



**Libraries  
Connected**

# **Day seminar 2 December 2020**

**Online Event**



## About the event

This has been a tumultuous year for us all and as the Covid-19 pandemic continues, significant uncertainty will remain for the foreseeable future. Yet despite these circumstances, throughout lockdown and now during reopening, libraries have done an amazing job to continue to deliver a range of services, tailored to the needs of their communities.

Like all publicly funded services, libraries face enormous challenges over the next few years as they seek to react to the rapidly evolving situation and sustain their offer to their communities. Libraries are an essential part of the local economic, social and cultural recovery from Coronavirus and this seminar aims to help library leaders to demonstrate the value they bring, and to advocate for their work.

The Libraries Connected day seminar will bring together public library leaders from across the country to hear from a range of speakers discussing how libraries can evidence and communicate their impact to secure support and funding. They will also see the latest developments from some of the leading library suppliers who have generously sponsored the event.

The seminar is aimed at public library leaders in England, Wales and Northern Ireland and bookings.

For more information, email: [events@librariesconnected.org.uk](mailto:events@librariesconnected.org.uk)



# Schedule

- 10.00**      **Carol Stump, Libraires Connected President**  
Welcome & Libraries Connected Update
- 10.45 – 11.00**      *Break*
- 11.00**      **Caroline Dinenage, Minister of State for Digital and Culture**
- 11.45 – 13.00**      *Lunch Break and Meet the Sponsors*
- 13.00**      **Nicola Gitsham, Head of Social Prescribing at NHS England**  
Social Prescribing: Harnessing the power of libraries
- 14.00 – 14.10**      *Break*
- 14.10**      **Christian Lauersen, The Library Lab and Director of libraries and Citizen Services, Roskilde Municipality, Denmark**  
A library visit is more than a number: Seeking a new language for the impact and value of libraries
- 15.10 – 15.25**      *Break*
- 15.25**      **Norma Wilburn, Managing Director at NWA Social and Market Research**
- 16.25**      **Farewell from Carol Stump, Libraries Connected President**
- 16.30**      *Finish*



## Speakers



**Caroline Dinenage** was appointed Minister of State for Digital and Culture in the Department for Digital, Culture, Media and Sport on 13 February 2020.

Caroline was elected Conservative MP for Gosport, Stubbington, Lee-on-the-Solent and Hill Head in 2010. Her previous roles have been Minister of State at the Department of Health and Social Care from 9 January 2018 to 13 February 2020, Parliamentary Under Secretary of State at the Department for Work and Pensions from June 2017 to January 2018 and Parliamentary Under Secretary of State for Women, Equalities and Early Years at the Department for Education from July 2016 to June 2017.

Caroline studied politics and English at Swansea University and has more than 20 years of experience as a small business owner, having established her own manufacturing company before university.

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**Nicola Gitsham** is Head of Social Prescribing for NHS England and NHS Improvement (NHSE). Nicola's previous roles include leading the national demonstrator programme for NHSE's Personalised Care programme and working as an occupational therapist.

As Head of Social Prescribing, Nicola is committed to ensuring the NHSE team learn from link workers and people receiving social prescribing to help social prescribing become stronger, more widespread, and ever more effective.

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**Isobel Hunter** is the first Chief Executive of Libraries Connected. In her role she has focused on securing and improving long term funding and support for libraries across the country. 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.

Isobel was formerly Head of Archives Sector Development at The National Archives where she served a national constituency of 2,500 archives.

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**Christian Lauersen** is based in Copenhagen and is Director of Libraries and Citizen Services in Roskilde Municipality, Denmark. He believes that libraries are crucial institutions for all communities, helping to create an open, more diverse, inclusive and equal world. One of Christian's main professional interests is how shared public places like libraries foster stronger communities. He is proud founder of [Library Planet](#) - a crowdsourced travel guide to libraries of the world - and the very first library bossa nova song. Alongside his library career, Christian likes cycling, LEGO and socks.

Twitter: @clauersen The Library Lab Blog: <https://christianlauersen.net/>

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**Carol Stump** became President of Libraries Connected in June 2020.

Carol has worked in libraries throughout her career, starting as a library assistant after leaving school with few qualifications and working her way up to becoming Chief Librarian for Kirklees Council nine years ago. She is a qualified life and work coach and is particularly pleased to be leading, on behalf of Libraries Connected, on the Public Library Skills Programme, ensuring relevant training and development is available for our workforce

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**Norma Wilburn** is the Director of NWA Research and her working life has been interspersed with periods of elected membership. As portfolio holder for Arts Leisure and Culture during 2015/2019 austerity her mission was to ensure libraries remained a top priority for continued funding and support in her authority. Seeking innovative solutions and promoting the achievements of the local libraries made all staff and other elected members ambassadors for maintaining and developing what libraries offer to other services and the wider community.

