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# NOTICE OF MEETING

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**CABINET MEMBER FOR CULTURE, LEISURE AND SPORT**

**FRIDAY, 10 JULY 2015 AT 9.00 AM**

**CONFERENCE ROOM A - 2<sup>ND</sup> FLOOR, CIVIC OFFICES**

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**CABINET MEMBER FOR CULTURE, LEISURE AND SPORT**

Councillor Linda Symes (Conservative)

## **Group Spokespersons**

Councillor Lee Hunt, Liberal Democrat

Councillor Julie Swan, UK Independence Party

Councillor Yahiya Chowdhury, Labour

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(NB This Agenda should be retained for future reference with the minutes of this meeting.)

Please note that the agenda, minutes and non-exempt reports are available to view online on the Portsmouth City Council website: [www.portsmouth.gov.uk](http://www.portsmouth.gov.uk)

**Deputations by members of the public may be made on any item where a decision is going to be taken. The request should be made in writing to the contact officer (above) by 12 noon of the working day before the meeting, and must include the purpose of the deputation (for example, for or against the recommendations). Email requests are accepted.**

## **AGENDA**

- 1 Apologies for absence**
  
- 2 Declarations of Interest**

**3 Museums Documentation Policy (Pages 1 - 12)**

Purpose of report

To present the Portsmouth Museums Documentation Policy.

**RECOMMENDED**

- (1) That the draft Portsmouth Museums Documentation Policy be approved.**
- (2) That a Documentation Plan is developed to drive the operation of this Policy.**

**4 Portsmouth Museums Annual update (Pages 13 - 22)**

Purpose of report

To review the achievements of Portsmouth Museums in 2014/15 and present an action plan for the year ahead. Portsmouth Museums' operational 'plan on a page' is attached at Appendix 1.

**RECOMMENDED**

- (1) The achievements of Portsmouth Museums in 2014/15 are noted.**
- (2) Work on the development phase of Transforming the D-Day Museum continues as a priority for the service and the round 2 application to the Heritage Lottery Fund is submitted in October 2015.**
- (3) Assessments are obtained for the city's Natural History and the Edward King painting collection.**
- (4) The community engagement project is developed for Paulsgrove High Street and funding sought.**
- (5) The family-friendly 'Children's TV' touring exhibition is delivered at Portsmouth Museum.**
- (6) Volunteers are recruited and trained to work in frontline roles to support paid staff and add value to the visitor experience.**
- (7) That the decision to award a new catering concession at Southsea Castle is delegated to the Director of Finance and Information Services and the Director of City Development and Culture following a financial appraisal of the proposal.**
- (8) Welcome Host Portsmouth Gold, or equivalent, is pursued for all permanent frontline staff and that we achieve the 'Great China Welcome' charter for all museum sites.**

**5 Library and Archives Annual Update Report 2015/16 (Pages 23 - 30)**

Purpose of report

- (1) To update and inform the Cabinet Member for Culture, Leisure and Sport of the work carried out by the Portsmouth Library and Archive Services in the last twelve months, i.e. 2014/15.
- (2) To update on the activities undertaken to address the recommendations for action agreed in the 2014 Libraries Update Report.
- (3) To make recommendations for additional actions to be undertaken in Portsmouth Libraries and Archives in line with the Business Plan for the period 2015/16

**RECOMMENDED**

- (1) That the updates to the agreed actions from the Portsmouth Libraries Annual Update Report 2013/14, shown at 3 be noted.**
- (2) That the following actions and activities be carried forward from the 2014/15 Portsmouth Libraries Update Report to be delivered or continued in 2015/16:**
  - **That Arts Council England Capital Funding be sought to develop the Central Library Administration block as a Literature Centre and IT Learning Zone.**
  - **Develop a digital "front end" for the archive and local history catalogue entries to improve access to the records by the public.**
  - **Continue to develop the health and wellbeing library offer including library engagement with Macmillan Cancer Support, development of dementia collections, vision impaired services and Books on Prescription.**
  - **Increase volunteer hours with the Library and Archive Services by 5% annually**
  - **Continue the delivery and development of the following annual events:**
    - **BookFest Book Festival**
    - **Portsmouth History Fair**
    - **Summer Reading Challenge**
    - **Portsmouth Book Awards for Picture Books, Shorter Novel and Longer Novel**
- (3) That the following recommendations be added to the Library Business Plan for the forthcoming year 2015/16:**
  - **Deliver 2015/16 budget savings.**

- **Apply for and achieve Archive Accreditation with National Archives**
- **Develop and deliver the Portsmouth Short Story competition as part of the BookFest Book Festival**
- **Explore the delivery of current archive photographic records, on-line to improve public access.**
- **Explore options and undertake procurement activity with on-line genealogical subscription sites to deliver digitisation and access to specified elements of the Portsmouth Archive record.**
- **Review the Mobile Library service offer and timetable**
- **Develop and agree a policy for the identification, safe storage and management of "Born Digital" archive for Portsmouth.**
- **Support the delivery of Universal Credits through Peoples Network access and staff support.**
- **Increase virtual library visits by 5% in the year 2015/16**
- **Explore the refurbishment of Cosham Library within existing budgets.**
- **Develop Friends Groups at Alderman Lacey, Cosham and North End Libraries**

## **6 Archive Development and Policies (Pages 31 - 46)**

### Purpose of report

The report presents three policies for approval which are required for Archive development and accreditation: the Archives Care and Conservation Policy, the Archives Collections Information Policy, and the Archives Access Policy. The report clarifies the legislation governing provision and the standards for accreditation.

### **RECOMMENDED that the Cabinet member**

- (1) Accepts the Archives Collections Care and Conservation Policy for implementation.**
- (2) Accepts the Archives Collections Information Policy for implementation.**
- (3) Accepts the Archives Access Policy for implementation.**

**7 Universal Information Offer Workforce Development Programme (Pages 47 - 54)**

Purpose of report

This report seeks to inform the Cabinet Member of the Society of Chief Libraries (SCL) digital workforce training carried out by all library staff; the importance of online skills and digital inclusion; the low level of digital inclusion and confidence in Portsmouth; the implementation of the programme through a series of staff training days; and the impact of the programme.

**RECOMMENDED**

- (1) That Library staff will work with relevant departments in the city council and liaise with other services in the city to facilitate the delivery of Universal Credit.**
- (2) That the Library Service will actively recruit and train volunteers, in autumn 2015 to assist Universal Credit applicants to open and manage their accounts on the library PC's.**
- (3) That newly-recruited library staff will undertake the Universal Information Offer Workforce Development Programme as part of their induction training.**

Members of the public are now permitted to use both audio visual recording devices and social media during this meeting, on the understanding that it neither disrupts the meeting or records those stating explicitly that they do not wish to be recorded. Guidance on the use of devices at meetings open to the public is available on the Council's website and posters on the wall of the meeting's venue.

