Annual Seminar 2019
Libraries: A place for us all

13–14 June in Scarman House, University of Warwick

#LCSeminar2019
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### Seminar Programme 2019

#### Thursday 13 June

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<tr>
<td>9.00 – 10.00</td>
<td>Registration, networking and coffee</td>
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<tr>
<td>10.00 – 11.00</td>
<td>Workshops <em>(see page 4-6 for full details)</em></td>
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<tr>
<td>11.10 – 11.25</td>
<td>Welcome: Mark Freeman, Libraries Connected President &amp; Stockton Libraries</td>
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<td>11.25 – 11.55</td>
<td>Libraries Connected <strong>update</strong>: Isobel Hunter, Libraries Connected CEO</td>
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<td>11.55 – 12.00</td>
<td>Sponsors flash talk: Bisset Adams</td>
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<td>12.00 – 13.00</td>
<td>Lunch break</td>
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<td>13.00 – 13.30</td>
<td>Reshaping town centres for 2030: Why libraries matter</td>
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<td>Simon W Quin, Co-Chair of the Institute of Place Management</td>
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<td>Chair: Isobel Hunter, Libraries Connected CEO</td>
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<td>13.30 – 14.00</td>
<td>Innovation and partnership working in Australian libraries</td>
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<td>Jane Cowell, CEO, Yarra Plenty Regional Library, Australian Library and Information Association</td>
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<td>Chair: Neil MacInnes, Libraries Connected Past President &amp; Manchester Libraries</td>
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<td>14.00 – 14.05</td>
<td>Sponsors flash talk: Niche Academy &amp; Digital Content Associates</td>
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<td>14.05 – 14.35</td>
<td>Tea and coffee break</td>
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<td>14.35 – 15.20</td>
<td>What does it mean to be a 21st Century Public Servant?</td>
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<td>Catherine Needham, University of Birmingham</td>
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<td>Chair: Ayub Khan, Libraries Connected Trustee &amp; Warwickshire Libraries</td>
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<tr>
<td>15.20 – 16.30</td>
<td>Workshops <em>(see page 4-6 for full details)</em></td>
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### Friday 14 June

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<tr>
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<tbody>
<tr>
<td>9.00 – 9.30</td>
<td>Registration</td>
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| 9.30 – 10.15  | **What is placemaking?**  
Carole Stewart, Assistant Director at London Borough of Ealing  
Chair: Mark Freeman, Libraries Connected President & Stockton Libraries |
| 10.15 – 10.55 | **Ignite Talks: Engaging with the public to improve library services:**  
- Moving from consultation to participation - Jan Holden, Norfolk Libraries  
- Consultation and design at Colliers Wood Library - Anthony Hopkins, London Borough of Merton Libraries  
- Library takeovers - David Hayden, Somerset Libraries  
- Working with friends groups – Bruce Leeke, Suffolk Libraries  
- ‘Hope Streets’ Youth Engagement Project – Samantha Elliott, Bolton Library and Museum Service.  
Chair: Subnum Hariff-Khan, Oldham Libraries |
| 10.55 – 11.00 | Sponsors flash talk: Lorensbergs                                     |
| 11.00 – 11.30 | Tea and coffee break                                                 |
| 11.30 – 12.40 | **Panel session and Q&A: Defining the library offer:**  
- Peter Gaw, Inspire: Culture, Learning and Libraries - Nottinghamshire  
- Lesley Sim, West Sussex Libraries  
- Erin Caseley, Tri-Borough Libraries  
Chair – Jane Ellison, Libraries Connected Trustee |
| 12.40 – 12.45 | Sponsors flash talk: Bridge1Solutions Ltd.                           |
| 12.45 – 13.45 | Lunch break                                                          |
| 13.45 – 14.15 | Gameplay as a catalyst for story sharing  
Louise Cooper & Patrick Bek, Historypin  
Chair: Jane Everiss, Gloucestershire Libraries |
| 14.15 – 15.15 | **The journey of remaking public libraries in Singapore**  
Catherine Lau, Assistant Chief Executive, Public Library Services, National Library Board  
Chair: Carol Stump, Libraries Connected President Elect & Kirklees Libraries |
| 15.15 – 15.30 | **Farewell**: Mark Freeman, Libraries Connected President & Stockton Libraries |
Workshops

1. Universal Offers: Research results and building on their success – Workshop 1
   Led by Ben Lee, Shared Intelligence

   The Universal Offers are one of the most important and visible ways library services have collaborated nationally to increase impact. From December to March this year Libraries Connected worked with Shared Intelligence to review the difference the Universal Offers have made, and to define a path for their future development. Data came from two national surveys of library staff, interviews with stakeholders, and detailed discussions over three months with a development group of ‘heavy users’ of the existing offers drawn from across the country.

