



Comhairle Contae Chorcaí
Cork County Council

LIBRARY SERVICE DEVELOPMENT PLAN

2020-2025





Page 05

FOREWORDS

Page 06

EXECUTIVE SUMMARY

Page 08

METHODOLOGY

Page 10

VISION, MISSION AND VALUES

Page 14

REVIEW 2014 – 2019

Page 30

YEAR 2020 – AN EXTRAORDINARY YEAR

Page 34

THE FUTURE 2020 – 2025

Page 48

COMPLIANCE, GOVERNANCE
AND STATISTICS

Page 52

LIBRARY LOCATIONS

FOREWORD MAYOR, CE



CLLR. MARY LINEHAN FOLEY

Mayor of the County of Cork

Cork County Libraries have long been the cornerstone of our communities, our gateways to knowledge, culture and the arts, igniting curiosity in young and old. As one of the most democratic of public spaces the library welcomes all. It can be a place for quiet reflection or a centre for community building and public life. As Albert Einstein once said, "The only thing that you absolutely have to know is the location of the library." This past year, living with a global pandemic, the Library and Art Service has led the way in innovative service delivery. The collaborations and connections forged, along with the creative approaches and digital innovations adopted, will continue to reap rewards into the future.

The Cork County Library Development Plan is a touchstone with which we can gauge the success of Cork County Council Library and Arts Service in meeting and achieving its aspirations over the coming five years. I trust that our libraries, and our library staff, will continue in the spirit for which they have become known, that of enriching all our lives.



TIM LUCEY

Chief Executive of Cork County Council

Cork County Council's Library and Arts Service provides a vital community service. The libraries have been integral to Cork County Council's response to the Covid19 crisis. Thanks to the willingness, flexibility and commitment of our staff, the library service proved exceptionally proactive, innovating under challenging circumstances. The value of the library service within our communities has only been further cemented.

Cork County Libraries have always been to the forefront of improving accessibility to services, developing disability and neuro-diverse friendly policies, responding to population ageing with Age-Friendly policies, and always working to ensure everyone can comfortably avail of the broad range of services on offer.

As clearly demonstrated in the past year our libraries are, by their nature, a continuously evolving service. The Library Development Plan helps to shape this evolution over the next five years and coupled with the passion and enthusiasm of our library staff, it heralds a bright future ahead.

EXECUTIVE SUMMARY

Cork County Council, the second largest Local Authority nationally, governs the most unique and diverse combination of areas in the country. Cork County Council Library Service Development plan seeks to support Cork County Council in ensuring that we maximise the opportunities for investment in our economy and lifestyle offering by being creative, inclusive and dynamic. "Our commitment is to the provision of the highest standards of daily on the ground service delivery." – Cork County Council, Corporate Plan 2019 - 2024.

The Library Development plan is also underpinned by 'Our Public Libraries 2022', a progressive and ambitious national public library strategy and our Mission Statement.

Mission Statement Cork County Library aims to empower communities by providing access to resources that educate, inform, enlighten and enrich the lives of their citizens by supporting and promoting literacy and a love of reading and by collecting and preserving resources relating to the cultural heritage of Cork.

The library service works to be open, accessible and welcoming to everyone. The significant number of resources at the disposal of library users, and the free and open nature of library membership lends itself to the social inclusion of marginalised groups and our engagement with and outreach to new and existing communities in Cork County.

This plan is also a key reference point for the Library Annual Service Delivery Plan. This will ensure that there is a continued focus from our Elected Members and staff on the delivery of the Library Development Plan's ambitious yet flexible objectives, agile enough to respond to any variations which may arise in our operating environment between now and 2025.

During the life of the Library Development Plan (Perspectives) 2014-2019, the Library Service underwent significant change. Library Services nationally moved towards a shared service and resources model resulting in many policies and enhanced services being rolled out nationally. Library programmes and activities were also standardised and reviewed annually. Collaboration and partnerships at local and national level became a core part element of these programmes, leading to a higher standard of library activities, better trained staff and the ability to promote to a broader customer base.

In 2020, the Library Service played a key role in Cork County Council's Covid-19 response. As part of the Community Support Hubs, library staff helped with 3733 requests for assistance including the delivery of 2926 Library Housebound boxes. Library Programmes were adapted and delivered during COVID- 19. 12,187 children participated in 42 online events for Childrens Book Festival, facilitating schools in even the most remote locations to take part. Local Studies developed a Podcast Series, The Wellbeing Programme which included The Keep Well programme was delivered online to raise the spirits of the community: literacy and art packs were delivered to 300 children in Direct Provision, craft packs of wool, writing packs and Thinking of You cards were sent to customers who were unable to access their libraries.

Behind all this activity, the Library ICT Team innovated to reimagine new options in service delivery from 'click and collection', Online services and supports, Housebound Delivery Request systems and hardware rollout to facilitate staff working from home and staff and staff and public upskilling support.

Library usage grew year on year over the last five years. Over the next five years, we are confident that we will continue to increase all our performance indicators with a customer focused and highly trained and motivated Library Workforce working as one team to deliver the best possible library service via the thirty service points and online library services.

We will also achieve higher service usage by continuing with improvements in the physical infrastructure through branch upgrades, improving energy efficiency and accessibility. We will continue to work towards the opening of a new Library in Bandon. This library will include a modern digital suite and be 'My Open Library' enabled, allowing customers access to the library 7 days a week from 8am to 10pm. Kanturk library will be relocated to a newly refurbished premises from its temporary home at the Mart Carpark. The opening of the new Kinsale Library will transform the service offered to people of Kinsale. This large multi-purpose building will offer a wide variety of opportunities for community and cultural use. Fermoy library will be the first 'My Open Library' in Cork County. We look forward to the arrival of three new mobile libraries which will be in service in 2021, ensuring a fit-for-purpose and modern fleet to serve our rural communities. While the upgrading and development of ICT infrastructure available to our service will play a crucial role in how we will deliver services for the public and the ability of our staff to deliver these, it is much more than just an infrastructural service. Online services and Library ICT facilities as well as digital learning programmes and supports will play a pivotal role in future of the library service in Cork County.

Bibliographic Services will build on existing foundations, review collections and streamline the management of stock across the branch and mobile library network to anticipate and to reflect the needs of a diverse county. Programmes, Promotions and Events will return to quality in- library programming post Covid-19, whilst experiences and learnings acquired during the pandemic, will inform future service delivery, ensuring that Cork County Library Service remains highly impactful locally and countywide.

Cork County's Creative Ireland programme will be led by the County Librarian from 2021. These activities will foster development and encourage creativity and artistic endeavour in an inclusive and forward- thinking manner, through consultation and partnership. As with the Arts and Culture Programme, we are committed to working with partners to meet the challenges of serving the current and evolving health and wellbeing and economic needs of a diverse population. We will develop services to help bridge the digital gap by developing relevant services and service delivery methods.

2020 and Covid-19 has shown that the Library Service in Cork County is flexible and above all committed to Customer Service. Demand for our services has remained very high, highlighting to many the gap that a closed library leaves in their town or village. From books, printing, PCs, wifi and events, Library Services have proven to be very much needed. We have evolved with speed and professionalism and have learned much about our services, our customers and our towns. Our library services will be the better for the listening, learning and change we have worked through in 2020 and will lead to a stronger and more dynamic service for the next five years.

METHODOLOGY

Library Services in the Republic Of Ireland are obliged by statute to develop and publish a development plan every five years. This plan forms the basis and the touchstone of all that Cork County Council Library and Arts Service aspires to be and how it will serve its function in the community.

CONSULTATION

Information regarding needs of the community is the vital component in delivering a plan for the coming 5 years. Due to COVID-19 Public Health Restrictions, public consultation was carried out as follows:

- Consultation of Elected Members: Each Councillor was personally contacted to ask them to forward a submission on behalf of the people they represent.
- Presentation to Social Inclusion, Community and Rural Development Strategic Policy Committee
- The Library Committee
- Public invitation to make a submission via advertisement in the local and national newspapers
- Social Media campaign encouraging people to make submissions
- Press Release to national and local papers
- Email to partner contacts and interested groups
- All staff of Cork County Council invited by email to make a submission
- Public Consultation forms and online methods advertised in branch and mobile libraries

TOTAL NUMBER OF SUBMISSIONS	82
------------------------------------	----

LITERATURE REVIEW

This Development Plan is being prepared in the context of the following local and national strategies and plans.

DOCUMENT	AUTHOR
Corporate plan	Cork County Council
Local Economic & Community Plan	Cork County Council
Age Friendly County Strategy 2016-2021	Cork County Council
Creative Ireland Culture & Creativity Plan 2017-22	Cork County Council
Climate Adaptation Strategy 2019 – 2024	Cork County Council
Social Inclusion Policy 2020	Cork County Council
Our Public Libraries 2022	LGMA., Dublin
Innovation 2020 Strategy	Dept of Business, Enterprise & Innovation
National Positive Aging Strategy	Government of Ireland
National Disability Inclusion Strategy 2017 - 2021	Government of Ireland
Roadmap for Social Inclusion 2020-2025	Government of Ireland
Sustainable, Inclusive & Empowered Communities Strategy 2019-2024	Government of Ireland
Literacy & Numeracy Strategy 2011-2020	Dept. Of Education & Skills





VISION, MISSION & VALUES

VISION, MISSION AND VALUES



MISSION STATEMENT

Cork County Library aims to empower communities by providing access to resources that educate, inform, enlighten and enrich the lives of their citizens by supporting and promoting literacy and a love of reading and by collecting and preserving resources relating to the cultural heritage of Cork.

The Mission statement sets out the library service's core values very clearly and these values have strengthened during the life of the previous Development Plan, particularly as a result of the challenges presented by the Covid-19 pandemic.

