

End of Year Report 2017-2018

Baildon Hybrid Library service commenced on 12 June 2017. On 31 March 2018 the service had been operational for 42 weeks (9 months 20 days). The library operates for 40 hours per week.

Baildon Library Advisory Group (BLAG)

An advisory group has met regularly during the year which consists of representatives from Bradford Libraries, Baildon Town Councillors, the Baildon Town Council (BTC) clerk and the Volunteer Coordinator. Its function is to oversee the development of the hybrid library service and to support the Volunteer Coordinator.

Networking

The Volunteer Coordinator has developed links with and regularly meet with:

- Team Leaders and Managers at Bradford Libraries (working group);
- Burley Library (community library);
- Clayton Library (hybrid library);
- Bradford Volunteer Centre;
- Volunteer Managers Forum (Bradford University).

Recruitment Procedures

The following documents were created as part of the recruitment process:

- Volunteering Policy for BTC;
- Library Volunteer Role Description;
- Expression of Interest Form;
- Volunteer Application Form;
- Equal Opportunities Monitoring Form;
- Database for monitoring applicants (Access);
- Database for collating Equal Opportunities forms;
- Volunteer Reference Request letter and form;
- Volunteer Interview Proforma;
- Volunteer Agreement;
- Volunteer Confidentiality Statement;
- DBS procedure;
- BTC Volunteers Problem Solving Procedure.

Promotion of Role

The Baildon Hybrid Library volunteer role was promoted as follows:

- Flyers/ posters were displayed and distributed in Baildon;
- An advert was placed on do-it.org (Bradford Volunteer Centre)
- Press release (Telegraph and Argus)
- BTC newsletter
- BTC website

- Visit to local groups and organisations (e.g. Walkers are Welcome, Baildon Belles WI, Community Link)
- Community event at Community Link (3 June 2017);
- Bradford Libraries website.

Volunteer Recruitment

There were 96 requests for application packs in 2017/2018 which are broken down as follows:

Application packs returned	57
Applicant not suitable for role	5
Applicant withdrew before induction	3
Volunteers recruited, inducted and active in library	40
Applicant withdrew following induction	4
Volunteers who have withdrawn from role	5

Volunteer Training and Support

An **induction session** of 3 hours duration was put together which included an overview of Bradford Libraries services, orientation around the library, introduction to Soprano, information on volunteering with BTC and how to use the online rota.

11 Induction sessions have been held in the financial year:

- 23 May 2017;
- 24 May 2017;
- 30 May 2017;
- 12 July 2017;
- 15 July 2017;
- 6 September 2017;
- 13 September 2017;
- 11 October 2017;
- 1 November 2017;
- 14 March 2018;
- 28 March 2018.

Additional training sessions (2 hours duration) were held for volunteers to revise and embed routine tasks within the library:

- 1 November 2017;
- 24 January 2018.

A **Christmas quiz and fuddle** was held in the library for all volunteers and library staff on 19 December 2017. Volunteers won prizes for the winning team, best team name and all volunteers received a box of chocolates to show BTC's gratitude for their involvement in the library. The chair of BTC also attended and thanked them for their contributions.

Online Rota

An online rota was set up using Three Rings - specialist software for the voluntary sector. Accounts were created for all volunteers and relevant staff to enable them to access the rota and sign up for shifts. It is also used as a communications tool and a repository for files relating to the library service and volunteering.

ID Badges

All volunteers are photographed during the induction stage and are issued with an ID badge for them to wear whilst carrying out their role in the library.

Shadowing

New volunteers are invited to shadow existing volunteers to ease them into the role. Volunteers are able to shadow as many times as they like before signing up for shifts on the rota.

Communication with Volunteers

A weekly communication email is distributed to all library volunteers and staff to keep them updated on developments and activities within the library. This email is sent via Three Rings and a copy is displayed in the library staff room. The Volunteer Coordinator also has an 'open door' policy and welcomes any volunteer who needs support during her working hours.