   This workshop is a chance to hear what we found, how the offers make most difference, and how they are now being developed further both to secure strategic partnerships nationally and locally, and as framework for practical tools, resources, and events programmes.

2. Universal Offers: Research results and building on their success – Workshop 2
   Led by Sarah Mears, Libraries Connected

   As above.

3. Sector development
   Led by Isobel Hunter, Libraries Connected

   Over the past year Libraries Connected have commissioned two pieces of research to investigate how the public library sector could be financed and supported in the future. In this workshop Isobel Hunter, Chief Executive of Libraries Connected, will outline the main findings that have emerged from this research and explore how the recommendations could be taken forward to develop a more sustainable and robust model for public libraries.

4. How Gloucestershire Libraries are using innovation to deliver 360° business support
   Led by Jane Everiss & Debbie Harris, Gloucestershire County Council

   Learn how Gloucestershire Libraries are working in partnership with the Gloucestershire Local Enterprise Partnership (GFirst LEP), using innovation to connect businesses, entrepreneurs and communities with the digital technology of the future.

   Get hands on and experiment with our 360° cameras and create immersive digital marketing using Virtual Reality headsets.

5. Inspiring young minds in STEM: Creating STEM club provision in public libraries
   Led by Dr Ajay Sharman, STEM Learning Ltd & Sarah Smith, Brent Libraries

   Learn more about the expansion of STEM provision and the creation STEM Clubs in public libraries and community hubs, using the Brent Libraries experience, and gain some practical hands-on interaction with STEM resources. There will also be some time at the end for a Q&A.
6. Data privacy is easy – agree or disagree?  
Led by Aude Charillon, Newcastle Libraries

Staff in public libraries handle a huge amount of personal data about citizens who use library services. In the last few years we have all been involved, directly or indirectly, in making our services compliant with the General Data Protection Regulation (GDPR). What, then, should we be mindful of to ensure personal data is managed responsibly in our libraries?

In this workshop we will use some ‘Agree or disagree?’ cards from Oxfam’s responsible data management training pack to spark discussions. The aim is to learn from each other by sharing our knowledge, experience and views on some – at times controversial – statements relating to data privacy in a public library setting.

7. What is the Community Infrastructure Levy and tools to help libraries become part of the local area plan to benefit from it  
Led by Sophie Lancaster & Claire Robe, Arts Council England

Libraries have a vital role to play in defining their areas and giving communities a sense of space and purpose. The current pressures on local government finances are set to continue and are leading all public funded services to find new ways of working. There will be increasing demands on service providers to work across their areas of specialism and to find ways to work collaboratively to tackle challenges.

Through effective engagement early in the planning process libraries can influence the infrastructure of towns, cities and villages across the country. This session/workshop aims to provide people working in libraries across England with information about planning from a local and national perspective, it includes information on:

- The national planning context
- Local and neighbourhood plans
- Developer contributions: CLG and Section 106
- Libraries and planning: Engagement to date

8. Engaging Libraries: Inspiring and encouraging  
Led by Jenny Peachey and Rachel Heydecker, Carnegie UK Trust

Find out more about the issues raised and techniques used during the first phase of Engaging Libraries, and spark ideas about the second phase of the programme.

The second phase of Engaging Libraries will support public libraries across the UK to deliver public engagement projects with research in health, culture and society, and to foster partnerships between public libraries and researchers.
9. Supporting young people into employment  
Led by Laura-Jane Rawlins, Youth Employment UK

Laura-Jane Rawlins CEO of Youth Employment UK will discuss the current youth unemployment landscape, the challenges faced by young people and how libraries could become a place for support as they transition into employment.

Youth Employment UK are a youth-led expert organisation and are able to provide insight into creating Youth Forums and Youth Voice Platforms and engaging and supporting young people more broadly. Youth Employment UK are already working with some library services and will share their insights into this work.

10. Social prescribing and the library offer  
Led by Debbie Hicks, The Reading Agency & Kate Pitman, London Borough of Tower Hamlets.