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# Agenda Item 3



Portsmouth  
CITY COUNCIL

Agenda item:

**Title of meeting:** Culture, Leisure and Sport Decision Meeting

**Date of meeting:** 10 July 2015

**Subject:** Museums Documentation Policy

**Report by:** Director of Culture and City Development

**Wards affected:** All

**Key decision:** No

**Full Council decision:** No

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## 1. Purpose of report

1.1 To present the Portsmouth Museums Documentation Policy.

## 2. Recommendations

**2. That the draft Portsmouth Museums Documentation Policy be approved.**

**2.2 That a Documentation Plan is developed to drive the operation of this Policy.**

## 3. Background

3.1 A Documentation Policy is an essential tool as part of an effective collections management framework for the museums service. It states the aims and methods for the documentation and recording of its collections. Effective documentation of collections is achieved through working practices, creation and maintenance of electronic and paper records guided by the policy statements.

3.2 The Policy provides guidance for staff and decision making in the area of collections documentation. It encourages public confidence in the museum as a suitable repository for collections items.

3.3 The Documentation Policy is one of the key documents museums are required to submit to Arts Council England (ACE) as part of the Accreditation return.

3.4 The aims of the Accreditation scheme, as laid down by ACE are: to encourage all museums and galleries in the UK to achieve agreed standards in how they are run, how they manage their collections and the experience of users.

3.5 Museums are required to reapply every four or so years. It is a continuous process, the Accreditation standards are evolving requirements.

They are designed to drive improvement and development within the museum sector so each round demands more of the applicant organisations. The service achieved full Accreditation for all its sites in previous applications, most recently in 2007. We submitted our new application in April 2015 with the Documentation Policy sent as a draft document.

#### **4. Reasons for recommendations**

- 4.1 A Documentation Policy is a vital tool in a collections management framework. It provides staff with guidance, ensures that council resources are not wasted in undirected measures endorsing the principles of 'value for money' and the appropriate management of public funds.
- 4.2 The various elements of a Documentation Policy are essential parts of audit procedures and control, permitting us to account for the collections items in our care.
- 4.3 A Documentation Policy is one of the required documents to support an application for Accreditation for the museum service. ACE requires that such a document has formal approval by the governing body.
- 4.4 Accreditation is a 'passport' to many services and funding streams from external bodies such as the Heritage Lottery Fund (HLF). Grants from several external organisations demand full Accreditation status as a condition for grant-aid. It also encourages joint working within and between organisations such as when borrowing items from other institutions.
- 4.5 Full Accreditation status provides proof that the museum meets a professionally recognised quality standard that serves as an authoritative benchmark for assessing performance and that the museum operates ethically and professionally, promoting public confidence in the service.
- 4.6 A Documentation Plan describes current practice and identifies areas improvement and action.

#### **5. Equality impact assessment (EIA)**

- 5.1 An equality impact assessment is not required as the recommendations do not have a negative impact on any of the protected characteristics described in the Equality Act 2010.

#### **6. Legal Implications**

- 6.1 The report addresses all relevant legal issues in respect of the Policy.

#### **7. Director of Finance Comments**

- 7.1 The Collections Documentation Policy outlines the policy for the documentation of the museum collections and is one of the core policies included in the Portsmouth



Museum Collections Management framework. The policy is a requirement for the Accreditation Scheme for museums and its operation forms part of the core museum Service.

- 7.2 The funding for the operation of this will continue to be met from existing budget resources.

.....  
 Signed by:  
**Stephen Baily**  
**Director of Culture and City Development**

**Appendices:**

Appendix A: Museums Collections Documentation Policy

**Background list of documents: Section 100D of the Local Government Act 1972**

The following documents disclose facts or matters, which have been relied upon to a material extent by the author in preparing this report:

<b>Title of document</b>	<b>Location</b>
Arts Council England Accreditation Standard	Electronic download, Collections Manager's folder on 'w' drive
Benchmarks in Collections Care for Museums, Libraries and Archives. A Self-Assessment Checklist, 2011	Electronic download, Collections Manager's folder on 'w' drive
SPECTRUM: The UK Museum Collections Standard, version 4, 2011	Electronic download, Registrar's folder on 'L' drive
PAS (Publically Available Specification) 197:2009	Hard copy, Collection Manager's office, Portsmouth Museum

The recommendation(s) set out above were approved/ approved as amended/ deferred/ rejected by cabinet Member for Culture, Leisure and Sport on 10 July 2015.

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 Signed by:  
**Cabinet Member for Culture, Leisure and Sport**

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## **Culture and City Development**

# **Collections Documentation Policy**

**2015 - 2020**

Portsmouth Museums  
Governing body: Portsmouth City Council

Approved on:

Review date: March 2020

# Collections Documentation Policy 2015 - 2020

## 1. Introduction

- 1.1 Portsmouth Museums collections are a magnificent resource that we hold for the people of Portsmouth and for visitors to our city. They contribute to current city council policies and strategies and will continue to make major contributions to the cultural life of the city.
- 1.2 This document outlines the policy for the documentation of the collections. It is part of Portsmouth Museums Collections Management framework which also includes the Collections Development Policy and Plan, Collections Care and Conservation Policy and Plan, list of relevant legislation and standards, SPECTRUM download and the Procedures Manual.
- 1.3 A Collections Documentation Policy (CDocP) informs the work undertaken in documenting the museum's collection ensuring that the museum fulfils its responsibilities in relation to security, management and access to the city's collections by
- Improving accountability for the collections
  - Maintaining at least minimum professional standards in documentation
  - Enabling access to collections and associated information for staff and volunteers through the database
  - Extend access to objects and their associated information for the public
  - Strengthen the security of the collection

It is a required element for the Accreditation Scheme for museums and every museum should be able to say what the collections they hold and their location as part of public accountability.

- 1.4 The CDocP ensures that material is documented according to a recognised strategy, meeting national standards and with due regard to constraints upon the service, and serves as a reference document to guide decision making.

## 2. Strategic Context

### Portsmouth Museums statement of purpose

Our purpose is to contribute to the vision for Portsmouth as the great waterfront city. We aim to do this by using the collections as a resource or tool to deliver the wider corporate agenda to the benefit of individuals, communities and the city itself. We believe that the inspirational, yet relevant, nature of our collections means that Museums and Archives are particularly well placed to deliver outcomes relating to learning, skills and wellbeing and high quality attractions offering excellent customer care. We understand that to achieve this the city's collections must be well cared for, organised and documented and that we have to

ensure that we retain for this and future generations the artefacts and records that matter most. We acknowledge that making such decisions is not easy.

We aim to ensure that the city's collections are available onsite, offsite and online.

