

Report of: Lee Hemsworth, Chief Officer Community Hubs, Welfare & Business Support

Report to: [Inner West Community Committee] [Armley, Bramley & Stanningley, Kirkstall]

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To note

Library Service Update

Purpose of report

1. This report provides an overview of the activity of Leeds Libraries during the past 18 months and outlines the key priorities for the service as part of our Service Recovery Strategy.

Main issues

Library Activity During the COVID Pandemic

2. Our response to the COVID pandemic followed a similar path to that of many other library services across the country.

Customer Support

3. Initially many of our staff were deployed into different roles to support the foodbanks, the delivery of food parcels and staffing the COVID helplines. At the same time, we were pivoting our library service from a 'face to face' model of delivery to a digital offer. This included providing more resources which customers could access from home.
4. During the first period of lockdown, we picked up on an initiative being developed in other library authorities and introduced a 'Keep in Touch' project telephoning over 9,500 of our older customers to:

- Keep them updated about what was happening in the library service
 - Support them to access the library service and other council services and agencies digitally
 - Check that they knew where to get any other help or support as necessary (e.g. the COVID helpline)
5. We had some very positive feedback to this initiative which evidenced the real impact of the calls:
- “Thank you that was the nicest phone call I've had in days.”
 - “I had a telephone call this morning from yourselves just to check on whether I am alright and coping with the current lockdown; also, to update me on the library services now available. It is a worthy initiative and did a lot for me. Please extend my thanks.”
 - “You are all doing a fantastic job. Thank you very much for all your hard work you Librarians are doing keeping us informed and reading during this horrible time.”

Customer support for developing digital skills

6. One of the biggest revelations of the pandemic was the extent of digital exclusion and the increased challenges our citizens faced including isolation from essential support, deteriorating mental health and financial hardship. This prompted us to review our digital support offer in Leeds libraries, which we have now rebranded as #Digital121.
7. During the lockdowns our #Digital121 telephone service was at the heart of our digital support offer, capturing and directing requests for digital support received from customers and partner organisations and matching them to the most appropriate support and information available from within the service or through referral.
8. #Digital121 is a universal offer but during lockdown we targeted those with low digital skills who may have never previously had access to their own device and who needed support to use it more fully. A dedicated #Digital121 marketing campaign focussed on our core offer of providing digital support and encouraging our citizens to get in touch so our librarian team could help them to develop their digital skills and confidence.
9. During the pandemic and current restrictions, we delivered this support remotely by telephone or Zoom. Between May 2020 and May 2021, we delivered over 200 support sessions.
10. We also invested in more digital resources, increasing our e-book catalogues, and purchasing new resources such as:
- Niche Academy – a range of free online tutorials from setting up an e-mail account or getting started with social media to helping you build your skills using our online resources, such as eBooks, business support and genealogy searches. There has

been significant interest in this resource with tutorials accessed over 13,500 times since its introduction in April 2020.

- Press reader – an e-newspaper service ‘PressReader’ allows our customers to keep up to date with the latest news, free of charge.

11. Feedback from customers about all these activities, digital support sessions and new resources has been very positive:

- “Accessing eBooks has been a lifeline. It is the best app on my phone now!”
- “A wonderful service (eNewspapers) that I can still use from home”
- “Delighted I can get on Ancestry at home”

Developing our Digital library offer – resources and online events/activities

12. The initial period of lockdown was marked by an explosion of digital content which at times seemed overwhelming. As well as introducing Niche Academy and e-Newspapers, in our role as information professionals, we used our specialist skills to create a new virtual library on our [webpages](#), curating the best of our own online content and also signposting to some of the ‘best of what else’ was available on others’ websites.

13. We also curated information about quality resources for our partners in education and sent out a regular newsletter to [schools](#).

14. In addition, we developed a whole new range of virtual activities aligned to the broader library purpose to inform, educate, and entertain. The full range of activities is shown at Appendix 1. We have created this short film about our activity during the past year or more. youtu.be/QfGwr2vW8tQ

Library Service Recovery Strategy.

15. In its publication ‘Libraries: An Essential Part of Recovery’, Libraries Connected¹ identifies the five key areas where libraries can play a central role in meeting the needs of individuals and communities who may be struggling to overcome the effects of the Covid-19 crisis. These are:

- Economic recovery, with help and training for job seekers and entrepreneurs
- Education support for children and SEND (special educational need) students who struggled to learn at home
- Isolation mitigation for vulnerable groups and to help people to reconnect locally
- Digital inclusion for residents who lack IT skills or have no access to the Internet

¹ Libraries Connected is the sector support agency for public library services in England.

- Cultural partnership to help local artists and arts organisations to continue their work.

16. We have adopted these five broad themes to inform and underpin our new local Recovery Strategy in Leeds Libraries which has the following areas of focus (all activity going forward is aligned with one or more of these key priorities):

- Economic Recovery
- Children and Young People
- Health and Wellbeing (including isolation mitigation)
- Support for Digital and Learning
- Books, Reading and Culture

17. We have drafted detailed Workstream Action Plans and from September we will be gradually introducing programs of work aligned with each of the areas of activity.