Debbie Hicks from the Reading Agency and Kate Pitman, joint chair of the Universal Health Group will explore the relevance to public libraries of the new Social Prescribing strategy being driven by the NHS Long Term Plan as part of a step change in the provision of personalised care. Planned developments include the roll out of over 1,000 social prescribing link workers in GP surgeries who will signpost people to community-based activities as an alternative to medical treatment. By 2023, link workers will be handling around a million appointments a year.

This workshop will give an overview of the new social prescribing strategy and explore the potential positioning of the public library offer against key action lines and commissioning priorities.

11. Reaching out and drawing in: A strategic audience development workshop  
Led by Jacqui Fortnum, The Audience Agency

Jacqui Fortnum from The Audience Agency will explore different routes to engagement that libraries could employ to reach out to new community audiences and develop existing relationships. Delegates will have the chance to think about how their strategic plans can be developed to help widen audience engagement with the range of activities and services used by library customers. The session will include some practical exercises that may be used with frontline library teams to help them engage and develop audiences in their libraries.

12. Demand reduction: how libraries can demonstrate their part  
Led by Russell Allen, West Sussex County Council

West Sussex Library Service featured in last year’s Arts Council England report Libraries welcome everyone: Six stories of diversity and inclusion from libraries in England.

Drawing on case studies from their service, this workshop will explore service offers designed to meet the needs of targeted groups and how these can be part of a strategy linking library provision to demand reduction in local authority Adult’s and Children’s Services.
Speaker biographies

**Patrick Bek** is Innovation Lead at Historypin. He has a background in product design and formerly spent nine years as Creative Director and Co-Founder of a successful consumer product brand.

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**Erin Caseley** is Head of Strategy and Innovation in the Tri-Borough Libraries and Archives, where she is responsible for leading strategy and innovation across the service and ensuring that the culture and capability is aligned and enables continuous improvement. Prior to this Erin worked as Deputy Director of Library Services and then Director of Quality Service Strategy at King’s College London.

Erin has a particular interest in leadership development and cultural change and has led many successful change programmes in library environments. This has been mainly in the higher education sector prior to her relatively recent transition into the public sector.

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**Louise Cooper** is CEO of Historypin. She has a background in innovation and design thinking and has worked across both commercial and social sectors bringing new products and services to market.

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**Jane Cowell** is currently the CEO of the Yarra Plenty Regional Library Service, providing library services to three shire councils with a population of over 400,000 in Melbourne’s north (Australia). Jane is an experienced senior director with a demonstrated history of innovation in government, both state and local, and community engagement that includes over 25 years in the library industry, and a short stint as a consultant in private industry.

Jane is an active member of the Australian Library and Information Association (ALIA) and has just finished a two-year ALIA Board Directorship. In her roles at the State Library of Queensland Jane was also active in a number of key library research projects including State Library’s *Literacy Framework Libraries for Literacy every day, every way* and *The Library Dividend: the socioeconomic value of Queensland Public Libraries* and the early literacy initiative *First Five Forever*.

Jane is passionate about public libraries as creative community spaces and their role in connecting communities with technology trends and sees many opportunities for libraries presented by the rapidly changing digital, social and economic environment.
Jane Ellison was Head of Creative Partnerships at the BBC where she led the broadcaster’s work to build partnerships and develop major creative projects with a wide range of cultural, knowledge and other organisations.

Jane’s past roles include programme maker, journalist, editor, senior manager and commissioner for factual programmes at Radio 4 where she also launched Book of the Week. She is the author of the cultural enquiry into partnerships ‘The Art of Partnering’ and was a member of the Leadership for Libraries Taskforce. She holds advisory roles at Royal Opera House, Transparency International UK and the University of Leeds Cultural Institute.

Sam Elliott is the Crescent and Collections Manager at Bolton Library and Museum Service. She is responsible for collections, engagement and visitor experience and is passionate about diversifying workforces and accessibility.

Sam has recently project managed a large-scale capital project for the service, including the redevelopment of the museum spaces.

Mark Freeman is Libraries Connected President and the Libraries and Information Services Manager in Stockton-on-Tees.

Mark is a Chartered Librarian and has worked in libraries for over 35 years. He is a committed member of Libraries Connected, leading the Six Steps Promise from its instigation in 2011 until he became President in 2018. Mark is also a Board Member of Share the Vision, a partnership of UK libraries and library organisations that work together to improve the accessibility of library services for print disabled people.