This section of the policy briefly describes how the CDocP will be used to meet the Museums Strategy and support the Collections Development Policy.

The Portsmouth Museums Service Strategy 2015-2020 identifies 6 key aims for the service:

- Reflect the diversity of the city's culture and communities in our visitors and offer
- Provide inspirational opportunities for people to enjoy and learn from collections
- Build the profile and reputation of the Great Waterfront City by showcasing the national and international heritage of the city, and delivering excellent customer care
- Ensure sustainability and resilience through an entrepreneurial approach to income generation and partnerships
- Create a learning culture across the service to develop and empower staff
- Develop new audiences using digital technology

Through implementing the CDocP and maintaining the highest standards of collections documentation the service will make the city's collections widely available to communities to enjoy and learn from. By being able to easily locate and make accessible relevant objects and archive material and their associated information we can improve the experience of enquirers and researchers. Exhibitions and externally funded projects working with our communities can also be more easily supported.

Good collections documentation will also allow us to clearly identify how we represent our communities, identify gaps and support more targeted collecting.

The service can contribute directly to building the profile and reputation of our Great Waterfront City by showcasing the wealth of national and international heritage of the city. Accurate and accessible records of the collection and rigorous loan controls will enable us to lend high profile objects and images to both national and international venues, increasing Portsmouth's visibility. Adhering to national standards will mean that the service can borrow prestigious material from external organisations, making them accessible to our local communities and audiences.

Collections have the power to contribute directly to the sustainability and resilience of the service by supporting income generation and partnerships with other organisations. Through better collections knowledge we can licence a wider range of our images for reproduction or for merchandising, making them available

for people to share and enjoy in new ways. We will be able to support partners to achieve their aims.

Digital engagement with collections is becoming increasingly important, whether through online catalogues or through social media. Many of those interacting in this way are new audiences and this is an area that will be growing. The CDocP will help us to ensure that the quality of information accompanying digitised collections is of a good standard and will allow people direct access to that information.

### **3. Ethics, Legislation and Standards**

In its documentation work the service is bound by several pieces of national and international legislation as laid out in the Collections Development Policy. The following pieces of legislation listed below are specifically relevant to documentation.

- *Data Protection Act 1998*
- *Freedom of Information Act 1998*
- Museums Association Code of Ethics
- *Copyright and Designs Patent Act, 1988* and subsequent amendments
- *Code of Practice on Archives for Museums and Galleries in the United Kingdom* (third edition, 2002).

The service will follow the standards for collections information laid down in PAS 197:2009 *Code of Practice for cultural collections management*.

The museums service will follow all relevant professional standards for documentation as laid out in SPECTRUM, the UK collections management standard. This is recognised nationally and internationally as the primary specification for collections management activity in museums.

Specifically, the service will meet the minimum standards for the SPECTRUM primary procedures, these are as follows:

- Object Entry **(S1)**
- Acquisition **(S2)**
- Loans in **(S3)**
- Loans out **(S4)**
- Location and movement control **(S5)**
- Cataloguing **(S6)**
- Object exit **(S7)**

#### **S1 Object Entry**

- deposits of objects or archives will be accepted for consideration for accessioning into the collections, loans for copying or display or for identification

- no object or archive should be deposited without the authorisation of a member of the collections team
- an entry form must be completed for all deposits and a receipt issued to the depositor
- objects or archives not accepted into the collections should be returned to the depositor. If the depositor cannot be contacted after a period of no less than 4 months of the date on the entry form PCC (i.e. the governing body) reserve the right to dispose of the item(s) as stated in the conditions set out on the entry form.
- objects or archives left for identification and not collected after a period of no less than 4 months of the date on the entry form will be disposed of as stated in the conditions set out on the entry form

## **S2 Acquisition**

- criteria for acquisition are laid out in the Collections Development Policy 2013-2018
- transfer of title for all objects and archives will be sought in writing upon acquisition and copyright status clarified

## **S3 Loans In**

- loans in will only be accepted as laid out in the Collections Development Policy
- loans in will be recorded using a loans in agreement as specified by Portsmouth Museums
- all loans in will have their condition noted on receipt to limit liability to PCC in case of damage

## **S4 Loans Out**

- requests for loans out will be considered provided that the object(s) or archives are in a suitable condition and are not required for display or other use by Portsmouth Museums
- objects and archives may be loaned to other Accredited museums. Other organisations and venues will be considered, providing they meet the necessary standards for the care of objects.
- each application will be considered on its own merits and may require formal agreement by the Cabinet Member for Culture, Leisure and Sport
- loans out will only be made if standard conditions of loan are met and in most cases will require the satisfactory completion of a facilities report and/or security supplement report
- all reasonable costs incurred in the preparation of items for loan will be recovered from the borrowing organisation

## **S5 Location and movement control**

- an up to date location record will be maintained for all objects and archives in the collection

- a movement ticket must be completed for any object or archive move of more than 24 hours duration whether within the service or to an external site
- all storage areas must be locked at all times when not occupied
- objects on display must be within securely locked cases or fixed in a secure manner to walls or screens
- inventories must be maintained for all items on display

### **S6 Cataloguing**

- new acquisitions will be catalogued as soon as possible and within not more than six months after acquisition

### **S7 Object exit**

- object exit will adhere to the guidelines as laid out in the Collections Development Policy
- all accessioned objects and archives permanently leaving the museum service will have a formal report and exit form completed recording the reasons for disposal and the method used.
- appropriate authorisation must be given for each permanent exit

## **4. Accountability**

Accountability principles for museums were laid down by the Museums and Galleries Commission (MGC) in 1993. The principles are that a museum should know at any time exactly for what it is legally responsible (loans as well as permanent collections), and where each item is located.

These principles also conform to the requirements of PCC internal audit.

## **5. Access to Collections Information**

The museum service is committed to documentation that allows access to information about the collections it holds and that this information is available as widely as possible within the restraints of relevant legislation. This includes to the following users:

- museum and other PCC staff
- academic researchers
- leisure interest researchers
- school and college students
- authors
- volunteers
- elected members



## **6. Security of Collections Information**

The museum service is committed to ensuring the physical security of the records in its documentation systems, electronic and manual, and the long-term preservation of those records. This will be achieved in the following ways:

- collections information will be recorded on Portsmouth Museums collections management system
- the system will be maintained by Portsmouth City Council IS services and through subscription to the Modes Users Association
- regular back-ups will be made of the electronic database by PCC IS services and by the collections staff
- Additional security will be provided by having separate copies of the database held on secure laptops independent of the network copy
- regular updating and review of museum database software to ensure long term accessibility and readability
- paper records will be stored securely in a central registry and relevant information added as necessary
- data from the database will only be transferred using encrypted devices
- laptops holding separate copies of the database must be encrypted and stored securely while away from the museum premises

## **7. Intellectual Security of Collections Information**

The Museum service is committed to ensuring the intellectual security of the records in its documentation systems whilst complying with Freedom of Information (FOI) and promoting research and access. This will be achieved in the following ways:

- adherence to the requirements of the Data Protection Act
- observing copyright regulations and respecting the rights of copyright holders
- respecting moral and intellectual rights in published and unpublished material

## **8. Review**

**8.1** The Collections Documentation Policy will be published and reviewed from time to time, at least once every five years. The date when the plan is next due for review is noted below.

