



Norfolk County Council
at your service

Great Yarmouth Library



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Great Yarmouth Library

- Location to the town
- Business declining
- Not as relevant as it used to be
- Take up of PCs increasing



- Middlegate estate
 - low take-up of learning
 - alcohol and drug related problems
 - deprivation
 - people have little or no aspirations, morale is low and crime is high

Great Yarmouth

- Changing area
- Industry decline
- Industry relocation

To give you an idea of the changing fortunes of the library
Over the past ten years the amount of items we issue has
halved

We needed to change - the way people use libraries has changed.

When the opportunity came to apply for lottery funding we grabbed it. What followed was a lot of hard work and a lot of lessons learnt.

We needed to raise our profile in the community

One thing we have learnt is that you cannot do this on your own.

Events that we staged on our own were not successful





Working with colleagues from the voluntary, statutory and faith sectors have drawn more people to our consultation events.



So what will it look like

- Large areas will be made available for people to meet and learn
- The Lecture Hall will be multifunctional with space to dance, to exercise and put on plays and musical events.
- We will have a café run by Meridian east
- We are increasing the amount of PCs in the library
- We are upgrading the lift
- We will offer learning and reading opportunities for all the family
- We will bring together all the departments of CS in one open plan office. This will enable us to work more closely together.

What we have said we will achieve by the end of the project is:

1. Communities are actively engaged in the development, delivery and management of library services.
2. By September 2011, 350 sub level 2 learners will improve their literacy, numeracy and IT literacy skills by engaging in learning activities at Great Yarmouth Library.
3. By September 2011 50 disabled people will have accessed Skills for Life learning and improved their skills as a result of improved physical access to the building.
4. 180 people on low incomes will have improved their financial literacy, consumer awareness and health awareness by September 2011, through engaging in learning sessions at the library
5. By September 2011, 5 disabled people will report increased self confidence as a result of volunteering at the library.

But of course that is just the beginning, we intend to make Yarmouth Library a focal point for the community to meet their reading, learning and information needs and to make it a relevant and important sustainable community resource.

And just to finish somebody asked me, what are the most important things to remember when consulting with local people? These are my top five tips -

1. Work with partners and other organisations, you can't do it on your own.
2. Make sure that those involved are genuinely behind the project and interested in the local community, if they are not it will show
3. Involve local people to enable people to relate to them
4. Don't use jargon, if I had mentioned maintaining a sustainable heritage they would run a milethink what you call things, our Lecture Hall needs renaming ...that is sure to put people off
5. And perhaps most important of all keep meetings simple, friendly and not bureaucratic ,,,, and always include food - if you are out of work and struggling, food for you and your family is a real enticement