18. Our focus will be on consolidating service development activity and the programme will take the learning from the pandemic so embedding a blended approach to activity across both digital and face to face programmes.

19. A summary of the proposed new activity under each of our priority areas is as follows:

Economic Recovery

20. Leeds Libraries are part of the British Library's Business and Intellectual Property Centre (BIPC) Network. This network operates in towns and cities across the UK. The centres are physical hubs where people can come together to learn, network and access free and low-cost information and support in protecting and commercialising a business idea.

21. In the Spring 2020 budget the British Library was awarded £13m for sustaining and expanding the Business & IP Centre National Network over the next 3 financial years.

22. The money will be used to expand the network, "supercharge" existing BIPCs and trial a hub and spoke model that supports other library services to develop an offer in our neighbouring authorities of Calderdale, Bradford, Kirklees, and Wakefield.

Outcomes

- Greater Prosperity

Priorities

23. Key priorities for our economic recovery programme include:

- Refurbishment of the current space within Central Library to create a Business and Enterprise Suite with co-working space, business resources and tech suite

- Development of the current programme of activity to include high profile panel events linked to key city events and participation in national Start Up Day
- Extension of the BIPC service to neighbourhoods across Leeds as part of AD:Venture providing a business on your high street service
- Embedding the regional partnership with library services across West Yorkshire (Bradford, Calderdale, Kirklees, and Wakefield)

Children and Young People

24. Public Libraries welcome children from the very earliest months of life, helping parents and carers to support them as they grow and learn.

25. Since 2012, Leeds has had an ambition to be the best city for children and young people to grow up in and children is one of the Big Ideas in the Inclusive Growth Strategy. To make Leeds a truly child friendly city, the challenge is to ensure every child and young person in the city has the opportunity and support to achieve their potential. The 3 As Strategy (Attend, Attain, Achieve) sets out the approach to ensuring that children have the best possible educational experiences as well as the best possible outcomes. A key priority within the strategy is that all children in Leeds read for learning and fun.

26. We know that in the early years and right through to Key Stage 2, children in Leeds lag behind the national average in terms of reading and so a real driver for us in the library service in Leeds is to ensure that our children's programme is underpinned by a focus on reading for pleasure, particularly in the early years.

27. We will do this through ensuring we create children's spaces in our libraries that are welcoming, attractive, and stocked with the best in contemporary children's literature. Our libraries will be exciting places to be with a knowledgeable staff team on hand and able to support children and families with their book choices and so sowing the seeds of a love of libraries, books and reading.

28. Our focus of activity in the first phase of our strategy will be on supporting reading in the Early Years with our Story Bus and Ready Steady Readers programme. The name of this programme has been chosen to focus on the outcome we are hoping to achieve – that all our children in Leeds are readers.

29. Our wider programme will ensure that every child and young person in libraries is inspired to read for pleasure, has access to a diverse range of materials, can engage in a variety of digital activities and can take part in activities that improve their well-being.

Outcomes

- Increased reading and literacy
- Helping everyone achieve their full potential

30. Key priorities for developing our service to children and young people over the coming year include:

- Relaunch of the Ready Steady Readers programme for babies and children aged 0- 5 years, to include story and rhymetimes, information for parents registering the birth of their baby and the Ready Steady Reading Challenge
- Launch of the new Storybus Service
- New programme of support for schools, including information literacy
- Focus on support for reading for pleasure and relaunch of the Book Award

Health and Wellbeing (including Isolation Mitigation)

31. Public Libraries provide a population scale platform for population-scale public health issues. (Health on the Shelf, Scottish Libraries)

32. The library is a space that belongs to everyone. A place that is open and free for everyone to go to share – share the space and share the resources - helping to build a sense of trust which is vital for place making and community cohesion. By widening access to information about our shared history and heritage, the library service helps to develop increased understanding across communities and a sense of community pride.

33. We also play an important role in the collection and preservation of information about our city and our communities. Our local and family history archive and special collections hold over 180,000 items including books, pamphlets, and ephemera as well as journals, directories, maps, photographs, and prints focused on Leeds with significant publications of Yorkshire.

34. Our libraries are democratic spaces, providing free, independent, respected sources of information.

35. People who are better informed have better health outcomes. Libraries contribute to the public health agenda by tackling health inequalities and supporting health literacy. Our libraries have an extensive reach into communities and our services and programmes of activity include tailored health and wellbeing services. Through the provision of free access to the internet, online resources, and well-trained staff, we empower people to access, understand and use health and wellbeing information effectively.