**8.2** This policy was drafted between March and April 2015

**8.3** This policy was approved by the governing body on

**8.4** The policy will be due for review in March 2020

Ref: KCB - Museums/2015 Accreditation/Collections Documentation Policy 2015-2020

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# Agenda Item 4



Portsmouth  
CITY COUNCIL

Agenda item:

**Title of meeting:** Culture, Leisure and Sport Decision Meeting

**Date of meeting:** 10 July 2015

**Subject:** Portsmouth Museums Annual Update

**Report by:** Director of Culture and City Development

**Wards affected:** ALL

**Key decision:** No

**Full Council decision:** No

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## 1. Purpose of report

1.1 The purpose of the report is to review the achievements of Portsmouth Museums in 2014/15 and present an action plan for the year ahead. Portsmouth Museums' operational 'plan on a page' is attached at Appendix 1.

## 2. Recommendations

2.1 The achievements of Portsmouth Museums in 2014/15 are noted.

2.2 Work on the development phase of Transforming the D-Day Museum continues as a priority for the service and the round 2 application to the Heritage Lottery Fund is submitted in October 2015.

2.4 Assessments are obtained for the city's Natural History and the Edward King painting collection.

2.5 The community engagement project is developed for Paulsgrove High Street and funding sought.

2.6 The family-friendly 'Children's TV' touring exhibition is delivered at Portsmouth Museum.

2.7 Volunteers are recruited and trained to work in frontline roles to support paid staff and add value to the visitor experience.

2.8 That the decision to award a new catering concession at Southsea Castle is delegated to the Director of Finance and Information Services and the Director of City Development and Culture following a financial appraisal of the proposal.

**2.9 Welcome Host Portsmouth Gold, or equivalent, is pursued for all permanent frontline staff and that we achieve the 'Great China Welcome' charter for all museum sites.**

3. Background

3.1 **Review of 2014/15**

The review focuses on the recommendations made in the update presented in 2014 as follows:

3.1.1 **Transforming the D-Day Museum (TDDM)**

Projects relating to the D-Day Museum were the priority for 2014/15:

The successful outcome of the (round 1) bid to the Heritage Lottery Fund for funding to transform the D-Day Museum was announced in May, just in time for the D-Day 70 commemorations. Museum staff are now working on the development phase (see 'plan on a page' at Appendix 1), with the support of a team of external specialists, with the aim of submitting the round 2 bid in early October 2015. If all goes to plan the 'new' museum will open in 2017 as originally envisaged.

Related projects are complete or nearly complete (D-Day+Youth and D-Day 70 'Launching the Invasion'). An Armed Forces Community Covenant funded project, which complements the TDDM project, will start shortly (and involves a community engagement element as well as an assessment of the significance of the D-Day Museum Collections).

3.1.2 **Excellent welcome and service (Plan on a Page (PoP)1)**

Improving the welcome visitors receive at our Museums is central to our operation. Over the last 12 months we have carried out regular customer care training for front of house staff and are adopting a new Customer Charter for the service which links to PCC's Guiding Principles. The Visitor Information and Museum Services are now fully integrated.

3.1.3 **Collection care and documentation (PoP2)**

Accreditation (the national standard for museums in England) was the priority in this area of activity. It involved the revision and production from scratch of a range of policy and other documents - including the Museums Strategy - as well as completing a comprehensive application form for each of the council's six museums (including Southsea Castle). The applications were submitted on time in April 2015. The result will be known in September or thereabouts.

Remedial conservation work has continued on the Gas Engines at Eastney Beam Engine House with funding provided by Rolls Royce and the support of volunteers. The significance of the D-Day Collection will be assessed as part of Transforming

the D-Day Museum. Assessment of the Natural History and Edward King Collections has yet to take place.

#### 3.1.4 Relocation of the Museum Archive (PoP4)

This was successfully completed as part of the wider project to relocate the city's archive and vacate the old records building. A significant outstanding task is to update location details on the museums database for the items that have been relocated.

#### 3.1.5 Community engagement and participation (PoP5)

The most significant activity in this area was the delivery of the First World War community project and exhibition *Lest We Forget*. This was an HLF funded project, that worked with community groups across the city, and was the first time that the service had successfully recruited volunteers in any number to act as gallery guides.

The other projects listed have been delivered with varying degrees of success. The events to be delivered by the Doyle PhD Student (Doctoral Collaborative Award with the University of Portsmouth) have been delayed due to other service priorities. The wellbeing / dementia project has still to be completed.

#### 3.1.6 Volunteer development (PoP6)

We have continued to involve museum volunteers in museum activities. Frontline opportunities have been developed particularly as part of *Lest We Forget* and at Cumberland House where volunteers were on site every day of the summer holidays. Such opportunities will be developed further linked to the reduction in service costs.

#### 3.1.7 Increased income generation (PoP7)

Following the licensing of venues for weddings (Castle Keep, Esther Room at Portsmouth Museum, Dickens' Birthplace) we sold 4 weddings in 2014/15 and have a further 15 booked for 2015/16 - predominantly at the Castle where we also have an additional 6 evening only reception events. The retail team have re-merchandised the shops at each site, focussing on gifts themed to the different Museum offers.

#### 3.1.8 Develop school offer (PoP8)

120 natural history loans boxes (mostly containing single specimens of birds) were refreshed, catalogued and re-launched as 'Wonder Boxes'. The launch took place at Cumberland House. The next phase will focus on early history and geology boxes (fitting with the changes to the national curriculum).

#### 3.1.9 Exhibitions and Events (PoP9)

Last year the service delivered: *An A-Z of Natural History* at Cumberland House; a rehang of the Picture Gallery, *Where are you going*, at Portsmouth Museum and *A Hard Choice*, celebrating 35 years of Collection Manager Rosalinda Hardiman's work on the city's collections. The latter attracted a £10,000 award from the Heritage Lottery Fund which will enable the service to provide an enhanced programme of activities during 2015.