This mission of enriching, informing and enlightening communities, promoting reading, literacy and culture is translated into a vibrant community orientated Service by the following:

ENABLERS

- **The Library Workforce**
Customer facing and support and managerial staff all working in one team to deliver the best possible library service.
- **Infrastructure**
Service is delivered via the 25 library branches and 4 mobile libraries and Local studies/genealogy department in Library HQ and through Online library Services encompassing : E Newspapers, magazines , online learning and languages e books and Audio, Podcasts , information videos and Social Media.
- **Collections Adult and Children**
Comprising books, audio visual resources, Children and Young Adult Services.
Promoting Reader experience enhancement via book clubs and literary events
- **Programmes, Events and Activities**
Presenting a varied programme of national and local Literary, Arts, Creative Cultural and positive mental and physical health events and activities and delivering a pro-active Age Friendly Strategy.
- **Outreach and Inclusion**
Promoting inclusion and equity of access and serving the Rural Communities primarily via the Mobile Library Service.

CONTEXT

The long term success and effectiveness of the service depends on its adherence to national and local regulations and guidelines that protect the health and safety of staff, contractors and public and that ensure efficient use of resources.

STAKEHOLDERS

The prime stakeholders, those with most interest in and concern with the Library Service are identified as:

- The people of the Community
- The Readers and Customers
- Elected Councillors and Interest Group Representatives
- Strategic Policy Committee Members

Diarmuid Lynch (1878-1950)

Diarmuid Lynch, born in Granig, Tracton, County Cork is arguably the most forgotten leader of the 1916 Rising and was said to be the last man to leave the GPO at the end of Easter Week. He had the highest level of involvement of anyone from Cork in the Rising and was one of the most senior participants to avoid execution after the event.

The young Lynch inherited the strong nationalist tendencies of his father and found employment as a postal clerk after finishing his schooling. In 1895 he went to America to work in his uncle's agricultural machinery business, acquiring US citizenship in 1902. He became involved in language circles in New York before returning to Ireland as a rising member of the IRB. By 1914 he was again as a divisional commander in the States in 1914 as a fundraiser. He returned back in Ireland again it was in 1914 as the landing point for a government was trying to organ-

He was sentenced to death on May 18 but this was commuted following the intervention of US President Woodrow Wilson. After a year in British prisons he was free by the start of 1918, becoming a TD for East Cork later that year.

As Food Minister of the first republican government he organised the export of pigs about to be shipped from the island, signifying the priority that was given to food. This escapade was reported in the world and became part of the legend. He was in Dundalk prison for two years and married one Kathleen Quinn. He was arrested by the British authorities and sent back to America as a dangerous alien. He was arrested even before 1916. On arrival in the movement Friends of Irish Independence. The conclusion of the issue of Irish independence was discussed at Versailles.




Macallaí an Deiscirt maidir le 1916

Diarmuid Lynch (1878-1950)



REVIEW

2014-2019



“Cork County Library will continue to fulfil its mission through a branch and mobile library network that places libraries at the centre of their communities, as well as through a growing online presence that seeks to connect with and serve people in a digital society. We hope to retain our place in local communities into the future, despite the economic pressures, by being clear about what we are here to do while continuously reviewing how we do it.”

Perspectives: Cork County Library Development Plan 2014-19

From 2014 – 2019, service delivery focussed on the future and examining ways which Cork County Library Service could expand services and share resources. During the life of Library Development Plan (Perspectives) 2014-2019, the service faced unforeseen challenges and embraced new opportunities. Two major factors have affected Service delivery:

- The boundary changes between City and County with the transfer of Ballincollig, Blarney and Glanmire libraries to Cork City Council
- Library Services nationally have moved towards a shared service and resources model resulting in many policies being rolled out nationally: These includes the national catalogue with the national delivery system enabling sharing of collections a national delivery of service programmes and policy delivery, across 30 Library services nationwide.

Cork County Library is totally focused on serving the community through our remaining 25 branches and 4 mobile libraries and continuing with our very high level of personal customer service through all the channels available to us including branch and mobile libraries, online services, local studies, library website and social media. The following is a brief review of some of the key achievements of the period under the headings Infrastructure, Collections, Outreach & Inclusion, Human Resources and Events & Activities.



INFRASTRUCTURE

BRANCH LIBRARIES

The library branches serve diverse populations in large towns as well as in small rural towns from premises which vary in age in size, in layout and state of repair.

The goal of the 2014 Development Plan to “Maximise accessibility of library service points in terms of physical access to buildings and the circulation space within them” (Page 22) has been given high priority with almost every branch having seen improvements in this area in recent times. This programme of improvements operating all through the life of the 2014-19 plan has brought huge improvements in design, aesthetics, structural repair and very importantly in accessibility:

ACHIEVEMENTS 2014-19

Kinsale

Kinsale Library extended its opening hours in 2019 to help meet the needs of its community. In 2019 the Department of Rural Community Development confirmed award of funds to Cork County Council under the Rural Regeneration Scheme to upgrade the Old Mill building in Kinsale.

Bandon

Bandon Library is a vibrant, well used multifunctional library. It has, however been inhibited by lack of space for development so the decision to develop the St Patrick’s Place site into a large multifunctional library in late 2018 was very much welcomed. This site is in its final stage of development and library and Council staff are working towards the opening of the new branch in 2021.

Kanturk

Kanturk library service is very much at the centre of the community but has for many years been hampered by lack of suitable premises. This culminated in 2018 when the service was obliged to relocate to a stationery mobile library in the car park of Kanturk Mart. A suitable premises has been identified in 2019 and work is ongoing to relocate the library there.

Cobh

Following major refurbishment and redesign of this landmark building, Cobh Library was fully re-opened in 2015. Further works to improve the fabric of the building have since taken place and while this work has been made complex by the heritage aspect of the building, Cobh now boasts a beautiful, more energy efficient and accessible library.

Charleville

Situated in the old Church of Ireland, this beautiful building has been the focus of much improvement including works completed to the tower area in library resulting in upgrading of staff kitchen & bathroom followed by an upgrade of a paved area at the entrance to library with new handrails & ramp and new high quality exterior lighting and security. In 2019-20 further works included redecorating of main library building, painting interior, new desk and carpeting.

ENERGY



Cork County Council is totally committed to reducing its carbon footprint and making its service points as energy efficient as is possible. Its Climate Adaptation Strategy is the main instrument to achieve the overarching commitment by Cork County Council towards a low carbon, climate resilient and sustainable environment. In this context, the Library Service has carried out various improvement works including:

- Heating and lighting upgrades in Mallow, Charleville, Fermoy, Millstreet and Cobh libraries.
- 2020 will see the installation of automated new glass entrance doors in selected branches which should help greatly in reduction of heat loss during winter.
- Upgrades in the lighting in Dunmanway, Clonakilty libraries to LED system.



RURAL OUTREACH: MOBILE LIBRARY SERVICE

BRANCH LIBRARIES

Our fleet of 4 mobile libraries is central to our commitment to serving rural communities across over 7000sq km of Cork County and an integral part of library service delivery, ensuring that all citizens have access to a library service, regardless of their location or personal circumstances. The mobile libraries serve over 340 service points including 130 primary schools, 2 Direct Provision Centres and 23 Nursing Homes.

ACHIEVEMENTS

- A Mobile Library Service Delivery Operational Plan was developed in 2019.
- Staffing: Mobile library staffing structure was revised in 2019 to ensure that that each mobile was staffed by a Senior Library Assistant and managed from HQ by a dedicated Grade 6 Executive Librarian.
- New Vehicles: A new purpose built vehicle for Mobile West was delivered in 2017, replacing the 2003 model following a successful funding application. Funding for the replacement of the other three 2003 vehicles was granted in late 2019.
- Consolidation of routes In both 2015 and 2019, significant reviews of service points were undertaken - streamlining some stops and extending the duration of others. Patrons are limited in how they engage with the service by the time constraints of short stops so an emphasis was on ensuring that each route included stops of sufficient duration to encourage meaningful engagement with the service.
- Automation The automated library management system has been extended to all four mobile libraries. Users can now access their account information in real time when they visit and have access to the full national catalogue and range of online services.





ICT/ ONLINE SERVICES

As well as supporting the work of mobile and branch libraries, Cork County Library's online platform delivers to the entire community of County Cork and beyond. The period from 2017 – 2018 was a time of huge change in libraries in Ireland. The introduction of a unified national library management system Libraries Ireland, allows anyone with a public library card to borrow, return and reserve items in any public library in Ireland. The online catalogue became a national one, which involved huge time, commitment, resources and training for libraries and public library staff. A national delivery system was introduced in tandem with this, creating huge improvements in resource delivery to end users.

ACHIEVEMENTS

- The library app was developed and launched in early 2015. This brought all library online services, catalogues, contact details, locations and online resources together in an easy to use manner for the growing online user area.
- Cork County Library introduced Sierra, the new national Library Management System in March 2017 as part of Phase 3 of the new National Library Management System project.
- In the following years 325,000 items of stock were security tagged as part of the introduction of the Self Service kiosks. Kiosks were installed in 11 branches as part of a 5 year Service Level Agreement.
- 2018: Cork County library received a grant of €76,032 from the Department of Rural and Community Development which was supplemented with €37,448 from Cork County Council. This enabled the Service to improve the public hardware and software, adding new PCs , tablets, touch screens, podcasting equipment as well as some hi spec computers suitable for graphic design, coding etc.
- Free wifi has been made available to the public in branches and this has been upgraded.
- To encourage children's interest in technology, successful Coding and Lego workshops were held in branches and on mobile libraries.
- Broadband upgrades have taken place enabling full access to Library Management System
- Staff IT infrastructure and the public network infrastructure were upgraded across the service.