## Event sponsors

Libraries Connected would like to thank the following companies for sponsoring our day seminar. Please take the time to visit their stands in the sponsors showcase area and talk with their representatives about the products and solutions they can offer your library service.

**axiell** **Axiell** provides software and services which help organisations to organise and share culture and knowledge with the world. Our solutions help our community of global customers to manage their collections, encourage reading, preserve cultural heritage, improve learning and increase engagement with the public.

We work in partnership with our customers in 55 countries from libraries, museums, archives, schools, publishers and retailers. Together we develop innovative digital tools to transform the way our customers work and connect with audiences.

We work in many countries, we cover a wide geographic area, but we're made up of groups of local, accessible teams. We have a variety of small cooperative offices in locations that are close to communities of our customers, and our approach is a personal one.

Our business is all about ensuring the long-term sustainability of the sectors we serve. Our solutions help our customers to excel in an increasingly digital environment. We stay close to our customers ensure we understand their changing needs and can adapt as a partner for now and the future.

**bibliotheca**<sup>®</sup> **Bibliotheca** is dedicated to the development of library management solutions that help sustain and grow libraries around the world. Our products are designed to provide a welcoming, intuitive and seamless experience for those that use the library, wherever they happen to be – at home, on the move or within the walls of the library itself.



**Bolinda** is the world's most entrepreneurial and innovative audio publisher. We created and made the audiobook category fun and we have the most visible audiobook brand in the world.

We are also the creators of BorrowBox.

BorrowBox is the number one solution for eBooks and eAudiobooks, providing the best range of UK and International publishers directly to library users. Through the market-leading ordering portal, BorrowBox Connect, library buyers can browse carefully curated content collections from the world's top publishers and view the most important new releases as well as bestselling backlist. It is the exclusive digital eBook and eAudiobook solution in Ireland, Wales and for major UK consortia such as AGMA and Libraries West.

Our vision has always been to create a digital experience for libraries and library members that rivals consumer brands. To create a user experience that is world class – designed to be simple and made to inspire.

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**Insight Media** is the leading library technology partner in the UK for the provision of PC bookings, print management, wireless and hosted solutions with unparalleled experience offering innovative market-leading solutions to a variety of customers

including public and academic libraries. Currently we provide solutions to over 100 UK customers including over 80 public library authorities spanning our services to more than 1000 locations.

For more information email: [info@insight-media.co.uk](mailto:info@insight-media.co.uk)



**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 and Wi-Fi,

together with self-service print payment and release. Netloan Wi-Fi print gives library users the opportunity to print from their smartphones, tablets and laptops.

The netloan portfolio gives you the technology and data to meet greater demands on library resources. With integrated solutions for print and Wi-Fi, policies and administration can be managed holistically. Administrative tasks are easily 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 many 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.

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- Cultural services need to navigate significant challenges now and in the future.
- We are experienced professionals who support libraries, archives, museums, and the community sector to deliver excellence, plan and adapt for the future.
- You need sound evidence to underpin your plans and strategies. We believe in listening and working with you to create services that truly reflect the needs of your communities.
- Above all, we share a passionate belief in the power of culture to change lives.



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**SirsiDynix** connects people with knowledge at more than 23,000 libraries around the world. Through library management technology and search and discovery tools, libraries using SirsiDynix technology bring relevant resources

and the power of knowledge to their users and communities. SirsiDynix technology is architected to be open, scalable, and robust, offering a complete out-of-the-box solution and unparalleled flexibility through APIs and web services. Complemented by the most experienced training, consulting, and support staff in the industry, SirsiDynix helps libraries create tomorrow's libraries, today. To find out more, visit [www.sirsidynix.com](http://www.sirsidynix.com).



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operational efficiency, patron engagement and increasing library relevancy. Please find out more at [www.sol.us](http://www.sol.us) or contact us directly via [info@sol.us](mailto:info@sol.us)



**The Design Concept** are the UK office of

Lammhults Design Group, a company with over 60 years' experience in library design. We have a global

portfolio and have left our mark on a series of unique and exciting libraries across the world. We are a total solution provider and, as such, we work closely with every client to ensure their expectations are met. No challenge too big or too small, come along to chat and discuss making your dream library a reality.





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