Outcomes

- Healthier and happier lives
- Stronger, more resilient communities

Priorities

36. Key priorities for developing our programme of support for health and wellbeing over the coming year include:

- Development of libraries as health information points (including the development of 34 Digital Health Hubs across the city)
- Building a menu of health-related activity available to GPs as part of social prescribing activity. Initial phase to include local library 'socials' peer support reading groups and cultural events, e.g. talks and author readings
- Developing our volunteer offer
- Investigating Libraries of Sanctuary award
- Targeted work around services to Care Homes and the Homeless community

Support for Digital and Learning

37. Digital access and literacy are increasingly critical, especially to central and local government strategies around economic development, channel shift, reducing social isolation and creating community cohesion (Ambition).

38. Across our city, however tens of thousands of adults are offline or have very limited digital skills:

- 90,000 adults in Leeds are without essential digital skills
- 50,000 are not online at all
- 40% of council housing tenants are not online

39. Research shows that those who are digitally excluded also have poorer health and that by improving digital inclusion we can combat some of these health inequalities.

40. There are three main barriers to digital inclusion:

- Lack of skills/confidence
- Limited or no access to equipment/connectivity
- Not motivated to get online/not understanding of the benefits of being online

41. Providing support for digital access has been at the heart of library services since the introduction of the People's Network back in 1997.

42. Libraries as safe, non-stigmatised spaces at the heart of the community are well placed to tackle the barriers to digital inclusion. We have provide free access to computers, the internet, wi-fi and a tablet lending scheme and have a skilled staff team of Digital Champions who are able to support customers with the motivations and skills development through our free training and support programmes.

43. The Covid-19 pandemic has emphasised the importance of digital access and a [blog from the Joseph Rowntree Foundation](#) highlighted in particular the impact that the closure of library buildings especially in the first period of lockdown had on digital inclusion for some of the most economically disadvantaged people in our communities.

44. We have therefore identified as a priority the development of our community libraries in Leeds as Digital Hubs. The concept will include the introduction of Digital Health Hubs which use community engagement to reach poorly served groups and support access to digitally enabled health care and wider wellbeing. We will also be exploring the concept of libraries as data hubs.

45. And at the heart of our digital offer is support for Learning. Libraries were set up as the universities of the people and learning and today our libraries still provide citizens with access to a wide range of informal learning opportunities, including digital skills.

Outcomes

- Improved digital access and literacy
- Helping everyone achieve their full potential

Priorities

46. Key priorities for developing our programme of support for our digital inclusion and learning support over the coming year include:

- Developing the new #Digital121 service including telephone support and a refreshed programme of face to face support sessions and city-wide webinars (e.g. keeping your children safe online for parents)
- Creation of a network of 34 Digital health Hubs across the city
- Launch of Creator Space at Compton Road Library, a space which will provide access to resources to support creative digital activity
- Further development of Niche Academy platform to include more locally curated content to support digital learning in the community
- Developing our programme of support for ESOL and Adult Literacy

Books, Reading and Culture

47. Libraries are the cultural cornerstones of communities (Darren Henley CEO Arts Council).

48. Libraries enable communities to access and participate in a wide variety of quality and diverse arts and cultural experiences. Leeds Libraries work with cultural providers to spark curiosity, imagination, and fun. Our programme of activity enables new creative skills to flourish, enriching the lives of children and adults by providing arts and cultural experiences in local settings. Our offer will celebrate diversity, promote inclusivity, value identity and will contribute to an active local cultural economy.

49. Through our reading offer, libraries help build literate, confident and empathetic communities. We provide diverse and inclusive reading resources and support

programmes and experiences for children and adults to create excitement around reading. Our range of stock and linked activity programme encourages individuals of all ages to read for pleasure and purpose to increase their understanding of the world, stretch their imaginations and think differently.

Outcomes

- cultural and creative enrichment
- Increased reading and literacy

Priorities

50. Key priorities for developing our programme of support for Cultural programme over the coming year includes:

- Following successful Expression of Interest, submission of a full bid to Arts Council for the refurbishment of Central Library's ground and first floors, including the development of the City Reading Room, City Children's Library and City Art and Music Library
- Full transition of the Library at Home Service to the Reading Friends model
- Introduction of new model of support for Reading Groups
- Review of stock management policies
- Reintroduction of Cultural Programme of events and activity including participation in the British Library 'In the News' Exhibition and event programme (launch event to be held in Leeds)
- Programme of 'treasures on tour' taking the Special Collections held in Central Library out and about to libraries around the City

51. To support the delivery of these priority activities we have realigned our staff teams. The new structure is flatter and more manageable with just 5 tiers of staffing as opposed to the previous 11 tiers. The development of generic job descriptions across the service will ensure greater flexibility to accommodate changes in priorities over time.

52. The structure (see Appendix 2) is split into 3 key areas: Service Support, Service Delivery and Service Development.

Corporate considerations

Council policies and city priorities

53. The priorities of Leeds Libraries recovery strategy play a direct role in supporting the following Best Council Plan objectives:

- Health and Wellbeing
- Child Friendly City

- Age Friendly Leeds
- Culture
- Safe strong communities
- Inclusive Growth

Conclusion

54. We will report back to Area Committees on an annual basis with specific information about the delivery and engagement with our programmes of activity for each area.