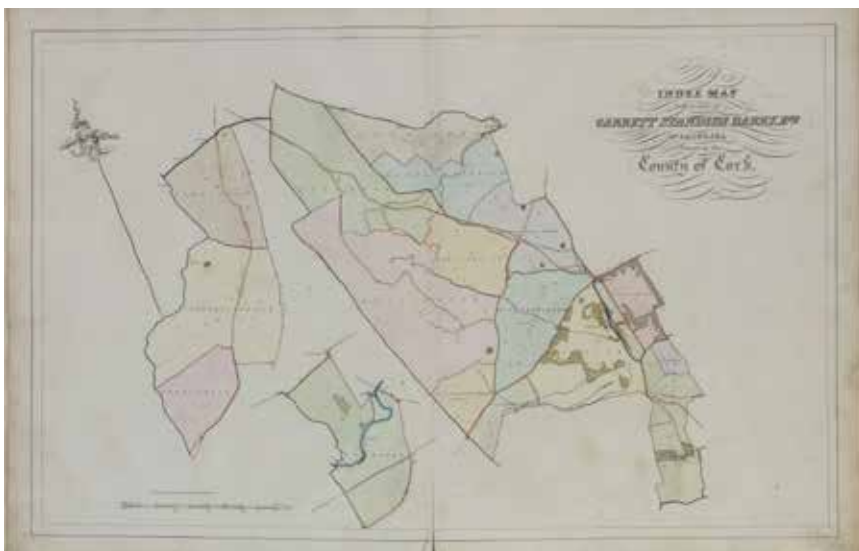
LOCAL STUDIES

A good Local History service is a vital part of any library service, allowing communities to understand the heritage of any particular area.

Tracing family history takes people to places and times previously unknown offering an individual a sense of what has gone before in his/her own family and its contribution to the greater society.

LOCAL STUDIES 2014-2020

- Publication in 2016 of *In The Footsteps of our Ancestors: a guide to tracing ancestors*. This was a hugely popular guide which has been reprinted since.
- Commissioning of research and writing of *Too Beautiful for Thieves and Pickpockets a History of Spike Island* in 2016.
- Reorganisation of the Local Studies Library in 2019 in order to create an open space for future exhibitions and for exhibition/book launches.
- Launch of Local Studies website www.corklocalstudies.ie in 2017 ensures that our collections (over 2,200 items currently available) are now accessible to anyone with an interest in the history of Cork. This material includes: James N. Healy theatre collection, Horgan Collection of Youghal, Colm Creedon notebooks, Dermot McCarthy Photographic, Lawrence Collection - Bandon Town Council Minute books and many photographic collections
- Development of online classes and podcasts: a series of podcasts based on past exhibitions and family history/genealogy as well as videos which will explore the collections, highlighting search methods for new users of the service. These resources ensure remote access to many of the collections.
- Continued engagement with historians and historical societies/groups and professional partnerships with a variety of colleges, and professional interest groups including Coláiste Stiofáin Naofa, Cork Genealogical Society and many primary and post primary schools.
- Strengthening of partnership with County and City Archives and the City Library Local Studies Library and UCC Library.
- Local Studies also took part in each annual Cultural Night programme of events and is a focal point for many visitors to County Hall Complex.



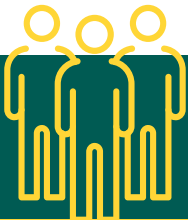


COLLECTIONS

Collections includes books, audio visual and online resources. The collection of titles and resources are managed through the Bibliographic Service Section which incorporates Children's and Young People's Services. Cork County Library has always ensured a quality book stock is available to library users of all ages and tastes. Bibliographic services are at the Library Service core.

ACHIEVEMENTS 2014-19

- Developed a Collections Policy and Stock Management Policy in 2014, both of which are designed to make the best use of all stock with the end user always in mind. The collections available are carefully chosen by experienced staff and not only offer a variety of stock in different formats but support all events programming, national initiatives and outreach programmes.
- Changeover to a national system for the procurement of library Stock. Cork County Library Service is part of a framework contract that is in place for the supply of Public Library Books.
- The Library service became part of the national book exchange and delivery service allowing customers to request any book or other Item from any library in the Republic of Ireland and to return borrowed items anywhere in the country. Requested items are delivered to the customer's branch or mobile library. The countrywide library catalogue is now available to customers and this expanded service is hugely appreciated.
- The availability of Stock in new formats – e books/e magazines/ e audio books etc. has been another enormously important development for the Library Service. These appeal to new audiences with people accessing books and magazines from their phones tablets and other devices.



HUMAN RESOURCES

Cork County Library has a committed flexible and focussed staff who have adapted to new innovations and challenges through the lifetime of the development Plan 2014-19

- Workforce Plan During the period 2014-19 a work force plan was negotiated, agreed and implemented. This strengthened the service by consolidating numbers to allow for foreseeable growth within the following years and increasing certainty around staff replacement as vacancies arise.
- Boundary Changes: The changes to the boundary between Cork City and County in 2019 resulted in modifications to the Workforce Plan to take account of staff and service transfers
- Performance Management System: Library staff and management participate in Cork county Council's Performance Management and Development System.
- Training -a key element of PMDS: In 2019 the system of funding a small number of staff to study for a post grad qualification in librarianship was reinstated. Staff have furthermore availed of training in a host of areas including multiculturalism, age friendly sensory and neuro-diversity, digital media, and IT training as well as national training opportunities including work Matters, family learning, literacy and much more.

Training has been delivered on site in branches and in HQ as well as in seminars and classes.



CHILDREN AND YOUNG PEOPLE'S SERVICES

Children's Service is at the very heart of Cork County Library's Service. Giving children access to a breadth of literature and information is a vital part of the service which Cork County Library is privileged to perform. Access to a good library service provides a child with access to literature, information, technology as well as to a wide range of cultural and educational activities in a setting which is accessible to all.

The National Right to Read campaign has been key to coordinating and focusing Children's Library Services.

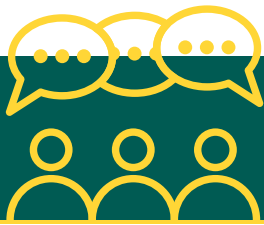
Right to Read is a collaborative cross-government initiative that provides a nationally co-ordinated framework for literacy support and reading development in all local authorities. It is funded primarily by local authorities and implemented through Right to Read action Plans in each city and county. Right to Read supports literacy development for individuals, families and children and provides core services, resources and initiatives for a range of user groups.

Our Public Libraries 2022 p24

Right to Read includes four national programmes to encourage reading and promote literacy in children and families – Spring into Storytime, Summer Stars, Children's Book Festival and Family Time at Your Library. The range of events provided over the last few years has expanded under these four programmes and it has developed a template and structure for events. Services to primary and secondary schools in Cork County are included in this programme for example class novel sets and information sessions which have resulted in increased engagement with reading, literacy and library visits from schools.

An integral part of the Right to Read programme is a network group of partners who work in conjunction with Cork County Council Library and Arts Service to provide literacy services to a broad range of groups around the County. This has resulted in diverse partnership projects including:

- Expansion of the class novels scheme to include 180 titles from Picture-books to Senior Fiction suitable for up to 6th class.
- Building on the range of events for children and families with the introduction of Family Time at Your Library during December under the Right to Right programme.
- Liaison with County Arts Office to bring Children's Book Festival authors and their works to Children across the County.
- Continued increase in Summer Stars Reading participation levels with Cork County Council Library Service consistently achieving the highest levels of participation in the Country. In 2019, 5276 children participated in Summer Stars and 3282 attended events.
- Continued engagement with community and marginalised groups in Cork County through projects such as publication of "Maggie May's Day", a book written in 2018 featuring traditional Cant language of Ireland's Travelling Community. This project was in partnership with the Travelers of North Cork group and UCC and funded by Creative Ireland.
- Introduction of Children's Literary Days in Cork County Council Library Service with authors Judi Curtin, Dave Rudden and Kieran Mark Crowley in 2018 and a "Literature and Lego" day combining technology and literature with Pdraig Kenny and Owen O'Doherty in 2019.
- Hosting "Inspiring a Love of Reading" seminars to support teachers and parents in encouraging children to read for pleasure



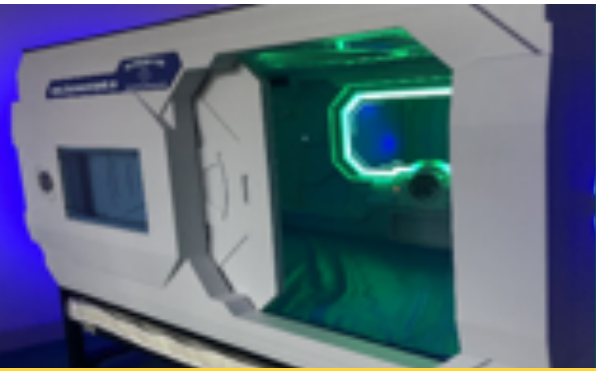
INCLUSION & OUTREACH

All Public Bodies in Ireland have a responsibility to promote equality, prevent discrimination and protect the human rights of employees, customers, service users and everyone affected by their policies and plans. This is a legal obligation called The Public Sector Equality and Human Rights Duty originating in Section 42 of The Irish Human Rights and Equality Act 2014.

Cork County Library has been to the forefront in this area both strategically and also operationally in individual branch and mobile libraries. Staff are alert to identifying the needs of the people in their communities and forging partnerships with support workers, community groups and other government agencies. The service is represented on the Social Inclusion, Community and Rural Development Strategic Policy Committee which is committed to fostering social inclusiveness through the development of appropriate policies.

As a response to the growing needs of the community and to help build on the foundations already laid at local level, in 2018 a Senior Executive Librarian was assigned responsibility for the delivery of Inclusion Services in Cork County Library: This has resulted in:

- Collaboration and partnership with a variety of groups and organisations to achieve multiplier effect in terms of network development and furthering the Library Service's reach.
- Creating a dialogue with the LGBT agencies so that the flow of information from these groups has a channel in the library branch and mobile network to both urban and rural areas.
- Training for library staff in best practice for serving the needs of neuro-diverse community including those who are autistic or have sensory issues.
- Partnership and liaison with the Traveller representative Groups and with support workers throughout the County.
- Successfully acquired funding for:
 1. New Start literacy programme in 2020 to support children with literacy issues or children who are learning English.
 2. Project to enhance the library service offered to the newly settled Syrian refugee families in various towns in County Cork and implementing a successful programme of activities and events to welcome the families to the community, to highlight the services available, to inform and to allow for interaction between the families and their new community. Both of these projects were funded by Dormant Account funding administered by the Department of Rural and Community Development.
 3. Also successfully acquired funding from Department of Community and Rural Development to cover a range of sensory equipment and furniture for libraries.