### 3.2. Visits

Over 300,000 visits were achieved in 2013/14, although overall there was a drop in visits of 3% (9,146 visits) with reductions of over 20% at both Portsmouth Museum (20,037 visits) and Southsea Castle (24,068 visits) largely offset by increased numbers at the D-Day Museum and Cumberland House. The reduction in visits at Portsmouth Museum reflects the community focused and less popular content of the temporary exhibitions (ie Tricorn and WW1 Lest We Forget versus Teddy Bears and Secret Egypt). The reason for the reduction at Southsea Castle is less clear. However, the new Mary Rose Museum opened the previous year which may have resulted in an uplift of visits to Southsea Castle which was not sustained into 2014/15.

The museums' websites received a total of 694,000 visits (sessions); facebook pages a total of 8,900 likes (mostly D-Day and Portsmouth Museums) and twitter 7,200 followers (mostly D-Day Museum).

**3.2.1 Please note** that the developments and projects described above occur in the context of on-going activities including the day to day operation of our sites, the delivery of our schools and events programmes, supervision of over 100 volunteers, responding to enquiries and ongoing work to improve standards of collection stewardship.

## 4. Reasons for recommendations

- 4.1 The activities and projects recommended for approval reflect the key aims (KA) and priorities identified in the recently approved Portsmouth Museums Strategy. The operational plan on a page (PoP, Appendix 1) includes a number of further projects.
- 4.2 The service priority is **Transforming the D-Day Museum** (recommendation 2.2). A number of tasks and documents have to be completed as part of the round 2 application to the Heritage Lottery Fund including consultation with stakeholders and the general public to inform the Activity Plan (see Plan on a Page (PoP) for list). The aim is to get the bid in by the early October 2015 deadline.
- 4.3 The Armed Forces Community Covenant is providing additional funding to carry out a community engagement project based on the theme of 'make do and mend'. The evaluation will feed into the Activity Plan. The D-Day Museum is also participating in the 'A Culture of Philanthropy' project which will develop our fundraising skills over the next two to three years.

- 4.5 Our aspirations for the D-Day Museum directly contribute to the Key Aim: *Build the profile and reputation of the Great Waterfront City by showcasing the national and international heritage of the city, and delivering excellent customer care* (KA3). The project will also deliver to Key Aims related to Diversity (KA1), Learning (KA2) and Sustainability and Resilience (KA4).
- 4.6 As part of delivering opportunities for learning (KA2), and ensuring that limited resources are used to maximum effect and benefit, the service needs to ensure that the collections it holds remain relevant and well cared for. The city's **natural history collection** will therefore be assessed to ascertain its significance and to quantify and cost the resources needed to ensure it is fully documented and properly stored. This work has been outstanding for a number of years and is subject to external funding. The **Edward King collection** of paintings, including those of the effect of the blitz on the city, will be assessed to establish the condition of each painting and any remedial conservation work required (recommendation 2.4). Work on D-Day related material (Including the Overlord Embroidery) will be picked up as part of the Transforming the D-Day Museum project.
- 4.7 Museum related activity has been identified by the Scrutiny Panel for Economic Development, Culture and Leisure as a means of **revitalising local high streets** (in a similar way to that demonstrated by Southsea Library, recommendation 2.5). Paulsgrove has been identified as a potential location and a project under development with officers from Community Support. From a museums perspective this initiative gives us the opportunity to work with a community under-represented in the city's museum collections and reach new and under-developed audiences thus ensuring that museum audiences are diverse and reflect the communities we serve (KS1).
- 4.8 **Children's TV** - a touring exhibition produced by the Herbert Gallery, Coventry - will open at Portsmouth Museum in October 2015 (recommendation 2.6). The exhibition is targeted at families and supports our aim of reaching the city's moderate means demographic through provision for the family audience (KS1). This will be the final temporary exhibition hosted by the museum as the service's focus is re-directed to improving permanent exhibitions and complementary programming with the emphasis on the D-Day Museum as described above.
- 4.9 The service is committed to increased involvement of **volunteers** as a means of improving services as well as enabling participants to gain new skills and experience (KA2). Our priority is to increase the number of volunteers working in frontline roles in order to support staff, improve customer care and make savings (recommendation 2.7).
- 4.10 The **catering concession for Southsea Castle** provides a significant income stream for Portsmouth Museums (KA4). Following Yellow Kite's termination of the lease we are going through a full procurement process to find a new service provider (recommendation 2.8). The concession has been let on a temporary basis for the current (2015) season.

- 4.11 To develop the skills and knowledge of museum staff and thus improve standards of customer care we propose to pursue Welcome Host Gold for permanent frontline staff and the Great China Welcome charter (recommendation 2.9). This contributes to KA5 which is: *Creating a learning culture across the service to develop and empower staff.*
- 4.12 This year will see the relocation of the council's Archives from Old Records to Central and Southsea Libraries. Integral to this project is the relocation of material from the museum's collections currently stored with the Archives (Recommendation 2.9).

This includes: unframed works on paper (art / local history), museum archives (ephemera and military history), photographs (local and military history) the herbarium and relocation of the costume and textiles collection. This work contributes to CDC Outcome 1.

- 4.13 Maintaining services through improved income generation is essential for the future resilience and sustainability of the service. To facilitate this it would be helpful to empower staff to take decisions regarding ad hoc / one-off opportunities such as the share of ticket income for a special event delivered in partnership with another organisation (Recommendation 2.10). This contributes to CDC Outcome 6.

## **5. Equality impact assessment (EIA)**

- 5.1 An equality impact assessment is not required as the recommendations do not have a negative impact on any of the protected characteristics as described in the Equality Act 2010.

## **6. Legal implications**

- 6.1 With the exception of the matters noted below there do not appear to be any legal issues arising from this report.

- 6.2 The exceptions are:

- that appropriate safeguards are taken to ensure that all items loaned by the museum are covered by insurance; and
- that where income sharing is proposed an appropriate level of agreement is entered into to make the division clear.

## **7. Director of Finance's comments**

- 7.1 The actions contained within this report have or will be implemented within the approved financial resources for the Museums Service.

- 7.2 Volunteer hours will supplement the existing staff resources providing valuable additional support for the service.