Recommendations

55. That the information in this report and the verbal update provided at the meeting is noted.

Background information

- None

Appendix 1: Leeds Libraries Online Activities during COVID-19 pandemic

British Library exhibition, 'Unfinished Business: The Fight for Women's Rights'

56. Later in the year, as part of our work with the British Library² (BL) we curated a [virtual exhibition](#) and programme of events to celebrate the BL's own exhibition, 'Unfinished Business: The Fight for Women's Rights'. Our online exhibition highlighted Leeds' unique contribution to the campaign for gender equality and featured important books connected to the wider history of women's rights.

57. The exhibition spanned over 300 years from the poetry of Katherine Philips in 1669, through to the activism of the 1970s and 80s, culminating in the work of contemporary local spoken word artists. The weekend of events, created in partnership with the BL, included workshops, author talks and performances, and attracted over 800 people from all over the world.

58. To celebrate the exhibition Studio12 led a series of 5 poetry workshops and mentoring sessions with young poets and renowned literary activist, writer, and playwright Khadijah Ibrahiim. The workshops explored women's voices, activism, and the fight for a fairer world. The participants' poetry was transformed into spoken word performance films, which were showcased at a special live [Spoken Word Showcase](#).

59. The showcase involved a panel discussion between Khadijah and poet/activist Suhaiymah Manzoor-Khan, followed by a spoken word takeover by The Sunday Practice. We had 300 engagements via social media in the lead up to the Spoken Word Showcase, and over 300 people tuned in. Our largest audience was in Yorkshire, followed by London.

BBC's 'Novels That Shaped Our World'

60. We also took part in the BBC's national 'Novels That Shaped Our World'³ project and one strand of activity explored the connection between games and storytelling. A programme of events that included a workshop on creating your own literary escape game, a talk on the real history behind some of the novels from the BBC's Novels list, animation activities for families and a panel event discussing how libraries and museums can use games to engage new audiences, which all led up to a two day Games Jam. The Jam challenged people to design a digital or physical game inspired by the BBC's Novels list, and the participants were given access [to images from our special collections](#) for inspiration.

² The British Library is the [national library](#) of the United Kingdom and is one of the [largest libraries in the world](#). As a [legal deposit](#) library, the British Library receives copies of all books produced in the United Kingdom and Ireland, including a significant proportion of overseas titles distributed in the UK.

³ BBC Novels That Shaped Our World is in partnership with BBC Arts, Libraries Connected and Arts Council England.

61. Our headline event of the weekend was a live [mixed reality performance](#) by virtual reality artist Rosie Summers who brought the world of Narnia to life. The games that were submitted can be viewed on our [itch.io page](#) and all events were recorded and added to [YouTube](#).
62. We also delivered a programme of activity based around Arts and Cultural activities.
63. Arts Activity: We ran workshops inspired by the artist Joseph Cornell's 'world in a box' sculptures and assemblage art. In these workshops, we captured the feel of the novel, its story, journey or place by assembling items in a box. The resulting artwork can be viewed in an [exhibition with our partners Space2](#).
64. Cultural Activity: We ran a number of activities on social media and with readers and writers groups across the city. We asked readers to share the novel that has shaped them on social media, challenging readers to read as many of the 100 titles as they can. For writers we set a number of writing challenges and participants could also attend a writing class led by local author Alison Taft. Work written by the participants is currently featured on our digital book platform and you can read more about it [here](#).

Business & Intellectual Property Service

65. For some key aspects of our service we took a business as usual approach albeit digitally. For example, during the last year our Business & Intellectual Property Service quickly pivoted their services to an online model, ensuring local businesses had continuous support during the pandemic. This included:
- Intensifying messaging across social media channels and via partners to inform the local business community that the service would continue to be available to support businesses with their enquiries via email and telephone.
 - The team and our business advice partners moved face-to-face consultations into a telephone format that proved particularly popular leading to the addition of new sessions.
 - Online access to our business resources ensured that the team were able to effectively deal with enquiries via email and telephone. Customers needing to consult these resources were able to book on one-to-one Zoom sessions providing the option of screen sharing.
 - Our face-to-face event programme was moved to webinar format ensuring continuity of our full programme of support [Business & IP Centre Leeds Events | Eventbrite](#)
 - As businesses looked to adapt to new ways of working and marketing, our webinars also refocused upon these sought-after areas. This included extra webinars focusing upon online selling, social media and our first Start-up Summer School.
66. A successful *Reset. Restart* programme of talks aiming to support businesses transform, future-proof or grow was developed in partnership with the British Library. This provided access to a range of new webinars and follow-up one-to ones with specialist advisors.

[Reset. Restart - The British Library \(bl.uk\)](#) One of our most successful *Reset. Restart* online events focussed on the music sector, which had been hit particularly hard by the pandemic. This online panel event, which was held in partnership with Manchester libraries, featured musicians and other representatives from across the sector and provided a lively discussion about how to cope and pivot moving forward. Over 120 people attended the event live.