SENSORY POD

Thanks to Department of Rural and Community Development and Cork County Council funding, the Sensory Pod was installed in Mallow Library May 2020. It provides a calming space which is relaxing for adults or children. It has colour changing interactive lights for mood purposes as well as an interactive learning screen which is android-based and has Bluetooth wireless speakers.

AGE FRIENDLY

- Cork County Library has developed an Age Friendly Policy and Strategy as part of the Council's Age Friendly Strategy in consultation with the Older Persons Council.
- In January 2019 Fermoy library became Cork County Library's pilot Age Friendly Library. The initiative involved consultation with older library users to assess their requirements in terms of library service and accessibility. Adaption of current services and provision of improved services to fulfil those needs. Specific to involvement in the national programme, three commitments were fulfilled within a specified timeline: senior specific information services, senior specific workshops, provision of senior friendly seating.

Between the 2012 and 2016 censuses, the population aged over 65 increased by 19.3%. Cork County Council is committed to the development of Age Friendly towns across the County, a direct reflection of the need for inclusiveness of older people, as we witness a shift in the distribution of our population towards older ages.



Healthy Ireland at your Library





EVENTS & PROGRAMMES

In the Period 2014- 19 Cork County Library undertook a major programme of events and activities which raised the visibility of the Service and created strong partnerships with the scientific and academic community in Cork City and County. During this time the various promotional events incorporated the national Independence Commemorations. The Service sought new opportunities to connect with a broader range of partners as well and creating a variety of extremely valuable connections and partners in the process.

“Cork County Council’s Library Service has proposed a wonderful range of events and initiatives that will put culture and creativity at the heart of the County’s Library Network, clearly meeting with the overarching aims of each of the 5 Pillars of the National Creative Ireland Plan”

Cork County Creative Ireland Plan 2017-22

Examples include the following:

COMMEMORATIONS

The period 2015-19 encompassed many of the years of commemoration. Cork County Library hosted a variety of lectures, exhibitions, music events, literary events to commemorate this tumultuous period of our history. It was launched with an exhibition in Skibbereen library in 2015 commemorating the life and death of O’ Donovan Rossa. These events commemorated the outstanding historical figures of the time, remembering the literary genius of writers such as first Cork County Librarian, Frank O’Connor, as well as celebrating the lives of ordinary people of the time through their literature and their music.

YEAR OF LIGHT

2015 was designated UN International Year of Light and light-based technologies. Cork County Library built a year of activities based around this theme, partnering with CIT, UCC, the Tyndall Institute, Blackrock Castle Observatory, Concern and Cork Astronomy exploring the variety of ways in which the concept of light is central to our lives, our culture and our welfare. Throughout 2015, Cork County Library hosted a total of 85 activities and events including a variety of exhibitions, workshops and activities.

SUMMER OF SPACE

The Space Studies Programme was a major good news story for Cork in the Summer of 2017 with CIT hosting a major Space Conference. Cork County Library and Arts service was invited to partner with CIT Blackrock Castle Observatory to bring a wide and hugely varied programme of space related events, “Summer of Space”, to branch and mobile libraries in County Cork. The Summer of Space programme included 12 workshops, 14 Star dome events, 17 lectures and 5 exhibitions. Branch and mobile Library events throughout the Summer also adopted the Space theme and CIT Blackrock Castle Observatory added a surprise element by escorting renowned Space Journalist Leo Enright to speak in Schull and on Cape Clear and Sherkin Island libraries. In all, almost 2000 people attended or took part in the Summer of Space programme in various venues.

PROMOTIONS TEAM

The Library Service progressed further in its promotion and programming work in 2018 by developing its own brand to ensure consistency. In 2019, a designated Promotions Team was established.

The main areas of responsibility were co-ordinating events programming, ensuring proactive promotion and marketing and creating a library brand. While maintaining our place at the heart of local communities, the branding incorporates this into a broader sense of the Library's overall role and awareness of our corporate identity. Some other highlights under the new Promotions Team included:

- Library Open Day for all County Council staff
- Increased purchase of branded merchandise
- National Library Open Day
- Readings by Danielle McLaughlin and Catherine Kirwan for International Women's Day
- Stand at Cork Summer Show 2019
- New service leaflets
- Poetry Day

EUROPE DIRECT

Mallow Library was awarded the status of Europe Direct Information Centre from 2012-2017, part of a network created by the European Commission of accessible, local information centres in all member states. The library actively disseminated information and advice about the European Union's policies and promoted local and regional debate about the European Union. Mallow Library hosted a variety of events from debates to workshops, promoted STEM in schools, particularly for girls and covered such varied topics as careers, travel, law, climate, sustainability and culture.



HEALTHY IRELAND AT YOUR LIBRARY

Healthy Ireland at your Library is part of the national strategy that aims to help improve the health and well-being of the Nation and is funded by the Department of Health. Since its inception in 2017, the initiative has been rolled out across the Cork County Library's network of branches and mobiles.

ACHIEVEMENTS

- Cork County Library branches have benefited by having health related stock added to each branch library's collection. To date, over 100 titles have been added to the collection in each branch. Designed to enhance the existing health promotion information service available at your local library, the Healthy Ireland collection covers a wide range of topics from fitness and nutrition, mental health and well-being to healthy childhood and addiction.
- Borrowers have also access to a range of e-books, emagazines and eaudiobooks including health related magazines and both e-book and e-audio titles with their library membership. Hundreds of new titles were added to stock.
- A wide and varied range of health events suitable for all ages, have been held in branches all around the county. Between 2017 and March 2020, 3,726 attended 176 events. Events included talks by dieticians on healthy eating for older adults, visits by the Heart Foundation mobile unit to take blood pressure readings, chair yoga and walking workshops to encourage the benefits of walking, parenting talks.
- The Library Service has benefited by engagement with local partners. These include Cork Sports Partnership, APC Microbiome UCC, and the Irish Heart Foundation among others.

YOUR GOOD SELF (YGS)

Your Good Self, Cork's Positive Self Help Programme, is a reading therapy (bibliotherapy) programme for all ages that promotes positive mental health and wellbeing. Developed in partnership with the HSE, the programme comprises a large collection of self help books that have been reviewed and recommended by HSE Clinical Psychologists, and made available to borrow or request from your Local Library; as well as talks and information sessions presented by HSE Clinical Psychologists in Libraries across the county. Topics covered by the programme include, but are not limited to: anxiety, bullying, depression, self-esteem issues and positive parenting:



YGS was awarded The Irish Chambers Award in 2015.

ACHIEVEMENTS 2014-2019:

- Expansion of full YGS collection to all large and medium branches across Library network.
- Promotion of YGS programme at all HSE Stress Control Courses, Cork County Council Teen Talks and National Workplace Wellbeing day events.
- Engagement with HSE Partners to present information sessions in Libraries across the county on a variety of topics such as mindfulness, making the most of your retirement, positive parenting, etc.

Presentation of information sessions across the County to coincide with national and international wellbeing events such as Positive Ageing Week, World Mental Health Day, etc.

A SOUND INITIATIVE

This Programme was launched in 2017 following the first Creative Ireland conference. Supported by Creative Ireland it facilitates library members to borrow a musical instrument free of charge, thus providing opportunities for each individual in the county to realise their creative potential.

As the collection has increased it has enabled us to facilitate block loans to schools, nursing homes and Direct Provision centres.

ACHIEVEMENTS

- Instruments in stock: Accordions, banjos, bodhráns, bongo drums, keyboards, guitars, mandolins, ukuleles and violins. The collection has grown from 70 to 446 instruments. 365 loans of instruments were recorded in 2019.
- Funding: Creative Ireland grants, library funds and donations of instruments from the public.
- Additional offerings: We have provided music making workshops in libraries and video workshops.
- Awards: shortlisted for The Excellence in Local Government awards in 2019 and prize winner at the 2019 joint Library Association /CILIP conference.

WORK MATTERS

Work Matters is a national library initiative designed to provide supports for business and employment. Users who are starting their own business, looking for a job or looking to up-skill or re-train will find information and advice in their local library. Libraries provide the information resources to support business and employment, in hard copy and online and they also provide Wi-Fi and printing facilities as well as a place to research and study.

Throughout 2017 and 2018 all library staff were briefed and trained on the Work Matters program.


- All library branches in Cork County established a distinct branded area to display Work Matters book stock and supporting material.
- Events were held in partnership with Intreo and the Department of Employment and the Local Enterprise Offices. Bantry library hosted a jobs fair with the Department of Employment with information stands from local employers and educational and re-training opportunities. Youghal and Midleton library attended jobs fairs hosted by SECAD in 2018.
- In 2019, networking sessions were held with library staff briefing all ETB tutors on the Work Matters program and other library initiatives. In collaboration with the ETB, online job seeking courses were held in Cobh and Skibbereen libraries.
- Throughout 2019 and early 2020 a number of mentoring sessions took place in various libraries in partnership with the Local Enterprise Offices.

ARTS AT YOUR LIBRARY

Cork County Arts Service is under the remit of the County Librarian and is managed by the Arts Officer. The complementary services offered by both the Library and Arts sections work together to offer an enhanced service to the community.