- 7.3 A summary of the grant income received to support these activities is shown below:





Project	Funding Source	Amount	Period
D-Day 75. Transformation of museum, creation of heritage network and an inspiring new programme of activities.	Heritage Lottery Fund - Development Stage	£224,900	2014-2017
	Heritage Lottery Fund - Delivery Stage	£3,844,500	
D Day 75. Supporting and complementing the D Day 75 Project above.	Armed Forces Covenant	£15,000	2015
D-Day+ Youth. Engage the city's young people in the D-Day Museum. Delivered in partnership with Pompey in the Community.	Arts Council England	£90,000	May 2013 - June 2014  41791
D-Day Launching the Invasion. Provide a range of activities for the 70th Anniversary of the D-Day landings including a conference and community projects	Heritage Lottery Fund	£91,500	July 2013 - Sep 2014
Lest We Forget. Community engagement project and exhibition commemorating the start of the First World War.	Heritage Lottery Fund	£97,400	Oct 2013 - Feb 2015
Eastney Beam Engine House - Conservation work	Rolls Royce	£3,000	2014/15
A Hard Choice Exhibition	Heritage Lottery Fund	£10,000	2014/16
<b>TOTAL</b>		<b>£4,376,300</b>	

.....  
Signed by:  
**Stephen Baily**  
**Director of Culture and City Development**

**Appendices:**

Appendix A: Portsmouth Museums Operational Plan 2015/16 on a Page

**Background list of documents: Section 100D of the Local Government Act 1972**

The following documents disclose facts or matters, which have been relied upon to a material extent by the author in preparing this report:

Title of document	Location
EDCL Scrutiny Panel Report: revitalising local high streets and shopping areas in the city. 18 March 2015	PCC website
Response to EDCL Scrutiny Panel Report (above). 11 June 2015	PCC website.

The recommendation(s) set out above were approved/ approved as amended/ deferred/ rejected by Cabinet Member for Culture, Leisure and Sport on 10 July 2015.

.....  
Signed by:  
**Cabinet Member for Culture, Leisure and Sport**

Culture and City Development - Portsmouth Museums  
Operational Plan 2015/16 on a Page

Activity	Museum Strategy Key Aims	Lead	Timescale	Funded by
<b>1. Deliver Transforming the D-Day Museum (TDDM) in partnership with users and stakeholders</b>				
Deliver development phase TDDM including: <ul style="list-style-type: none"> <li>Activity Plan</li> <li>Conservation Plan</li> <li>Business Plan</li> <li>Management and Maintenance Plan</li> <li>Fundraising Plan</li> <li>HLF application</li> </ul>	KA3, KA1 to KA6	JM JW (external Project Manager + project team)	Sept 2015	HLF PCC
Submit Round 2 bid		JM JW	Oct 2015	HLF PCC
Support D-Day Museum Trust with fundraising activity	KA4	JM AW	Ongoing	PCC SLA
Deliver Armed Forces Community Covenant funded project	KA1	JM (external provider)	Oct 2015	AFCC
<b>2. Continuously improve standards of collection care and documentation, review and assess collections to enhance public access and engagement</b>				
Respond to any issues arising from recent submission of Accreditation Application (KA3)	KA2	ALL	tbc	NA
Complete inventory work and eliminate recent backlog (local history collection)		KB	Dec 2015	NA
HER - quantify extent of backlog, service planning requests		JMa	????	Planning
Obtain assessments for Natural History, and Edward King Collections		JM CA	March 2016	Subject to funding
<b>3. Broaden involvement through special projects which take place in the community and the museum</b>				
Work up plans and obtain funding for the Paulsgrove Vacant Shops initiative.	KA1	JM with RM (Community)	Dec 2015	Subject to funding
Complete 'wellbeing' / dementia project with QA Hospital	KA1	NT	July 2014	Dept Health award to QA
Deliver CDA project for Doyle Colln - incl specific community elements	KA3	JM	Sept 2016	AHRC award to Uni of Portsmouth
Deliver 'Mess at the Museum' in partnership with Inde & Wellbeing Team	KA1	TT	Sept 2015	AFCC funding to Adult Social Care

<b>4. Continue to target families as a means of engaging the moderate means demographic</b>				
Deliver Children's TV exhibition	KA1	DR	Oct 2015	Museum
Work up plans for permanent exhibition to replace temporary exhibition gallery in consultation with families	KA1	tbc	Mar 2015	Museum
<b>5. Improve marketing of programmes, emphasising the Museum Services brand in all that we do</b>				
Participate in Visitor Finder (Audience Agency initiative), x3 sites including D-Day	KA3	JS	Mar 2016	Museum
<b>6. Provide lifelong learning opportunities within and beyond museum buildings that engage learners of all styles and ages, informal and informal education, including skills development</b>				
Deliver complementary programmes for A Hard Choice, including 500 Pompey Words competition, and Jumbles and other journeys (linked to Where are you going?)	KA2	TT	Dec 2015	HLF Museum
Produce next set of Wonder Boxes featuring early history and geology			tbc	Museum
<b>7. Provide a range of volunteering opportunities to enable people to be involved, gain skills and extend the reach of the service</b>				
Increase use of volunteers in frontline roles to meet savings targets	KA2	AM	Oct 2015	Museum (nominal)
Continue to implement liV recommendations (newsletter, links with community projects)			Mar 2015	
<b>8. Ensure sustainability and resilience</b>				
Procure catering concession for Southsea Castle	KA4	JS	Mar 2016	NA
Generate an additional £10k through cash donations				
Participate in Culture of Philanthropy initiative		JM	Mar 2017	NA
<b>9. Diversify and increase workforce skills</b>				
Pursue Welcome Host Portsmouth Gold or equivalent for all permanent frontline staff	KA5	JS	Mar 2016	NA
Achieve Great China Welcome charter at all sites to enhance visits for this market			Mar 2016	NA
<b>10. Develop new audiences using digital technology</b>				
Appoint digital apprentice or similar	KA6	JM	Sept 2015	Museum
Audit sculpture collection in preparation for PCF access project		KB	Mar 2016	

# Agenda Item 5



Portsmouth  
CITY COUNCIL

Agenda item:

**Title of meeting:** Culture Leisure and Sport Decision Meeting

**Date of meeting:** 10 July 2015

**Subject:** Libraries and Archives Annual Update Report 2015/16

**Report by:** Director of Culture and City Development

**Wards affected:** All

**Key decision:** No

**Full Council decision:** No

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## 1. Purpose of report

- 1.1 To update and inform the Cabinet Member for Culture, Leisure and Sport of the work carried out by the Portsmouth Library and Archive Services in the last twelve months, i.e. 2014/15.
- 1.2 To update on the activities undertaken to address the recommendations for action agreed in the 2014 Libraries Update Report.
- 1.3 To make recommendations for additional actions to be undertaken in Portsmouth Libraries and Archives in line with the Business Plan for the period 2015/16

## 2. Recommendations

- 2.1 **That the updates to the agreed actions from the Portsmouth Libraries Annual Update Report 2013/14, shown at 3 be noted.**
- 2.2 **That the following actions and activities be carried forward from the 2014/15 Portsmouth Libraries Update Report to be delivered or continued in 2015/16:**
  - 2.2.1 **That Arts Council England Capital Funding be sought to develop the Central Library Administration block as a Literature Centre and IT Learning Zone.**
  - 2.2.2 **Develop a digital "front end" for the archive and local history catalogue entries to improve access to the records by the public.**
  - 2.2.3 **Continue to develop the health and wellbeing library offer including library engagement with Macmillan Cancer Support, development of dementia collections, vision impaired services and Books on Prescription.**