Volunteer Manual

A manual has been created for volunteers that contains information on all aspects of their role in the library and other library-based activities. This is reviewed and updated regularly and stored behind the counter in the library.

Additional Volunteer Activities in Library

Training and meetings have been held to involve volunteers in other aspects of the library service delivery:

Activity	Number of volunteers involved
Promotion of books and displays, decoration in library	3
Storytimes and craft activities	3
Managing rotation of stock (Collection HQ)	4
Baildon History Archive – indexing collection	4
Data inputting for History Archive (Excel)	2
Family History (introductory sessions)	6
Re-arranging stock/shelves/furniture in library	all

Change to opening hours

Following consultation with our library users in October 2017, both online and in paper format, Baildon Hybrid Library changed its opening hours from Tuesday 3 April 2018:

	Original hours	New hours
Monday	10am-7pm	9.30am to 7pm
Tuesday	10am-6pm	9.30am to 5pm

Wednesday	Closed	9.30am to 1pm
Thursday	10am-7pm	9.30am to 5pm
Friday	10am-6pm	9.30am to 5pm
Saturday	10am-4pm	9.30am to 2pm

There is no change to the number of hours that the library is open weekly. The library is still open for 40 hours but will now be open every day (Monday to Saturday) from 9.30am.

There will still be a late night every week (Mondays) and the library will also still open on Saturdays to suit the needs of people who work full-time. The library will now close at 2pm on Saturdays to reflect the time that local businesses close.

Social Media

A Facebook page was set up for Baildon Hybrid Library (@baildonlibrary) and at the end of March 2017 had 157 likes and 164 followers. Posts are created several times a week that include storytime and children's activities within the library, Reader Recommendations, promotions of books and displays, Family History events and other relevant items.

Developments in Library

Baildon Town Council and the volunteers have been instrumental in making changes within the library:

- Bookcases and stock from the mezzanine level have been moved to ground floor;
- BTC purchased a display unit which was painted by a volunteer and now contains regularly changing book displays;
- Tables and chairs were moved to create a more usable work space on the mezzanine level;
- 6 x picture frames containing book posters purchased by BTC were hung around the ground floor;
- A volunteer re-created all book shelf signage throughout the library with both Bradford Council and BTC logos on;
- Furniture and toys within the children's area were re-organised and those beyond repair were removed;
- The kitchen area has been re-organised to make it a more inviting space with regularly up-dated staff/volunteer notice board;
- Furniture that was no longer needed has been removed from the building to free up office space.

Training of Volunteer Coordinator

The Volunteer Coordinator has attended a number of training events organised by Bradford Libraries:

- Overview of Bradford Libraries services (10 March 2017);
- Introduction to Soprano (17 March 2017);
- Collection HQ and stock rotation (22 March 2017);
- Children's activities (30 March 2017).

In addition, the Volunteer Coordinator completed Bradford Council online training on Health & Safety and Fire Safety Awareness.

The Volunteer Coordinator attended a day-long course entitled: 'Successful Event Management for Local Councils and Community Groups' on 15 November 2017 run by Yorkshire Local Councils Associations.

Feedback from Volunteers

SP has decided to change career and secured 3 job interviews in September 2017 as a result of experience gained at Baildon Library and started work for Leeds Libraries in December 2017. She said "I've also enjoyed developing my people/customer service skills, joining in with new things like the Teddy Bears Picnic (as my background is with teenagers I've enjoyed the chance to learn new skills by working with new groups and pushing myself outside of my comfort zone). It's been a great way to meet new people and be part of a team, particularly as my job is such an independent one. There haven't been any negatives, all the staff are very supportive and I've learnt a lot from them."