ACHIEVEMENTS 2015-19

- The Arts Service delivered a vibrant, well managed and artistically strong programme of activities and events in all branch libraries: the annual programme included Seachtain na Gaeilge, Bealtaine, Cruinniú na n'Og, Summer Arts for young people, Children's Book Festival.
- The Arts Service worked closely with the Library Service to deliver on its commitments under the Right to Read campaign including Spring into Storytime, Summer stars, Childrens Book Festival and Family time at your Library. Commissioned new play for library settings Crossword, Craft makers commission etc.
- The Arts Service partnered with professional artists of all disciplines to develop new possibilities for creative engagement activities and projects for the public to access via the Library Service.
- Each year the Library and Arts Service runs the "From the Well" competition and invites submissions of short stories. The Arts Service organises and publishes an annual anthology of short stories through our Library Service.

A young girl with long brown hair is looking towards a red-haired rag doll puppet. The puppet has a white face with a red nose and is wearing a green and white striped shirt. The background is a light-colored wall with a green and blue patterned object.

"THE COUNTY'S LIBRARY NETWORK HAS CONTINUOUSLY BEEN A WONDERFUL RESOURCE AND PLATFORM FOR THE COUNTY'S GROUPS, FULLY COMMITTED TO PROMOTING A LOVE OF LITERATURE AND LITERARY CREATIVITY"

Cork County Creative Ireland Plan 2017-22



YEAR 2020

An extraordinary year!



YEAR 2020: AN EXTRAORDINARY YEAR

Cork County Library was hugely challenged by the Covid-19 pandemic which threatened the very fabric of the communities which we serve. The restrictions on service and temporary closing of doors caused heartbreak for librarians and the public alike. However, the service rose to the challenge of serving the community of Co Cork. The Library Service played a key role as part of the Community Support Hubs and the Town Team support structure, and worked as part of the Covid-19 Programme Delivery Group and Covid-19 Response Forum.

COVID-19 TIMES FROM MARCH TO DECEMBER 2020

- Household Deliveries: 2926 boxes of books were delivered directly to housebound readers who were unable to visit our branch and mobile libraries.
- 55,498 E audio books and 50,506 E books were borrowed from March to the beginning of December 2020 by Cork County Library members. Cork County Library & Arts Service members signed up for 1150 courses plus 287 languages in the same period
- There were 300 Art packs and 5 van loads of toys, instruments and various book deliveries to Direct Provision Centre families.
- 12,187 people participated in 42 online events for Childrens Book Festival.
- 200 craft packs, 700 cards and writing sets were sent to customers who would normally attend craft and writing groups in Cork County Library branches.
- 3733 calls logged on the Community Call Response System.
- During this time the Library Service has shown itself to be at the forefront of innovative service delivery. As a result of the Community Response Forum, the Library Service increased collaboration and engagement with other Council sections and agencies such as Cork Older Persons Council and with external bodies such as An Garda Siochana and HSE. Cork County Library Service continues to collaborate with Service rePublic, Cork County Council's inhouse Service Design Team to innovate and add value for customers.



"As the level of government closest to citizens, the local government sector have developed and implemented innovative solutions across all functional areas and in their delivery of public services in response to COVID-19 challenges".

Overview of Local Authority Covid-19 Innovations, LGMA, May 2020

LIBRARY COVID 19 RESPONSE

Housebound Service: For the duration of Covid-19 restrictions and lockdowns, our mobile library resources were reallocated to deliver our Library Housebound Service directly to the doors of cocooning and isolating readers.

Community Call Support Hubs Cork County Library staff played a key role in the development of the Community Support Hub structure which triaged a total of 3733 requests for assistance between March and December 2020. Library staff worked in collaboration with other Cork County Council sections, local community groups, and voluntary and statutory bodies such as the HSE, Irish Red Cross, Education and Training Board etc. to assist vulnerable members of the community.

Cork County Library's IT section response to the crisis was crucial – ensuring access to online services and facilitating remote working for staff. 45 staff laptops have either been added or upgraded to support remote working.

Online Services : The Library's IT Dept expanded and promoted various online services including downloadable E books, audio books, newspaper and e-magazines

Childrens Book Festival went ahead online with author Zoom sessions delivered directly to primary schools. This allowed schools in even the most remote locations to take part. 12,187 people participated in 42 online events for Childrens Book Festival

Local Studies Podcast Series was launched during this year. Local Studies staff in conjunction with the Library IT department, developed a series of podcasts based on local history topics which would be of interest to local historians, students and those with an interest in the history of their locality. Topics covered included The Story of Youghal's Bridges, Why I Can't Find My Ancestors, Henry Ford & Son: The Cork Connection

Online education and languages proved hugely popular with the public as people took on the challenge of learning a new language, enhancing professional skills and taking on new hobbies.

The Wellbeing Programme which included The Keep Well programme and a variety of cultural and wellbeing activities was delivered online to raise the spirits of the community. The National "Keep Well" campaign is aimed at showing people of all ages how we can mind our own physical and mental health and wellbeing by adding healthy and helpful habits to our daily and weekly routines. The library service provided guidelines, information, and tips as well as new opportunities to enhance personal growth and development. These included webinars and podcasts on topics from local history to managing stress to starting new hobbies as well as the more traditional interests like reading and literature. Library staff compiled very popular weekly quizzes for adults and children which were shared online and copies also included in boxes delivered via the housebound service.

Literacy and art packs and Book boxes were delivered to 300 children in Direct Provision and the service followed this by obtaining National Play Day funding to buy arts, sports and literacy equipment for the Children in The Direct Provision Centres.

Craft packs of wool, writing Packs and Thinking of You cards were sent to customers who were unable to access their libraries.

Online training / Self directed learning: Staff availed of courses online via the Library Service resource "Universal Class", improving I.T. Skills, proficiency in programmes such as Excel, and Word as well as communication skills and many more. Tailored information sessions and training Courses were devised and delivered by Library Staff and Management online to members and staff.



SOUND Initiative

SOUND Initiative

SOUND Initiative
FREE ACCESS
to all our programs



THE FUTURE 2020-2025



INFRASTRUCTURE

The Service currently comprises of 25 Branch Libraries and our Local Studies and Lending Department in Library HQ. These are currently managed locally and administered on a Divisional Basis of North, South and West. The branches are very much to the forefront of the service, serving the customers' needs and providing the all-important link to the County and indeed the National Service. Over the next 5 years we will continue with improvements in the physical infrastructure through branch upgrades, improving energy efficiency and accessibility, and returning to quality library programming post Covid-19. The experiences and learnings acquired during the pandemic, will inform future actions, ensuring that Cork County Library Service remains highly visible locally and county wide.

The objectives of the years 2020-25 will include:

- Ongoing review of all service points to ensure that we respond to changes and developments in demographics and communities across the county in consideration of our social inclusion and creative partners e.g. Older Persons Council.
- The review of current business hours to ensure that libraries are offering the optimum opening times. This will include consideration of the My Open Library programme in other suitable locations.
- We will continue to review libraries to improve energy efficiencies where possible.
- The progression of the 2021 opening of Bandon Library. This library will include an additional Maker Space and Coding Space for the community.
- The 2022 opening of the new Kinsale Library will transform the service offered to people of Kinsale. This large multi-purpose building will offer a wide variety of opportunities for community and cultural use. This project was funded by the Rural Regeneration and Development fund administered by the Department of Rural and Community Development.
- The continual review of staffing in branches to ensure each branch has the appropriate staffing at all levels to provide the best service we can.
- The ongoing provision of channels of communication to all branch staff and especially to those working on their own.
- The development of an awareness programme to increase the visibility of the library branch in the community by making the library a focal point for information and for meetings.
- The development of work with marginalised groups and communities and strengthening of input into connection with local festival groups to enhance the service offered to all.
- The review of collections within the scope and size of the buildings and all other services and programmes within to ensure a quality collection of stock for borrowing. Review branch layout, stock levels, furnishings etc. so that space is suitable and appropriate for the staff and users' needs.

In particular, I hope we will see the plans for the long-awaited library at Kinsale coming to fruition.

Quote from Public submissions

- The transfer of the Kanturk library to the newly refurbished premises from its temporary location at the Mart car park. The new building is 173m² in size and when completed will provide access to a modern user friendly and accessible library for the community in Kanturk. The open plan library will have space for approximately 18,000 items of stock as well as seating areas for study, internet users and newspaper reading. A new children's area will have bright colourful furniture and shelving, a storytelling area and baby changing facilities. The building will be fully wifi enabled and library users will also have access to photocopying and printing facilities.
- Continued Investment in Charleville Library; a landmark building which forms a central part of the recently published draft submission from Cork County Council "Enhancement of public realm at the Charleville Library including : Re-landscaped plaza area "Bruce Place". This plan includes a re-landscaped plaza area, new pedestrian footpath at rear of library, connection from the main street through to an additional new entrance to town park, paving, seating, soft landscaping, memorial planting and urban trees, new art installation and lighting.
- The refurbishment of Skibbereen Library to include automated access doors and a redeveloped courtyard.
- The redevelopment of the Briery Gap building in Macroom, including the public library. This project is funded by Cork County Council, The Rural Regeneration and Development Fund and the Department of Tourism, Culture, Arts, Gaeltacht, Sport and Media.
- Progress the refurbishment of Midleton Library and continue to work to secure funding for a new library in Youghal.
- The prioritisation of the provision of improved premises in on Sherkin and Cape Clear Islands to support wider community initiatives and allow the service to respond to community needs.
- Continue to seek effective facilities management solutions for all library premises.

MY OPEN LIBRARY

Fermoy Library was selected as a location for the first My Open Library project in Cork County. Funded by a grant from the Department of Rural and Community Development, My Open Library offers extended opening hours to library members, from 8.00am – 10.00pm 365 days a year.

Access to the library during unstaffed hours is facilitated via automated entry to the branch library via library membership card and pin access. Services available during these hours include; issue and return of books and other library materials, internet access on PCs, use of wifi, printing and photocopying, study and reading spaces and community meeting facilities.

This project will provide greater flexibility and convenience to the community in Fermoy by allowing them to access the library at times to suit their needs. In conjunction with the works for My Open Library project, a number of enhancements to the building are also planned.




RURAL OUTREACH: MOBILE LIBRARY SERVICE

The Mobile Library Service will continue in the years 2020-25 to bring the service to every area of the County delivering library services and a link to the countywide and countrywide resources.