**2.2.4 Increase volunteer hours with the Library and Archive Services by 5% annually**

**2.2.5 Continue the delivery and development of the following annual events:**

- **BookFest Book Festival**
- **Portsmouth History Fair**
- **Summer Reading Challenge**
- **Portsmouth Book Awards for Picture Books, Shorter Novel and Longer Novel**

**2.3 That the following recommendations be added to the Library Business Plan for the forthcoming year 2015/16:**

**2.3.1 Deliver 2015/16 budget savings.**

**2.3.2 Apply for and achieve Archive Accreditation with National Archives**

**2.3.3 Develop and deliver the Portsmouth Short Story competition as part of the BookFest Book Festival**

**2.3.4 Explore the delivery of current archive photographic records, on-line to improve public access.**

**2.3.5 Explore options and undertake procurement activity with on-line genealogical subscription sites to deliver digitisation and access to specified elements of the Portsmouth Archive record.**

**2.3.6 Review the Mobile Library service offer and timetable**

**2.3.7 Develop and agree a policy for the identification, safe storage and management of "Born Digital" archive for Portsmouth.**

**2.3.8 Support the delivery of Universal Credits through Peoples Network access and staff support.**

**2.3.9 Increase virtual library visits by 5% in the year 2015/16**

**2.3.10 Explore the refurbishment of Cosham Library within existing budgets.**

**2.3.11 Develop Friends Groups at Alderman Lacey, Cosham and North End Libraries**

### **3. Background**

Below, brief update reports are provided on the works completed and the activities undertaken for each of the agreed recommendations for action from the 2014/15 Libraries Annual Update report

**3.1 Relocate the archive store to the 1<sup>st</sup> floor above Southsea Library.**

**Update:** This was achieved within the agreed timescale and within budget. Building works to create the new Archive repository on the 1st floor Southsea Library was completed October 2015 and the relocation of the archive from the Record Office, Museum Road took place November 2014.

The services have begun delivery and volunteers and staff are working from the space, addressing the cataloguing backlog. A preliminary visit from National Archives has taken place, to assess the new repository in terms of the security, protection and access it affords to the city archive. The initial feedback has been very positive and, the service will work towards archive accreditation by the end of 2015.

- 3.2 That Arts Council England Capital Funding be sought to develop the Central Library Administration block as a Literature Centre and IT Learning Zone.

**Update:** This work is held over to 2015/16, awaiting clarity over the future use of the Central Library building and priorities for development.

- 3.3 Develop a digital "front end" for the archive and local history catalogue entries to improve access to the records by enquirers locally and internationally

**Update:** This work is held over to 2015/16 as the development of the repository space, and relocation of the archive has been the key priorities in this time period. The structure and presentation of the PCC website does not offer the facilities to deliver an accessible portal for different databases as required. . Alternatives will continue to be sought in 2015/16, within existing budgets.

- 3.4 Increase volunteer hours with the Library and Archive Services by 5% annually.

**Update:** Volunteer hours with the services has risen from 11,410 hours or 5.9 FTE to 12,422 hours or 6.5 FTE, an increase of 8.9%.

- 3.5 Continue the delivery and development of the following annual events:

- 3.5.1 BookFest, Book Festival. Following a successful festival in October and November 2014, this event will now move to the early Spring in response to feedback from attendees and event providers. The next Bookfest will take place in February/March 2016. The event, managed by Portsmouth Library Service, is seeking higher levels of community involvement and more independent groups and individuals delivering their own literary events in the future
- 3.5.2 Portsmouth History Fair. Two successful events have now been delivered in 2013 and 2014, with increased attendance and breadth of offer in year two. A third annual event will take place in summer 2015.
- 3.5.3 Summer Reading Challenge. This annual event continues to show a year on year increase in numbers, supporting children to continue reading through the long vacation to prevent and reverse the reading age dip that might otherwise occur. This initiative was reported to the Culture, Leisure and Sport Portfolio meeting December 2014.

3.5.4 Portsmouth Book Awards for Picture Books, Shorter Novel and Longer Novel. The books awards annually engage 3,400 + children as pupil judges in these three events that has very high participation from local schools. .These reader development activities take place for year 1, ye4ar 5 and years8/9, so that pupils are exposed to three high level reading events during their school careers.

3.6 Delivery of an e-books offer for library customers

**Update:** The procurement process has been completed and the contract awarded. Library and IS staff have worked together on technical implementation and staff training. A soft launch will take place during June 2015 and the formal launch and promotion will be in July 2015. The e-book service will be funded from the re-allocation of resources within the Library Book and resources fund. It will form part of the digital lending offer alongside Zinio magazines and Freegal Music downloads and streaming.

3.7 Deliver 2015/16 saving targets

**Update:** Savings have been achieved from a reduction and re-allocation of the Book and Resource fund and from a reduction in staff posts. A staff review and consultation began in December 2014, concluding February 2015. Following notice periods, the savings were achieved from late May 2015. It should be noted that this will produce a shortfall as the saving in salaries was required from April 2015

3.8 Deliver the Freegal music streaming service

**Update:** This new service was introduced in May 2014 and has proved very popular, delivering up to 3 hours a day free music streaming and 3 downloads per week. The monthly figures have risen from 225 downloads and 800 hours of streaming per month at the end of the last financial year to 773 downloads and 2,819 hours of streaming per month at the end of 2015. For the year 5,148 tracks were downloaded and there were 19,218 hours of music streaming. This service is replacing the music CD loan service which is now less popular with library members. Bookfund is no longer allocated to replenishing the CD loan service. service.

3.9 Deliver 2014/15 element of 1st World War commemorations

**Update:** Project work associated with “Lest We Forget” was successfully delivered. A Big City Read delivered in association with Portsmouth University, “When the guns fell silent” written by local author James Riordan, proved a popular activity with reading groups and other readers in winter 2014, reflecting the events of Christmas 1914. The paving outside Southsea Library has been designated to commemorate a 1<sup>st</sup> World War VC, Lt. Norman Holbrook with related biographical information inside the library.

3.10 Explore the delivery of current archive photographic records, on-line to improve public access.



**Update:** This has not been accomplished in 2014/15, due to priorities over the re-location of the archive and issues related to cataloguing backlogs, and the current absence of a digital portal to present the resources. Increased levels of volunteering will address some of these concerns and explorations of work with genealogical sites (2.3.5) will enable some materials to be accessed digitally.