67. Additional events and activities are included in the table below:

Activity	Audience	Frequency	Description
Storytime	0-5	Daily (Mon – Friday)	<p>Regular storytime each morning at 9.45 am featuring an author or illustrator reading from their books followed by BBC rhymes and an activity from our Leeds 50 things App twitter.com/leedslibraries/status/1255775297787629569?s=20</p> <p>We worked with local theatre company Tutti Frutti to commission some performed readings with actors, these were then shared across the UK with other libraries! Playlist: youtube.com/playlist?list=PLkero3eEEZV88RlpPBje8KXGPcNuiOJec Podcast: tutti-frutti.org.uk/show/welcome-to-sweet-dreams/?section=our-work Sign up to receive more free stories and news: eventbrite.co.uk/e/tutti-frutti-story-time-tickets-140071661109?aff=nationallibrary</p> <p>Our Librarians created storytimes for #BabyWeek: https://twitter.com/TinyOwl_Books/status/1329363829906616320?s=20</p> <p>They also worked with frontline staff to deliver sessions to ensure we stayed connected to our audiences. facebook.com/119146154207/videos/514171752926835</p>
Stories By heart	4- 8	Weekly	<p>Oral story telling session with professional storytellers twitter.com/leedslibraries/status/1255496977305010182?s=20</p>
Games Group	Teens	Weekly	<p>A fun friendly online Games Group for under 20s. Currently playing the games 'Magic the Gathering' and 'Dauntless'. Uses Discord to create an online community.</p>
#AskALibrarian	Adults	Daily (Mon – Fri 10 – 4)	<p>An online enquiry support line – covering any general information enquiry, including for example book recommendations twitter.com/leedslibraries/status/1328277874386857984?s=20</p>
Virtual #DigiDropIn (now rebranded #Digital121)	Adults	Daily (Mon – Fri 10 – 4)	<ul style="list-style-type: none"> • Access to computers for essential use only, for 45 min sessions at a number of sites across the city. Details can be found here: leeds.gov.uk/libraries • Bookable 1 to 1 digital sessions with a librarian - call 0113 378 5005 or email libraryenquiries@leeds.gov.uk • Basic digital enquiry support - whether our customers have a digital question or need a bit more support to get online, our #Digital121 librarians can help. Contact our team on 0113 378 5005. twitter.com/leedslibraries/status/1389569776125718537?s=20

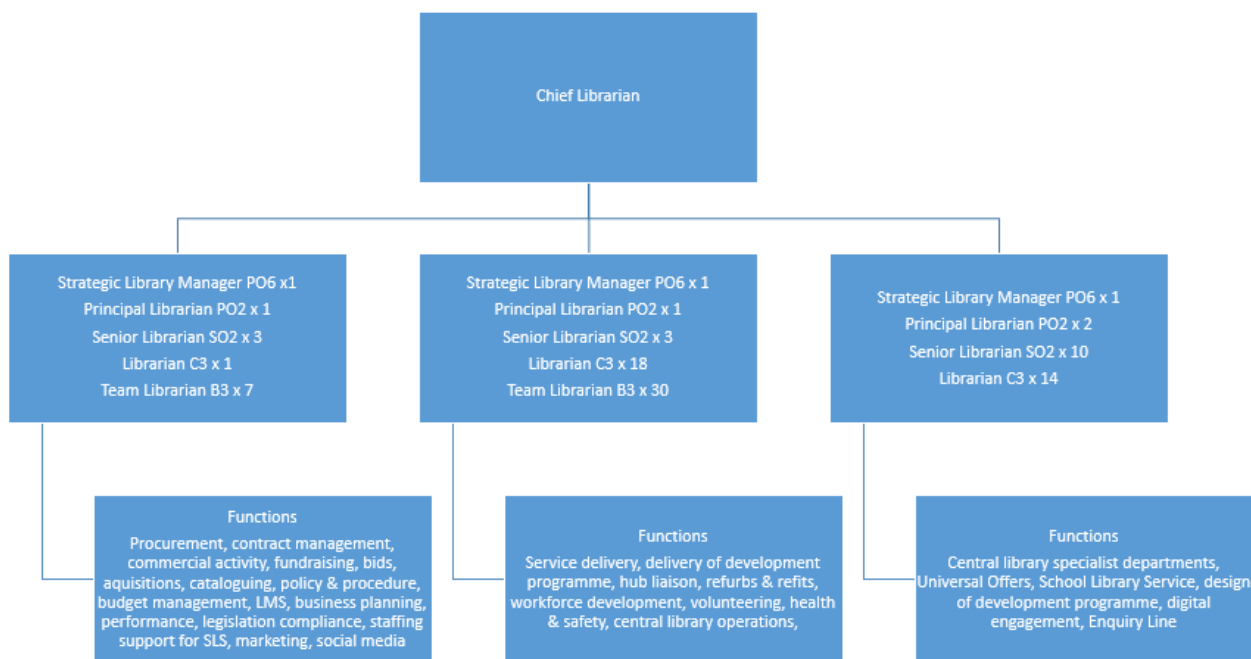
Activity	Audience	Frequency	Description
Selection Bags	All		We provided pre-packed selection bags for primary age children and adults. If customers contacted us we would put together a package of books for them to collect from their local library twitter.com/leedslibraries/status/1363886551185428480?s=20
#LeedsReadsBook Club	Adults	Monthly	Our online book club features a book of the month from our multiple download collection and a hosted discussion with a librarian on Facebook once a month. Authors are invited to take part in the discussion. The club now has over 100 members. facebook.com/groups/345068199880216 leedsreads.net/leeds-reads-book-club
Virtual Bookshelf #LeadsReadsBooks helf	Adults	ongoing	Content curated by residents who are invited to share images and reflections of the books they are reading. This has led to the creation of a #LeedsReadsBookshelf; this is a community bookshelf created by the people of Leeds, for the people of Leeds. twitter.com/i/events/1260132950802399233
LEGO	Children and families	Weekly / monthly	This is an exciting Lego experience for children and families, with entertaining videos and a range of build challenges. youtube.com/playlist?list=PLkero3eEEZV9X2rTykCI_1tKLsfdVybuL
Code Club	Children and families	Fortnightly	We provide ongoing support for existing code club members as well as new audiences. The Clubs are delivered through a fortnightly Zoom meet up when a new challenge is introduced along with a 'show and tell' with library staff and Code Club volunteers. blog.codeclub.org/2020/08/17/linking-code-to-literacy helloworld.raspberrypi.org/articles/hw14-creating-a-remote-code-club-with-leeds-libraries
Local and Family History	Adults	Fortnightly	Family History for Beginners Held on Zoom, a librarian narrates a local family history session. These are live and interactive versions of our popular Family History workshops, providing a friendly online introduction to key concepts and resources for complete beginners. Attendees are invited to ask questions throughout the presentation. Leodis by Leeds Libraries A photographic archive for the city. Over 62,000 heritage images of the city digitized and accessible to all. Over 40,000 of the images belong to the Leeds Libraries while the remaining images come from partner heritage organizations and individuals from across the city. Over 20 years old the website has recently undergone an extensive rebuild bringing its accessibility and security in line with the demands of today and has become