The goals for the mobile Library Service will include:

- Implementation and review of the mobile library service strategy
- The delivery of the 3 new mobile vehicles into service in early 2021. Ongoing and careful consideration of the schedules, a vibrant timetable of well-used stops along with improved links with the branch network will ensure enhanced experience for mobile library service users.
- Working to remove any barriers to accessing the mobile library service, such as scheduling, locations, durations of stops. Continue to connect with Age Friendly Strategy, Work Matters, Right to Read etc. to improve outreach and links to existing programming. Services to Direct Provision Centres will be focused on to look at ways to improve engagement and service delivery. Continued engagement with Social Inclusion, Community & Rural Development Strategic Policy Committee.
- Increased co-operation and collaboration between the branch network and the mobile library service. Position the mobile library service to enhance usage of the overall service by enticing users to engage with other points of their library system. Increased co-operation and collaboration between the branch network and the Mobile library Service will facilitate this information exchange and improve the service for all users.
- The use of new technology to enhance the delivery of library services to rural populations for example the introduction of remote printing on the three new vehicles which will allow customers to send documents from their own devices at home to print remotely on the mobile library. West Cork Mobile has on board WIFI connection and the new vehicles coming on-stream will also be wifi-enabled and will have digital display screens and sensory lighting. The Library Service will optimise the use of technologies for mobile library service users and staff.
- The increased usage and visibility of the service points in the communities served, working towards a service that is visible and memorable, even when it is not physically present. Increasing engagement and usage at service points should result from greater connection between the service and its communities. The launch of the new vehicles will present significant opportunities to deliver the message.



Following the success of and demand for housebound services which was evident during lockdown restrictions in 2020, we will investigate the feasibility of a housebound service for customers living in our towns and villages but who are unable to travel to their nearest library building. Housebound customers in more rural areas will be considered for inclusion on the existing mobile library schedule, where possible.



LIBRARY ICT SERVICES

Library ICT Services continue to evolve. While the ICT infrastructure available to our service will play a crucial role in how we will deliver services for the public and the ability of our staff to deliver these, it is much more than just an infrastructural service. Online services as well as digital learning will play an important role in our future service.

- The upgrading and development of the Public IT infrastructure, including the extension of self-print managed solutions or other remote wifi printing options in branches and mobiles while also investigating other self service solutions, which would complement and add value to our existing services and installing Microsoft Office on all public PCs.
- The prioritisation of a well-staffed well trained ICT team. A dedicated and well-staffed ICT team, based in HQ and managed by a Grade 7, is crucial to provide and develop the Library ICT services
- The upgrading of broadband: Cork County Library will upgrade its broadband infrastructure in all locations and engage with Government Agencies for the roll out of Broadband initiatives such as Wifi4EU
- The investigation of green energy solutions for IT infrastructure and liaise with the energy sector for cost effective solutions to power Library IT infrastructure.
- The continued exploration and implementation of My Open Library in suitable locations.
- The continued development of online resources and services within the constraints of the national consortium of local authority library services.
- The further in-house development of the range of online resources and services available to members of all ages of Cork County. As demand increases, it is important to ensure that a more sustainable budget for such services is available into the future particularly as more and more demand is projected. The library service is committed to keeping any charges for the public low. This includes keeping those for printing and photocopying, at a minimum.
- The broader development of service promotion via new social media platforms will be introduced. An Electronic newsletter for library members informing them of services will be introduced and the library website will be upgraded and reviewed to make it more engaging and interactive. The Library App will also be further developed to include more functionality. Digital display boards will be installed in all locations and on Mobile Library Service to inform the public of services, events etc.
- The undertaking of a survey of the customer base to assess IT skill gaps and the provision of training in response to these needs on topics such as internet safety and security . The ICT library team will explore the creation of self-help videos for patrons to navigate our online resources and library services. Development of the Age Friendly Digital Ambassadors initiative will ensure that older library members stay connected – it is important that we ensure they have the skills to continue to access library services.
- Increased development of STEAM related programmes, including the promotion of coding sessions and provision of further software to support design, gaming and coding and exploring the development of innovative outreach IT programmes.

- More investment in technology to enable the library to reach out more to all in the community. This will include the procurement of more interactive tables to facilitate play and learning for people with mild to severe dementia as well as those with intellectual disabilities, learning difficulties and autism.
- The establishment of libraries as digital resource hubs to foster digital skills development among user community and creation of dedicated digital learning suites, starting with the redeveloped Bandon Library and rolling them out to further selected branches.
- The expansion and development of the existing podcast offering, facilitating further podcasts from staff and the public. Also we will look to develop podcast recording areas.
- The continuation of upskilling of library staff by introducing a Library staff IT forum for questions/self-help IT solutions and further targeted IT training for staff, this will also enable technical problems to be solved in a speedy manner.
- The permanent establishment of a virtual meeting/ training system for staff, working in tandem with physical meetings structures to support information dissemination. This will require greater investment in the ICT infrastructure.
- The continued exploration of funding options to take advantage of any ICT funding possibilities This includes Investigating partnerships with IT sector and institutions in the Cork area e.g. industry, universities, and state agencies.



LOCAL STUDIES at CORK COUNTY LIBRARY

www.corkcoco.ie/library-services

Podcast Episode 03 / Mac Curtain & MacSwiney:
Lord Mayors of Cork by Kieran Wyse



LOCAL STUDIES

As a Service, it is envisaged that our Local Studies Department will go from strength to strength in the Years 2020-25. The following goals for those years have been identified:

- The development of a Local Studies Strategy.
- The development of the Local Studies Website localstudies@corkcoco.ie to ensure maximum visibility and ease of access for researchers and users where ever they are.
- The raising of the Local Studies profile to potential new users and identification of the needs of the new users as well as continuing to increase engagement with the branch and mobile libraries.
- The development of area specific presentations for display in each library branch highlighting source material available for consultation in the Local Studies library.
- The continued work on the Covid-19 archive and development of this into an accessible resource as well as the publishing of a select amount of material in booklet form.
- The further development of the local Studies digitisation programme and continued building of collections. This will result in rare and unique items from our collection being made available via the Local Studies website.
- The advanced expansion of the Family History programme including the researching of sources and resources to assist those whose ancestors come from outside of Ireland in their family history and social history queries.
- The establishment of a Cork County Library Local History festival including investigating format, potential speakers, audience etc with a view to establishing this as a regular event.



LOCAL STUDIES at
CORK COUNTY LIBRARY

www.corkcoco.ie/library-services

Podcast Episode 06 /
Christmas Traditions of Cork by Kieran Wyse



COLLECTIONS

Cork County Library's Collections Policy and Stock Management Policy are both designed to make the best use of all stock with the end user always in mind. These policies are devised and reviewed in the context of the changing demographics of Cork County. The collections available are carefully chosen by experienced professional staff offering a variety of stock in different formats as well as supporting all events programming, national initiatives and outreach programmes.

Over the next five years, Bibliographic Services will build on existing foundations, expand its collections, assess stock and streamline the management of stock across the branch and mobile library network. The objectives for the 5 years include:

- The development of book collections to anticipate and to reflect user needs including the multicultural nature of Cork County. This will require constant endeavour to increase per capita book spend in line with budgetary allocations.
- The determination to achieve best value for money in stock acquisition by engagement in National Procurement and adhering to National Supplier Framework Agreements. The Service will also engage with suppliers and seek best possible suppliers for those resources that fall outside the National Framework.
- The development of a programme for the distribution of stock across the county to ensure active use of stock in the branches and the mobile libraries and the increase in stock turnover for mobile libraries, particularly for schools, nursing homes, etc.
- The continued purchase of publications of local interest, content and connection as well as seeking to further expand the collection of materials in the Local Studies Library, and thereby ensure the availability of high quality non-fiction and reference materials.
- The expansion of online resources (ebooks/ e-audio books) in response to the growing popularity of these formats and the streamlining of the periodicals collection in line with changing user needs.
- The continued development of well-stocked and well-resourced children's services. The Service will continue to expand literacy collections in consultation with the Schools Department and educational partners.
- The ongoing support of the work of local authors through the acquisition of self-published material and material from small publishers.
- The sustained supply to library reading groups through the expansion of the Book Club Collection to build a vibrant, varied collection of titles in different formats and languages and with multiple copies available.
- The assessment and updating of the Collections Policy, the Stock Management Policy and develop a programme for the withdrawal of worn stock to ensure optimum use of space. The Service will constantly seek further storage solutions for the back catalogue of stock and ensure sustainable/ environmentally friendly disposal of worn out stock.
- The development of a sustainable budget dedicated to online services including e books e audio, e-magazines.



CHILDREN AND YOUNG PEOPLE'S SERVICES

- Develop children's book collections in library branches to reflect changing user needs.
- Develop and expand the range of events in the Right to Read programme in conjunction with LGMA guidance.
- Continued development of online events for children to enable a blended calendar with some events in libraries and some online.
- Establish contact with Early Learning Centres in Cork County as part of the Right to Read initiative. Mapping of these centres will be provided by POBAL and contact will be made by local branch libraries with ELCs in their area to provide appropriate library services.
- Development of a range of books that are appropriate for autistic children and teenagers.
- Expansion of the range of literacy resources available to children, teenagers and adults with enhanced book stock, software, information videos, leaflets and events.
- Development of a range of books and information leaflets and resources to aid parents with parenting. The areas being explored are toilet training and sleep for toddlers and sexual health for teenagers.
- Maintenance of the connection with schools in County Cork with continued expansion of the class novels, teaching resources collections and local branch library interaction with the schools in their area.
- Development of connections with schools in remote locations to enhance opportunities for their engagement in ongoing library events and activities.
- Development of teenage services programme in consultation with young people in Cork County.
- Introduction of "One County One Book" for children in Cork County.