Mark believes in the vital role libraries play both now and, in the future, and working collectively to find innovative ways to support the demands of a modern society. Since 2018 he has been a Corresponding Member of the IFLA Standing Committee on Public Libraries helping to maintain the important links between public libraries and librarians across the world.

Peter Gaw was appointed to the role of Chief Executive of Inspire in January 2016 and before this he had been the Group Manager – Libraries, Archives, Information and Learning at Nottinghamshire County Council. Peter led the creation and development of the largest library based mutual ‘Inspire - Culture, Learning and Libraries’, which delivers of a range of cultural, heritage and leaning services across Nottinghamshire, they also became an Arts Council England National Portfolio Organisation in April 2018.

Peter is passionate about the value and enjoyment of culture and learning and is committed to ensuring the best opportunities are open and accessible for people and communities, and that libraries can positively impact lives. Before moving to Nottinghamshire, he worked for Swansea council where he was Strategic Manager; Libraries and Culture covering Archives, Arts, Libraries, Literature, Museums and Theatre. Peter is Chair of the East Midlands region of Libraries Connected, EMLIBS and LIEM he also sits on the board of Inspire in his role as CEO.
David Hayden is the Service Manager for Development in Somerset Libraries where he manages a small team focussed on developing the library services’ digital, reading, and health offers.

David’s remit also includes performance monitoring, promotion, outreach and partnerships. He has worked for Somerset Libraries for around 18 months, moving down from Scotland in the autumn of 2017.

Jan Holden is Head of Norfolk Library and Information Service and is currently Chair of the Libraries Connected Eastern Region group.

She has previously worked in libraries in London, Sheffield and South Wales. Jan takes the lead in Norfolk County Council’s digital inclusion and information and advice strategies. Jan lives deep in the countryside, is a slave to her fitbit and her target for 2019 is to walk 2019 miles.

Anthony Hopkins is the Head of Library, Heritage and Adult Education Services for the London Borough of Merton. He has over 20 years of experience working in public libraries and is the Past President of London Libraries, the Libraries Connected region for London.

Merton is renowned for having one of the most cost-efficient library services in London whilst achieving some of the highest levels of customer satisfaction and usage. Anthony is an experienced consultant and has worked on transformation programmes for other councils in England. He has conducted LGA peer reviews and has recently been working on prevention work across social care and public health.

Isobel Hunter is the first Chief Executive of Libraries Connected. During her first year 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.
Catherine Lau is the Assistant Chief Executive of the Public Library Group of NLB (National Library Board) since April 2015. She oversees the operation of 26 public libraries, planning and development of new libraries, as well as content and programming to promote Readers for Life – the vision of NLB.

Previously, Catherine was the Director of Strategic Planning Division at the Ministry of Communications and Information (MCI) since June 2010. Among other aspects of work, she oversaw policies in library and learning. While at MCI, Catherine worked closely with NLB in developing the Library of the Future Master Plan, which was approved in 2015. Her current focus is to lead the NLB team to implement this Master Plan and the National Reading Movement from 2015-2021.

Catherine believes that public libraries must transform themselves to keep up with the fast changes in the information landscape. Despite the prevalence of free information in the internet, public libraries can continue to be an endearing institution, providing greater value-added services and more customised information to the public. Her vision is embedded in the implementation of the Library of the Future Master Plan, which has seen five libraries revamped so far between 2016-2017. Each library has seen tremendous increases in use and customer satisfaction.

Bruce Leake started his career in conferences and events working for international media companies Emap and Lexis Nexis amongst others. He moved to the charity sector to become the Director of Events at the Institute of Fundraising where he successfully moved their National Convention from Birmingham to London and set up a number of commercially focused business units. He became the organisations first Chief Operating Officer before becoming the Chief Executive.

After nearly 10 years Bruce moved to St John Ambulance where he was a Regional Director responsible for all commercial and charitable activities in the East of England and latterly the East Midlands too. Bruce joined Suffolk Libraries as Chief Executive in February 2017 and is proud to be part of such a passionate, impactful and resourceful organisation.