Activity	Audience	Frequency	Description
			<p>more popular than ever. The rebuild has allowed us to include over 5000 playbills showcasing historical theatre bills from some of Leeds oldest theatres.</p> <p>#ThrowbackThursday: Every week librarians share what is going on in the Local Family History Department and highlight heritage in Leeds. twitter.com/leedslibraries/status/1319209444832665600?s=20</p> <p>Lunchtime talks series: secretlibraryleeds.files.wordpress.com/2021/04/lfh-online-events-programme-apr-jun-21-1.pdf</p> <p>Our team of Librarians introduce participants to the relaunched Leodis website, the digital archive of Leeds' historical photographs. Customers can explore the background to the creation of Leodis 20-years ago and discover exciting new features – before our Librarian team take them through their favourite images from the site: leodis.net</p> <p>youtube.com/playlist?list=PLkero3eEEZV93tzscVukw04QPBvD9YdF9</p> <p><i>The Secret Library</i>, is the home to Leeds Libraries' heritage blog. The site provides insights into the history and architecture of the 1884 Central Library building, a behind the scenes look at the Library and highlights from our Special Collections, including rare books: secretlibraryleeds.net</p>
#RareBookoftheWeek	Adults	Weekly	<p>Every week using #RareBookOfTheWeek we showcase items from our special collections on social media. twitter.com/leedslibraries/status/1407682217040658434?s=20</p>
Lunchtime Tech Talk	Adults / young people	11-part series	<p>Each episode features an inspirational speaker from the digital and cultural sector in Leeds along with a member of the library staff team who will highlight library resources relevant to the main talk. Find the full playlist here: youtube.com/playlist?list=PLkero3eEEZV9V1HSQbeT7xZ4oBzRxuu9a</p>
#LeedsDropInAndDraw	Adults	Weekly	<p>Each week, a different theme and image from our art collections is chosen and posted on social media. Audiences are asked to create their own drawing in response to the image we post and to share their work on social media</p>