"I found it quite stressful at first when I felt I couldn't answer most queries/ carry out a lot of the tasks on Soprano but after a few shifts of asking questions and watching other people my confidence improved and now I really like the work. It has helped to boost my confidence generally and greatly improved my customer service skills and I now have a concrete example of these to offer on job applications which I really value. The staff are extremely helpful and welcoming and it's generally a great place to be. I feel more in touch with what's happening in Baildon and closer to the older generation here which is nice (I'm not from Baildon so only really know the school crowd)." *(RL, Sept 2017)*

"I found the whole experience of the induction quite uplifting. I had no idea the library could offer so much to the public it was certainly an eye opener and I enjoyed every minute of it. The type of books available, CDs, MP3 players, copying, use of computers etc was just amazing. I look forward to learning much more over time when I start my volunteering where I will hopefully soon be able to help all who come to the library." *(DG, Sept 2017)*

"I have seen from my brief spell as a volunteer librarian how much the library is valued by its patrons and how grateful they seem for its continued opening. I have volunteered for quite a few projects in the past: minibus driving for social services, charity shop sales, theatre work, etc. but I have never enjoyed the satisfaction from them as much as I have done from working with you and your team. My pleasure in meeting the public and helping them to enjoy their reading is backed by the feeling that my efforts are valued and appreciated. Thank you for giving me the opportunity to help others." *(DB, Sept 2017)*

"Just to say I've thoroughly enjoyed my time at the library so far. I've always loved books and libraries and have enjoyed learning new tasks as it's different to my normal work. The magic sound of the date stamp can't be beaten and it's lovely to see young children who obviously like it too! A bit of low tech timeless fun in this very technological age! It's been great to chat to people visiting the library and helping them find what they need. It's also been good to be part of hopefully preserving and growing an important local service." *(SC, Sept 2017)*

Planned Future Activities

Volunteer Management:

- Volunteer Coordinator to attend a 3 day course entitled 'Volunteer Management' on 18, 25 April and 2 May 2018 run by Bradford District Infrastructure Partnership and will

then undertake CERTA accreditation: OCN Level 3 in Volunteer Management (deadline 16 July 2018);

- Volunteers will be invited to take part in small group supervision sessions (groups of 4) when the service has been running for 12 months to assess their experiences. They will also have the opportunity to arrange a 1-2-1 with the Volunteer Coordinator if preferred;
- Volunteer management practice to be reviewed in line with new GDPR (General Data Protection Regulation) to be introduced on 25 May 2018;
- New DBS procedure to be developed following changes to application process;
- Volunteer Coordinator will scope out the Volunteering Kitemark for the Bradford District and investigate how Baildon Town Council could apply;
- Further refresher training sessions for recently recruited volunteers to take place in May/June;
- Volunteer Coordinator will look into Youth Volunteering and how young people can become more involved in the library.

Volunteer-led Activities:

- Commence indexing of materials in Baildon History archive. Data will also be inputted onto a spreadsheet. Plans to be developed on how to make the materials accessible and displayed within the library. Arrangements to be made to appropriately store and safe-guard materials;
- The first Family History Introductory Sessions will be held in the library on 17 and 25 April for members of the public to attend. The sessions will be run by a representative from the Baildon Local History Society and supported by volunteers. Following this, dates/ times will be set for monthly drop-in sessions supported by experienced library volunteers who will be able to direct people researching their family history;
- A team of volunteers will continue to prepare and deliver library displays and book promotions including seasonal decorations within the library;
- There will be continued involvement in storytimes, craft activities and children's activities in school holidays by volunteers;
- Drop-in sessions for people who would like to learn how to use Bradford Library's online resources e.g. Borrowbox (e-books) and e-magazines on their tablets and other hand-held devices;
- Scope potential for other activities within the library e.g. Knit and Natter group.

In collaboration with Bradford Libraries:

- Summer activities to be planned and volunteers to attend Summer Reading Challenge training organised by Bradford Libraries;
- Continued work will take place to re-structure of the mezzanine level to provide a more open space with more work stations and comfortable seating;
- The cataloguing of the music resources will continue (and potentially be completed) and work will begin on promoting it to Bradford-based groups;
- The Art stock will be re-jacketed and generally tidied to enable them to be promoted to local groups, colleges etc;
- Development of display facilities within Baildon Library for groups and individuals to display their materials/artwork etc.