Catherine Needham is Professor of Public Policy and Public Management at the Health Services Management Centre, University of Birmingham. Her research focuses on two main areas:

1. The public service workforce (roles, skills and values) and what it means to be a 21st Century Public Servant
2. The social care system. She has published a wide range of articles, chapters and books for academic and practitioner audiences. Her most recent book was published by Springer in 2018 and entitled Reimaging the Public Service Workforce. She tweets as @DrCNeedham
Simon W Quin is Co-Chair of the Institute of Place Management, the international professional body that supports people working to make places better (www.placemanagement.org), and a Visiting Professor at Manchester Metropolitan University where the Institute is based. His primary work is on the sustainability of town and city centres, place partnerships and Business Improvement Districts, and the future of public markets. He is Practitioner Editor of the Journal of Place Management and Development.

Simon has a background in economic development and was co-author of the influential Vital and Viable Town Centres: Meeting the Challenge (1994) report. He worked as a Town Centre Manager for ten years, initially in Romford and then Reading, before becoming Chief Executive of ATCM (then the Association of Town Centre Management) from 2004-2010. During this time, he served as a Board Member of the Washington DC-based International Downtown Association (IDA) and of Town Centre Management Europe (TOCEMA).

Simon has an MA in Jurisprudence from the University of Oxford and an MSc in Place Management from Manchester Metropolitan University. He is a Fellow of the Royal Society of Arts, a Senior Fellow of the Institute of Place Management, a member of the New York-based Project for Public Spaces Placemaking Leadership Council, the TOCEMA Worldwide Scientific Committee based in Belgium, and currently serves on the Minister for High Streets’ Future High Street Forum.

Tw: @SimonWQuin E: simon@placemanagement.org

Lesley Sim is Head of Libraries, Heritage and Registration for West Sussex County Council. She has chaired National YLG and ASCEL, has been our regional Chair in the South East and has worked in libraries for over 40 years.

Lesley is a passionate advocate of the role libraries as welcoming spaces at the heart of all communities and in the power of libraries, books, reading and access to information to enrich lives.

Carole Stewart, Assistant Director, Ealing Council and Associate Lecturer, Birkbeck University of London, who will speak on placemaking. Carole is an expert in leading organisational change and service improvement in the arts, heritage, libraries and adult learning sectors. She has led various capital projects and programmes, including the restoration of museum/heritage facilities and the development of leisure, arts and community assets.

Carol Stump has worked in public libraries her entire career. She began as a library assistant after leaving school with few qualifications and worked her way up to become Chief Librarian for Kirklees Council.

Carol has been Chair of our Yorkshire and Humber region, a member of our executive board and was recruited to our trustee board in June. She also currently represents Libraries Connected on the Public Library Skills Programme, ensuring that the relevant mentoring, training and development is available to our workforce.

In June 2019 Carol became Library Connected President Elect and will become President in June 2020.
Sponsors

**Bisset Adams** is an innovative London-based architectural and design practice, with over two decades specialising in the design of libraries and other public services. We focus on how to develop models for library services which engage with and offer both relevance and resonance to a far wider audience who may previously have felt themselves excluded. From a starting point 20 years ago working with Tower Hamlets council to develop the concept and brand of the Ideas Stores, and subsequently as architect on Ideas Stores Bow and Watney Market, Bisset Adams has been on a journey working closely with the library profession, contributing to central government thinking, and generally flying the flag for libraries as library services have transformed to deliver on 21st century challenges and needs.

**Bridge1Solutions Ltd** is a leading technology company with extensive experience in providing small, medium and enterprise scale organisations with innovative technology solutions. We work primarily in the public sector and count The Corporation of London, British Council and The Department for Business, Energy and Industrial Strategy as our customers. We believe that technology shouldn’t be a cost to your organisation, it should be the key driver for efficiency and productivity gains.

**Carnegie UK Trust** works to improve the lives of people throughout the UK and Ireland, by changing minds through influencing policy, and by changing lives through innovative practice and partnership work. The Carnegie UK Trust was established by Scots-American philanthropist Andrew Carnegie in 1913.

**Civica** is one of the leading technology-based partners for the global library sector. Our core library management system, Spydus, integrates library resources, digital assets, archives and cultural collections in one powerful, easy-to-use system. With an established, flexible delivery model, Civica supports strong consortium partnerships whilst preserving the individuality of local libraries. [www.civica.com/libraries](http://www.civica.com/libraries)

**Collection HQ** is the world’s leading collection performance improvement solution for public libraries, based on the proven Evidence Based Stock Management (EBSM®) methodology. By analysing trends of how the library’s collection has been used over time and comparing this with current provision, the methodology provides action plans to help libraries develop and manage their stock, saving time and money, improving turnover and aligning the collection with local demand. For more information please visit [www.collectionhq.com](http://www.collectionhq.com)
Insight Media Internet Limited 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.