Right to Read
at your Library



HUMAN RESOURCES

The Staff of Cork County Library are arguably the most important component in the success of the future of the service. Staff must be given every opportunity to develop their talent, increase their knowledge, and broaden their skills base and to enhance their personal development.

Library Staff and Management share the following goals for the years 2020-25

- Regular review and updating of the Library Workforce Plan having regard for evolving needs and priorities.
- Assessment of the resourcing requirements of new developments, especially in regard to the opening of new branches.
- The ongoing promotion of staff wellbeing programmes and the strong commitment of the Service to family friendly systems such as parental leave, carer's leave etc.
- The setting up of a schedule of virtual/ physical meetings of support hubs for lone workers, this is especially relevant to librarians in part time branches.
- The establishment of training goals and plans for each grade and of an annual flexible training calendar to ensure staff always have opportunities to up-skill and increase their level of job satisfaction.
- The continuous awareness of possible training opportunities
- The growing alertness for opportunities to contribute to the raising of the profile of librarianship.
- The identification of funding opportunities to promote and encourage staff training, learning and development.
- The identification of opportunities to promote and encourage staff development through enhanced communication, peer support and targeted learning.
- Working in collaboration with internal council departments to maintain the Library Service's effectiveness in the various areas of workforce management including Absence Management, Health and Safety, PMDS, etc.
- Constant commitment and review of how the Performance Management and Development System may enrich staff members and enhance the service by reviewing training needs, investigating training and development opportunities and matching them effectively with the individual.
- Liaising with the Personnel Dept in developing a system of recording transfer requests internally to maximise breadth of experience.



EVENTS & PROGRAMMES

ARTS AT YOUR LIBRARY 2020-2025

The Arts Service is on course to continue the work programmes laid down in the past 5 years. These foster development and encourage creativity and artistic endeavour in an inclusive and forward thinking manner, through consultation and partnership. Cork County's Creative Ireland programme will be managed and coordinated by Cork County Council Library Service from 2021 with the County Librarian as the lead co-ordinator.

The objectives for the Arts programme for Cork County Library over the years 2020-25 will include:

- The continuation of work with professional artists of all disciplines to ensure artistically strong programmes.
- The development of the Creative Arts in Libraries programme by evaluating existing programmes, learning from interaction with artists and our customers and adopting a process of continuous development.
- Learning from the experience of the COVID-19 pandemic we will ensure that we develop our use of online communications platforms in the delivery of our programmes
- The extension of the residency in libraries programme to include a Storyteller in Residence, a Textile Artist in Residence and a Historian in Residence.
- Promotion of public engagement in the visual arts by developing our visual Arts Programme at LHQ and in other Library settings
- The creation of opportunities for the making and public appreciation and enjoyment of original new work.
- The determination that arts services in libraries are as inclusive as possible and that issues around barriers to access of the arts are addressed so that a maximum level of inclusion is achieved.
- The Development of opportunities to support Lifelong Learning through the arts and the preservation of cultural heritage in areas such as music, language, song, dance.
- Partnership with key personnel in Cork County Council through Culture Team, Healthy Ireland the County Age Friendly programme, Heritage unit and others to include the best organisational expertise in the development of our Arts programmes in Libraries
- Collaboration with arts resource organisations and other groupings to develop new collaborative projects to support individual and community creative engagement
- The investigation of opportunities for cooperative development in the area of Arts in Libraries with other Irish Library Authorities and new ways of working with EU partners.

HEALTHY IRELAND AT YOUR LIBRARY/YOUR GOOD SELF

- The expansion of the Your Good Self collections to cover other areas including LGBTQ+ and eating disorders
- Further development of the online content available
- The review and revision of the current Your Good Self collections.
- Further development of links with suitable partners to provide appropriate, informative events.
- Expansion of technology and other digital platforms to provide more health related information and events

A SOUND INITIATIVE

- Grow the collection in order to facilitate more block loans to schools and other group settings. Hold musical recitals in library branches and on mobiles. Install sound-proof booths in libraries where possible to enable practice sessions for those without private practice facilities.
- Arrange special loans of some valuable donated instruments to experienced players

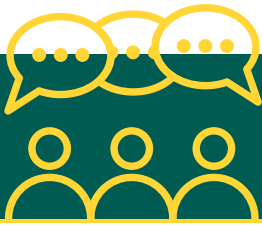
WORK MATTERS

Work Matters is built on four pillars – information, infrastructure, expertise and events.

In future, we will work towards

- Increasing the number of events delivered, either online or in person, when feasible, to support the programme.
- Reviving of links with partner stakeholders – especially LEO and ETB, build on work that was done in 2018-2019
- Targeting of some specific sectors – the arts/crafts sectors – for supports in business





INCLUSION & OUTREACH

The Library Services must by its nature be inclusive and it is vital to the Service's relevance that it proactively seeks ways in which it continues to be so to all the community.

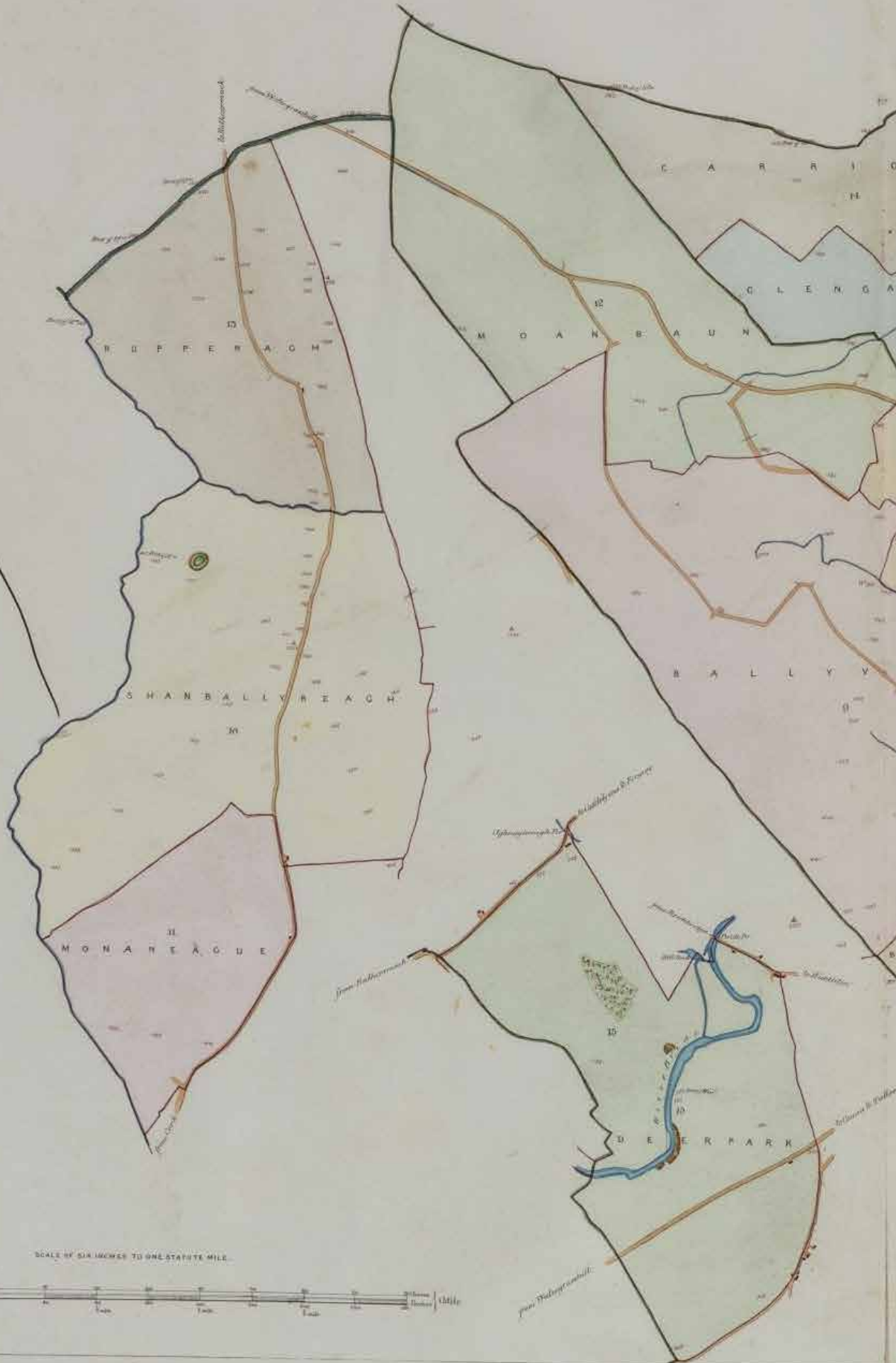
Over the years 2020-25 Cork County Library Service will proceed with:

- The development and implementation of an inclusion Policy and Strategy within the context of both the National Library Strategy and Cork County Council's inclusion objectives so that service to marginalised people will be delivered in a cohesive manner.
- The pro-active engagement with organisations and groups who represent the disadvantaged and marginalised citizens in society. We will look at ways in which the Library service can actively improve their relevance to those communities and individuals.
- The initialisation of partnership opportunities with third level colleges to offer facilities and services in the areas of digital literacy language learning. The provision of meeting spaces and study space for those who are marginalised geographically, economically, educationally or socially.
- The building of those links with individuals and groups who served with Library staff on the Town Teams during the Covid-19 pandemic: these can form the vital link between the service and the people marginalised because of disability or mental / physical health issues, geographic location, economic or educational circumstance or because of race or status issues.
- The engagement of speakers, educators and experts in the various fields to provide seminars and awareness raising and training for staff or public regarding services available and opportunities to be of service to marginalised peoples.
- The seeking of input from all the community to identify all barriers that hinder people's use of the service be those barriers physical, social, or educational and the constant striving towards total removal of those barriers.