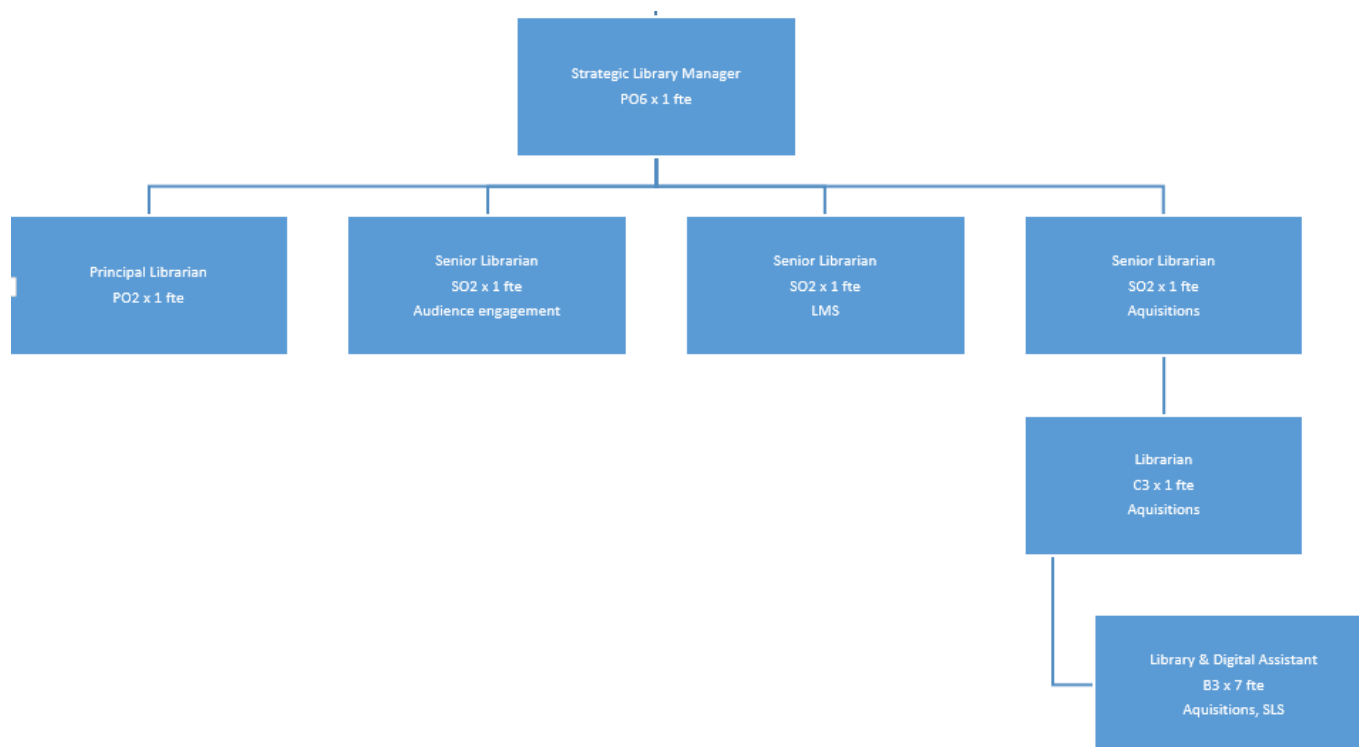
Activity	Audience	Frequency	Description
			twitter.com/leedslibraries/status/1256158965634928640?s=20
Art Book Club	Adults	Every two months	Each month, a book chosen by an artist will be read in conjunction with the current exhibition. The book club is hosted via Zoom and places are bookable on Libraries' ticketsource. twitter.com/cultureleeds/status/1251989702544146432
Craft Club #LeedsLibrariesCC	Adults and Young People	Monthly	Virtual Craft Club is delivered online once a month. A different theme and image from our E-magazines collection is chosen and posted on Leeds Libraries Facebook. Audiences are asked to create their own crafts using material from around their home and garden in response to the article posted and to share their work on social media twitter.com/leedslibraries/status/1257271808950140931?s=20
Leeds Libraries community and heritage trail #LeedsLibrariesCH T	Adults	Weekly	During the past year we have celebrated each one of our unique libraries as part of the Leeds Libraries community and heritage trail. #LeedsLibrariesCHT twitter.com/leedslibraries/status/1404801487180550152?s=20
Tutti Frutti Festive Show	Families	December	We will be hosting a festive play with local theatre company Tutti Frutti. Bit.ly/TuttiPrincessPea Set in the Museum of Forgotten Things, three musical curators, tell the amazing tale of the museum's artefacts including the mystery of a little green pea and how it got there.
Covid Diaries			A city partnership project aiming to ensure we document the impact that Covid is having on all of us. Personal diaries, experiences, films and pictures will help to paint a picture of what life is like in Leeds and the challenges our people face covididiaries.co.uk
School Library Service	Schools	One off	Organised 22 virtual author events for schools in Leeds, for World Book Day, giving children learning both in school and at home the opportunity to come together and celebrate reading
Authority Figures Podcast	Teens	3 episodes	A 3-part Authority Figures podcast series for Teens, with young volunteer Chandni who interviews Ben Oliver, Matt Abbott and Kenny Baraka. youtu.be/-u8fch0n1qM
Summer Reading Challenge	Families	Summer	We are asking families to share their images of reading in the wild #LeedsWildReads twitter.com/i/events/1407976126727741440
United We Wait – Refugee & Asylum film project	Adults	6-week project	Delivered over 6 weeks Studio12 worked with Members of the Hearts youth group at Leeds Playhouse to create an honest and ultimately uplifting short film to share their experiences of leaving their home countries, settling in Britain and the recent challenges of lockdown.

