the world's best titles to libraries' digital shelves. We are the market leading provider of eContent to libraries across the Commonwealth, and the national library solution in Ireland and Wales.

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



CitySprint is the UK's largest same day distribution company, providing logistics solutions to organisations in every part of the economy and across the public sector. We support 14,000+ businesses across the UK with a range of delivery solutions and have a regional network of 30+ sites across the UK with a fleet of over 3,500 vehicles.



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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. Headquartered in Ann Arbor, Michigan, Innovative serves thousands of libraries in 66 countries.



Launched in 2002, D-Tech International Ltd is one of the UK's leading suppliers of cutting-edge library technology solutions.

We design, manufacture and install RFID, EM, RF and RFIQ-based solutions for libraries across the world, including: security gates and tags, self-service kiosks, stock inventory wands, automated reservations collection lockers, book vending machines, library management software including library apps, automated returns, laptop self-service lockers and people counting. D-Tech's latest solution - the SMART locker range - combines key capabilities within an intelligent and secure library locker. SMART enables library patrons to access self-service borrowing and returns, reservation collections, device charging and self-service, and vending within a bespoke all-in-one locker solution.

We are proud to have earned our reputation as creative solution providers and forward-thinking developers of the next generation of library technology to continually meet the needs of rapidly changing consumer demands. Due to our success in the library sector, we continue to experience an ever-increasing cross-sector demand for our solutions.

Excellent customer service, with an emphasis on direct contact and support, has always been crucial to our success and always will be. We take great pride in the fact that 98% of our support customers were happy with D-Tech in 2023!



INFORMATION SERVICES

EBSCO offers high-quality information resources and technology solutions to help academic, medical, corporate and public/community libraries from America to Australia build and manage their collections, meet their patron's information needs, promote lifelong learning, and transform lives. For UK Public Libraries, EBSCO can provide access to books, eBooks, journals, our digital magazine service Flipster, along with various reference resources such Business Source suite that mixes leading Business journals and magazines with company profiles, SWOT analysis and much more alongside user-friendly search platforms.

On the systems side for UK Public Libraries, come and talk to us about FOLIO, a managed open-source library system currently being implemented at the Library of Congress! In addition, let us talk to you about Bibliograph, our new linked-data technology solution in how it can make your Library catalogue searchable via the web and drive more traffic into your Library, by converting your MARC data into BIBFRAME! As such EBSCO is ideally placed to work with all libraries from all sectors, so stop by our stand or for more information on EBSCO's resources, please visit www.ebsco.com



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FG Library are the UK's leading specialist designer, manufacturer and supplier of library furniture and interiors. Our team truly understands library design as proven by our rich history in delivering outstanding solutions for projects of all complexities and sizes, in the UK and all over the world.

Our approach is sympathetic to the changing expectations of a modern library and our solutions are designed to offer a versatile and future proofed space at the heart of a community, with considerations always made to the environmental and social impact of any project.

We are a proud multifaceted manufacturer of library shelving and furniture offering turnkey solutions, and our fantastic team are on hand and ready to collaborate with you and your colleagues.

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Humanware designs and manufactures technology for people who are visually impaired. We have products in libraries up and down the country that can help people access the printed word. The Hark Reader is the simplest stand-alone reading machine that can be used by blind and partially sighted people as well as anyone who may be illiterate or have a print disability like Dyslexia. It is available in multiple languages and is so simple to use it doesn't require any staff intervention or support.



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 self-service kiosk software services.

Our products integrate with all the UK Library Management Systems as well as the main RFID self-service kiosk providers, enabling us to provide a seamless self-service print payment and release 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.

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BookingsPlus, by Kajima Community, enables Library Services to optimise community space hire. By digitally centralising bookings Library Services reduce barriers to hiring and automate processes, and delivers the following benefits:

- Improved customer experience
- Greater awareness of available facilities
- Increased facility use and income
- More efficient administration, generating time and cost savings
- Better analytics to understand use and trends

Our Virtual Tour service is an effective way to publicise your libraries and showcase bookable spaces. They allow those for whom the library environment is not part of their social cultural world (such as autistic or other neurodivergent people) to familiarise themselves before visiting.