"Promoting social inclusion is a key element of the work of Cork County Council, as indicated by the high-level commitment demonstrated by the creation of the Social Inclusion, Community and Rural Development Strategic Policy Committee, three Local Community Development Committees, and the Cork County Public Participation Network. More recently, the work of the Cork County Council Covid-19 Community Support Programme served to highlight issues of social exclusion, how these are magnified in times of crisis, and the central role of the local authority in facilitating a response to these inequalities"

Cork County Council Social Inclusion Policy 2020







INDEX MAP
To the Estate of
GARRETT STANDISH BARRY, ESQ
OF LEAMLARA,
Situate in the
County of Cork.

**COMPLIANCE,
GOVERNANCE
& STATISTICS**

COMPLIANCE & GOVERNANCE

Cork County Library will implement and maintain good governance by:

- By conducting regular budgetary reviews to ensure value for money across all Cork County Library activities.
- By adhering to Cork County Council's financial management and internal audit policies
- By adhering to and Cork County Council and national procurement policies.
- By integrating management across the service and full compliance with Cork County Council's Safety Management System.
- We ensure that staff are trained in Health & Safety, Child Protection, General Data Protection Regulation and other statutory requirements ensuring full compliance with national legislation.
- Continuing to utilise the PMDS system.
- Continue to meet the reporting requirements of the National Oversight and Auditing Commission.

OPERATING ENVIRONMENT

Cork County Library is impacted by external and internal factors that affect how it delivers on objectives and determines where it directs its focus. The operating environment is affected by changes in legislation, the economy, evolving technologies, government policy, regional and local issues, societal changes and internal changes in structures in the organisation. We will develop our service in line with Cork County Council's other policy documents, recognising the Council's Corporate, Economic, Community and Cultural plans.

MONITORING EVALUATION AND REVIEW

Cork County Council Library Service acknowledges the Public Library National Standards and Benchmarks document which provides a roadmap for the development and delivery of the library service in line with local and national government policy and with library service best practice nationally and internationally. This development plan will be reviewed in conjunction with the Service Delivery Plan and other ongoing review processes including reports to the relevant Strategic Policy Committees. The library service will continue to be represented on interdepartmental committees and working groups within the Council and regular staff team meetings will encourage feedback and monitor progress of the plan. The Plan will be regularly reviewed with reference to Cork County Council's Corporate Plan and other relevant policies and plans.

CLIMATE ACTION, BIODIVERSITY AND SUSTAINABILITY

In recognition that climate change requires commitment from all parties to address the challenges posed, Cork County Library acknowledges that The Cork County Climate Adaptation Strategy 2019-2024 has been adopted and is the first step in building resilience to climate hazards. Cork County Council is committed to the consideration of climate adaptation and mitigation in the delivery of its services and all future policy development including this plan recognises this. Service delivery is being reviewed to ensure that Cork County Library maximizes its capacity to address climate change and also to encourage biodiversity.

2019 STATISTICS

70,027



**PUBLIC INTERNET
SESSIONS**

40,172



**WI-FI
SESSIONS**

59,204



MEMBERSHIP

4,523



EVENTS

77,632



ATTENDANCE

1,657,033



ISSUES

2019

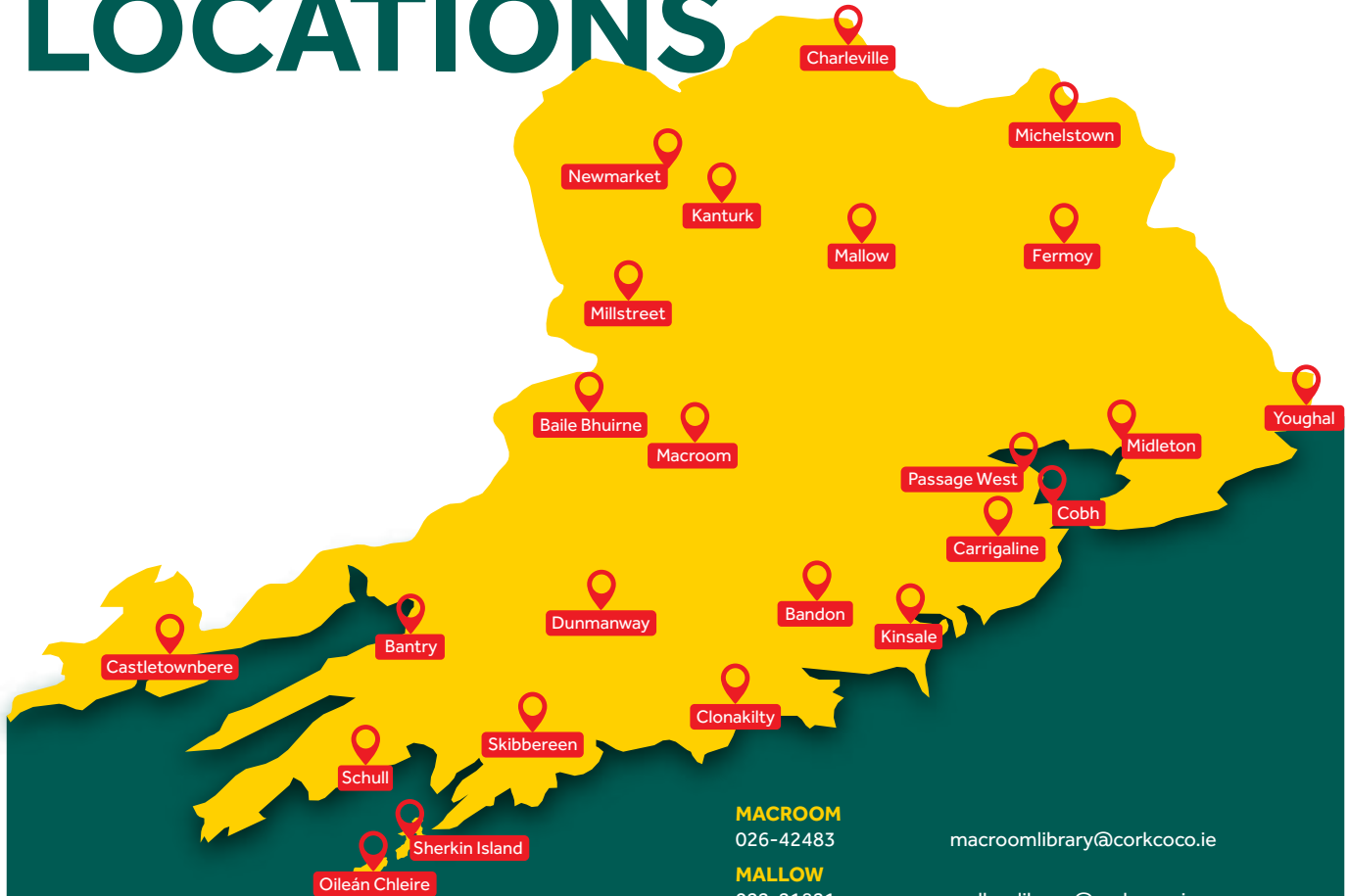
**VISITOR COUNT
1,431,700**

**POPULATION
332,255***

**VISITS
PER HEAD OF POPULATION
4.31**

*Appendix 1: NOACs KPI for visits per head of population for 2019 was based on the 2016 census population for County Cork of 417,211. This gave visit per head of population of 3.43. The figure in this report is based on the post transition population of County Cork 332,255. It relates to the 25 branches and 4 mobiles remaining after the transition.

LIBRARY LOCATIONS



BAILE BHUIRNE

026-45058 leabharlannbhailebhuirne@corkcoco.ie

BANDON

023-44830 bandonlibrary@corkcoco.ie

BANTRY

027-50460 bantrylibrary@corkcoco.ie

CARRIGALINE

021-4371888 carrigaline.library@corkcoco.ie

CASTLETOWNBERE

027-70233 castletownberelibrary@corkcoco.ie

CHARLEVILLE

063-89769 charleville.library@corkcoco.ie

CLONAKILTY

023-34275 clonakiltylibrary@corkcoco.ie

COBH

021-811130 cobh.library@corkcoco.ie

DUNMANWAY

023-55411 dunmanwaylibrary@corkcoco.ie

FERMOY

025-31318 fermoylibrary@corkcoco.ie

KANTURK

kanturklibrary@corkcoco.ie

KINSALE

021-4774266 kinsalelibrary@corkcoco.ie

LIBRARY H.Q.

(021) 4546499

Lending H.Q. corkcountylibrary@corkcoco.ie

Local Studies: localstudieslibrary@corkcoco.ie

Schools Library: schools.library@corkcoco.ie

MACROOM

026-42483 macroomlibrary@corkcoco.ie

MALLOW

022-21821 mallow.library@corkcoco.ie

MIDLETON

021-4613929 midletonlibrary@corkcoco.ie

MILLSTREET

029-21920 Millstreet.library@corkcoco.ie

MITCHELSTOWN

025-24325 Mitchelstown.library@corkcoco.ie

NEWMARKET

029-61090 newmarketlibrary@corkcoco.ie

OILEÁN CLÉIRE

028-41006 cleirelibrary@corkcoco.ie

PASSAGE WEST

021-4863727 Passagewest.library@corkcoco.ie

SCHULL

028-28290 Schull.library@corkcoco.ie

SHERKIN ISLAND

028-20009 Sherkin.library@corkcoco.ie

SKIBBEREEN

028-22400 Skibbereen.library@corkcoco.ie

YOUGHAL

024-93459 Youghal.library@corkcoco.ie

MOBILE LIBRARIES

Mobile North 0858518932 mobilelibrary.north@corkcoco.ie

Mobile South 0858518967 mobilelibrary.south@corkcoco.ie

Mobile East 0864603287 mobilelibrary.east@corkcoco.ie

Mobile West 086816013 westcorkmobile@corkcoco.ie





Comhairle Contae Chorcaí
Cork County Council

A photograph of a woman with long blonde hair and a young girl with blonde hair in a ponytail, both looking at books on a library shelf. The woman is wearing a grey sweater and the girl is wearing a pink dress over a white shirt. The background is filled with colorful books on shelves.

LIBRARY SERVICE DEVELOPMENT PLAN

2020-2025