Activity	Audience	Frequency	Description
			<p>"I am sure the books saved my life!" As part of #RefugeeWeek2021 we created 'We Walk With You' with @ArtsTogetherLDS Filmed in Leeds Central Library, @Studio12Leeds member, Rahman tells his story of feeling safe in arts spaces. youtu.be/K7wITr2rKzI?list=PLAbXg1ADT_6BWKZtG63Btp2_YKv-tLUXr...</p>
Ingenious Awards	Young people aged 7-14	Ongoing	<p>Working together, Leeds Libraries, Leeds Museums and the University of Leeds will create a modular STEAM-focused series of activities, focusing on tackling environmental issues and using developments in technology for societal and environmental good raeng.org.uk/grants-prizes/grants/ingenious-grant/current-awards</p>
Enterprise Club and talks. Business and IP Centre	Adults	Ongoing	<p>You can book a free one to one consultation with specialists including business advisors, accountants, and IP attorneys, and attend a range of free events and workshops to help you start-up and grow your business. eventbrite.co.uk/o/business-amp-ip-centre-leeds-2985198129</p>
Studio12	YP 16-30	Tuesday - Friday	<p>Website relaunch: Responding to studio12 member feedback we overhauled our online service provision, by building a new website equipped to be a one-stop resource for creatives in the Leeds community and beyond. Content is sourced, curated, and uploaded on a regular basis to maintain its relevance. It includes an opportunities page with online events, funding, commissions, talent development schemes, business support and creative jobs. It also includes industry guides for music, film and writing. In addition there is a Covid-19 Support Guide for artists including health and wellbeing advice. The Studio12 website provides valuable opportunities for people to enter the industries via non-traditional academic routes, and now receives over 1,000 visits a month. This is an engagement increase of over 10 times the amount of visits received pre-pandemic.</p> <p>Bookable 1:1s: Recently we supported a member applying for a 1-year prestigious art residency in the Netherlands. We have also just signposted and supported a member in applying for over £8k in the ACE DCYP programme, results pending</p> <p>Online Masterclasses: We worked in partnership with the British Library and acclaimed producer / rapper Awate, who gave two music production masterclasses into his British Library Residency.</p>

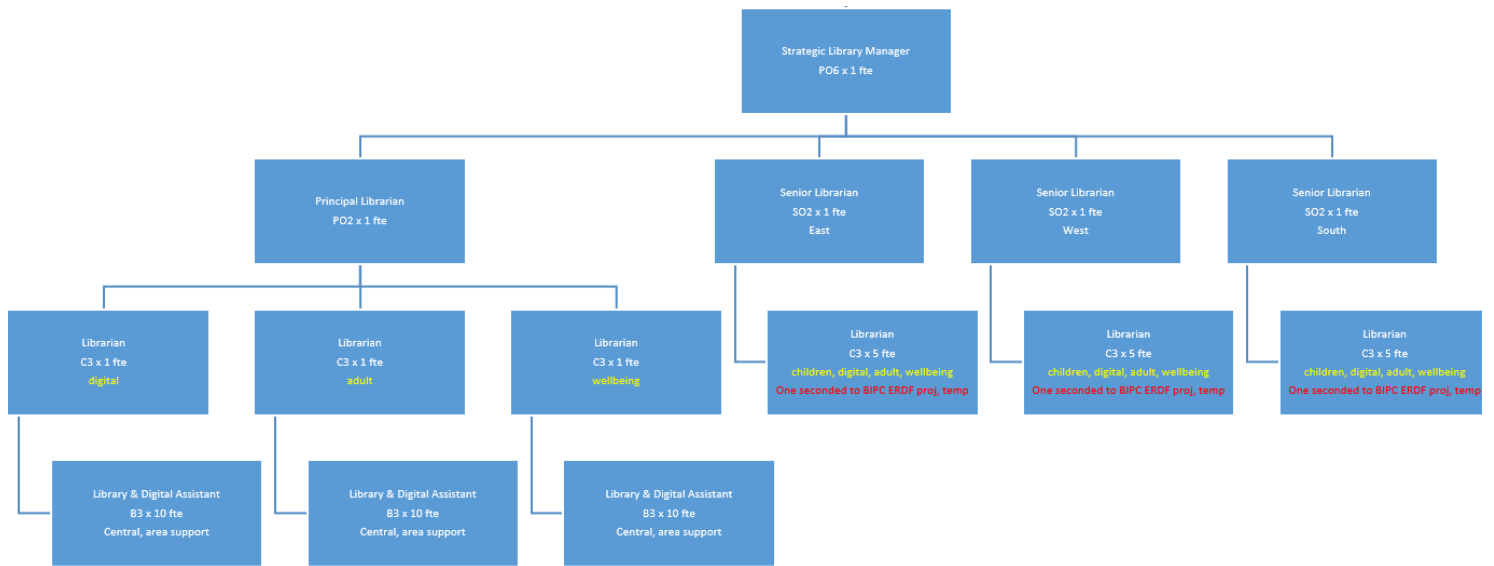
Appendix 2: The staffing structure of Leeds Libraries



Service Support



Service Delivery



Service Development