With 20 years of Public Sector experience, we are experts at designing and developing software that is fit for purpose for Local Government and provides a return on investment that supports long-term sustainable delivery of services.



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 phones, 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



OverDrive is a mission-based company that stands with libraries. Named a Certified B Corp in 2017, OverDrive has a dedicated team in the United Kingdom. The company serves more than 92,000 libraries and schools in 115 countries with the industry’s largest digital catalogue of ebooks, audiobooks, video and other content. OverDrive’s commitment to empower every library and school includes expanding access for all, tireless industry advocacy and consistent innovation. Award-winning apps and services include the Libby library reading app, the Sora student reading platform, Kanopy, the leading video streaming app for libraries and colleges, and TeachingBooks.net, which offers one of the largest catalogues of supplemental materials that enhance literacy outcomes. Founded in 1986, OverDrive’s world headquarters is in Cleveland, Ohio USA. www.overdrive.com



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 our growing customer base.



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Please say hi and enter our great competition at Libraries Connected!

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. Most recently we've launched eb#1 our Events, Rooms and Resources platform, LUCi our Library Discovery solution and our Staff App.



Springshare software helps libraries engage with their communities and deepen relationships with users. Founded in 2007, Springshare serves over 7,500 institutions across more than 100 countries. For more information, visit springshare.com

Patron Point is a fully featured patron relationship management system that helps public libraries around the world attract, onboard, inform, engage, and retain library customers through targeted marketing and automated engagement. Libraries can benefit immediately from a foundation of Proven Programs™ or create their own workflows that are customized to their unique user communities and needs. More information on Patron Point can be found at springshare.com/patronpoint.



Library Interior Design - Part of our DNA

In the age of experience where people are the catalyst and where the library is the place for encounters, conversations, digital enlightenment, new ideas and discovery, thedesignconcept Ltd. is a dynamic provider of total design solutions for libraries and other public spaces. We work hard to create tomorrow's library today by meeting individual requirements in terms of design and development and work closely with you and your communities to create beautiful yet

functional spaces. Spaces that enchant where people can meet, connect and be surprised. Spaces that are anything but boring. Places to learn, read, relax and play.

Our team is dedicated to staying up-to-date with the latest trends in space planning, both within and outside the library world, to ensure that we provide innovative, flexible solutions that meet your needs. Our longstanding reputation has been forged through years of attentive client collaboration, leading to the introduction of innovative solutions in the market.

Library interior design is part of our DNA and we are passionate about creating spaces that inspire and engage people. Our committed, enthusiastic, and energetic team empowers us to provide an unparalleled service that assists in optimizing your library's potential. We have designed interiors for libraries since 1929 and are proud to call ourselves "Library People".

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 4 June.

Find out more at www.librariesconnected.org.uk/page/libraries-connected-awards



Congratulations

to the *Libraries Connected Awards* winners & nominees

And huge thanks to the exceptionally creative, innovative and impactful work delivered by library staff around the country.

Libby.

The library reading app

LEARN MORE

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Venue

The seminar will take place in the [Chesford Grange Hotel](#), Kenilworth, near Warwick.

The majority of the seminar will take place in the Kenilworth Suite and workshops will take place in nearby meeting rooms. Those staying overnight will have rooms at the onsite hotel.

The venue has plenty of outdoors space to enjoy and a gym and pool which is available to guests.

If you are arriving by train, we recommend you travel to Warwick Station (3 miles away) or Coventry (7 miles away) and get a taxi from there to Chesford Grange. There is a small station in Kenilworth (1.8 miles away), but it isn't on a mainline and doesn't have a taxi rank.

If you are travelling by car, the official postcode that gets you closest to the hotel is CV8 2LD and free parking is available. For full travel details visit [Hotel Directions | Chesford Grange Hotel Kenilworth Warwick](#).



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.

Libraries Connected is a charity and membership organisation, representing public library services in England, Wales, Northern Ireland, and the Crown Dependencies. We are also funded by Arts Council England as an Investment Principle Support Organisation for public libraries.

We:

- Represent the public library sector to 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.

For more information visit www.librariesconnected.org.uk



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Or join our mailing list at:
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