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 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.

Talk to Lorensbergs today about your libraries’ requirements for better managed PC, printing and Wi-Fi services.

Call 01992 415505
Email enquiries@lorensergs.co.uk
www.lorensergs.co.uk

Niche Academy & Digital Content Associates Ltd (DCA). Growing staff confidence and training is critical to growing usage of e-resources. Niche Academy embeds into your library website to offer a unique customer package of training videos and tutorial for both your staff and users without the need for additional personnel and resources.

Product-specific professionally created tutorials sit alongside those build and shared by already subscribing libraries, offering a wealth of training on leading e-content packages and library-related issues. As a subscriber to Niche Academy, you will also be able to create your own branded tutorials using the template provided.

Niche Academy has a proven record of success in driving increased usage of e-content collections. It is already used by leading US libraries, including the public libraries of Los Angeles, Washington, Houston and Boston.

DCA also offers a range of compelling e-resources for children including enhances ebooks, games, animations and videos from leading US and UK publishers.
OverDrive is the leading digital reading platform for libraries and schools worldwide. We are dedicated to ‘a world enlightened by reading’ by delivering the industry's largest catalogue of ebooks, audiobooks, and other digital media to a growing network of 44,000 libraries and schools in 70 countries. Founded in 1986, OverDrive is based in Cleveland, Ohio USA and owned by Tokyo-based Rakuten.

SirsiDynix is the global leader in strategic technology solutions for libraries. Our evolutionary approach to software development and emphasis on customer care empowers SirsiDynix libraries to play a central role in their community. Contact us to make a real difference to your library service with our BLUEcloud software and services.

Solus is a Glasgow, Scotland based technology development company focusing on bringing new and leading-edge products to libraries around the globe. These products are designed for operational efficiency, patron engagement and increasing library relevancy.

The Design Concept work with libraries, leading architects, designers and other professionals in the development of library design and functionality. We adapt our services to suit your needs, budget and timescales, resulting in inspirational and responsive living, working and playing environments.

With strong project management skills in place, we can handle any kind of projects from complementing existing installations to interior design of a new super libraries and community hubs.

W. F. Howes Ltd provides class-leading e-lending solutions for public libraries including the Rbdigital platform which combines ebooks, e-audiobooks, e-magazines, films, music and lifelong learning and the PressReader solution for digital newspapers. We are also publishers of some of the UK’s most popular large print books and the world's largest catalogue of unabridged audiobooks.
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 libraries is the heart of our mission. Our Universal 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, Digital, Information, Health, Learning and Reading. Underpinning these offers are our Six Steps Promise for the visually impaired and our Children’s Promise which aim to ensure that these offers remain accessible for all.

We are funded by the Arts Council as the sector support organisation for libraries to:

- Represent the public library sector and 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.

Libraries Connected is a membership organisation, representing library services in England, Wales and Northern Ireland. For more information visit www.librariesconnected.org.uk
The seminar will take place at Scarman House which is one of a number of conference venues on the Warwick University campus near Coventry in the West Midlands.

http://www.warwickconferences.com/about-us/how-to-find-us

The majority of the seminar will take place in the main lecture theatre and active learning sessions will take place in nearby breakout rooms.

Refreshments are available throughout the day in the lounge area and lunch will be in the dining room.

Parking

There is free parking for delegates at Scarman House and if the car park is full, delegates should go to reception and staff will direct you to another nearby at one of the other conference venues.

Travelling by train

Coventry is the most convenient train station for most visitors to the Warwick Conferences. It’s served by trains from London Euston, Birmingham (New Street and International) and Leicester. From Coventry station, it’s easy to get a taxi (around £10, 15 minutes).

Accommodation

Accommodation is available at Scarman House and can be booked via Helen Drakard (helendrakard@hotmail.com).

Warwick University Library

If any delegates are interested in visiting the university library outside of the programme, Robin Green the Librarian and Director, Knowledge Group, would be happy to arrange for a visit. Just present some photo ID at the Welcome desk or contact Robin and he will instruct the desk staff to let you in.

Robin’s email is Robin.Green@warwick.ac.uk
Email:
info@librariesconnected.org.uk

Twitter:
@libsconnected
#LCSeminar2019

Or join our mailing list at:
librariesconnected.org.uk/signup