3.11 Develop, promote and deliver the Mobile Library service

**Update:** The mobile library began service on 1<sup>st</sup> September 2014, delivering mainly to sites in the north of the city, at shopping centre, supermarkets and other community locations where people gather. The aim is to target areas of the city and communities, not well served by a static library. It has proved very popular, with monthly issues rising from 900 in September to 1,927 in March 2015. Overall the Mobile accounts for between 1.5 and 2% of all library issues. This is more than Portsea Library and only a little behind Paulsgrove Library. Some sites have proved extremely popular and others less so. A review of the timetable and services will take place in 2015

3.12 Explore and develop the health and wellbeing library offer including library engagement with Macmillan Cancer Support

**Update:** Funding of £147,134 was awarded from Macmillan Cancer Research in summer 2015 and the post of Health and Wellbeing Officer was recruited in October 2014. The Officer is working to build strategic partnerships and embed health and wellbeing in all areas of Library and archive delivery. Key activity includes the launch of dementia collections, building the Macmillan volunteer team, the vision impaired support and books on prescription. A full update report of the Library and Archive services work in Health and Wellbeing and the Macmillan funded project is being presented to the Culture Leisure and Sport Briefing Meeting 19 June 2015.

3.13 Support the delivery of Universal Credits through Peoples Network access and staff support.

**Update:** There has been a delay in the roll out of Universal Credit, due to factors beyond the control of the local authority. In preparation for this anticipated event which will impact the workloads for the library service points, all frontline library staff have undertaken The Society of Chief Librarians Universal Training Offer. A full report of this training delivery will go to the Culture Leisure and Sport Briefing Meeting 19 June 2015

3.14 Increase virtual library visits by 5% in the year 2014/15

**Update:** This has been achieved. In 2013/14 there were 99,897 virtual visits to libraries and this rose to 121,690 for 2014/15. An increase of 21.8%. This illustrates a changing pattern in library use where increasing numbers of transactions and enquiries are taking place digitally, by different users and in many cases out of traditional opening hours.

3.15 Explore the refurbishment and potential improvements to Cosham Library

**Update:** This work-stream has been held over to 2015/16, as no budget has been allocated to this work. This remains the case in 2015/16 but an exploration of funding options will take place to identify if some or all of the work may be achieved. The planned improvements would create an IT Learning suite in the current children's library, relocating children's to the area at the back of the building.

#### **4. Reasons for recommendations**

- To deliver the Libraries and Archives business plan.
- To implement actions and work streams, facilitating access to services
- Increase the range and breadth of residents and visitors engaging with and benefiting from services.
- Ensure that services support and address the needs of all customers, targeting the most vulnerable.

4.1 The reasons for the addition of each of the new recommendations for action and activity added for 2014/15 is given below:

##### **4.1.1 Deliver 2015/16 savings**

To ensure Library and Archive spending remains within budget and delivers the business plan.

##### **4.1.2 Apply for and achieve Archive Accreditation with National Archives**

To ensure the safety and conservation of the Portsmouth City Archive, with best practice identified and acknowledged to ensure the archive remains within the city.

##### **4.1.3 Develop and deliver the Portsmouth Short Story competition as part of the BookFest Book Festival**

To encourage and support the development of literary creativity in the city, in line with the aspiration that Portsmouth is and will continue as a city of great writers.

##### **4.1.4 Explore the delivery of current archive photographic records, on-line to improve public access.**

To provide access and raise awareness, of the archive images and related resources for the benefit of those living in or near the city and an international audience. Digital access also avoids damage to the original source material and will provide opportunities for income generation.

##### **4.1.5 Explore options and undertake procurement activity with on-line genealogical subscription sites to deliver digitisation and access to specified elements of the Portsmouth Archive record.**

To improve access to the information held in the archive, protect the original source material, raise awareness of the resources and provide opportunities for income generation.

#### **4.1.6 Review the Mobile Library service offer and timetable**

To ensure best use is being made of this valuable resource, providing access to library services for the residents of Portsmouth.

#### **4.1.7 Develop and agree a policy for the safe storage and management of "Born Digital" archive for Portsmouth.**

This is required as part of the development of policies and process to achieve National Archive accreditation. It is also required for the city to ensure that important records that exist only in a digital format are not lost to future generations.

#### **4.1.8 Support the delivery of Universal Credits through Peoples Network access and staff support.**

Supporting digital access and "bridging the digital divide" are nationally accepted priorities for Library Services. (Society of Chief Librarians National Offer) Gov.uk now provides all government information on-line only and states that public libraries are places of access and support for the digitally disenfranchised. It has already been identified that Portsmouth has 24.8% of adult residents who have never been on-line, compared to the national average of 12.6%. Therefore some of the most vulnerable residents in Portsmouth will have difficulties in applying for Universal Credit and managing their account. The availability of free Peoples Network computers in Libraries and related staff support will make libraries a "go-to" location for individuals without digital access at home who will require support. This is accepted by the Library Service but with the caveat that staffing and resources are limited.

#### **4.1.9 Increase virtual library visits by 5% in the year 2015/16**

To ensure services to virtual visitors and those who wish to in-part access library and archive services digitally, support customer needs and encourage further use. To deliver a business plan target

#### **4.1.10 Explore the refurbishment of Cosham Library within existing budgets.**

To increase use of Cosham library, in terms of visits and issues. Overall issues and footfall has declined against other larger libraries in the city. To provide an IT learning suite and venue to support the delivery of Universal Credit and provide a children's space which can be more supervised and supported by library staff.

#### **4.1.11 Develop Friends Groups at Alderman Lacey, Cosham and North End Libraries**

To increase community engagements with the libraries identified and provide opportunities for income generation

### **5. Equality impact assessment (EIA)**

5.1 A Preliminary EIA has been submitted

**6. Legal comments**

6.1 There are no legal issues arising that are not covered in the body of this report.

**7. Director of Finance’s comments**

7.1 It is recognised that there is no additional PCC financial resource available to support the recommendations contained in this report. The Library Business Plan will continue to be funded from existing budgets.

7.3 Increased volunteer hours will support the existing staff providing an additional valuable resource for the service.

7.2 Sources of external funding including potential sources of income for the service will be explored to support the future development of;

- Online access to archive photographic records
- Digitisation and improved access to specified elements of the Portsmouth Archive record
- Development of Cosham Library
- Development of Literature Centre and IT Learning Zone

.....  
Signed by:  
**Stephen Baily**  
**Director of Culture and City Development**

**Appendices:**           None

**Background list of documents: Section 100D of the Local Government Act 1972**

The following documents disclose facts or matters, which have been relied upon to a material extent by the author in preparing this report:

Title of document	Location

The recommendation(s) set out above were approved/ approved as amended/ deferred/ rejected by Cabinet Member for Culture, Leisure and Sport on 10 July 2015.

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Signed by:  
**Cabinet Member for Culture, Leisure and Sport**

# Agenda Item 6



Portsmouth  
CITY COUNCIL

Agenda item:

**Title of meeting:** Culture, Leisure and Sport Decision Meeting

**Date of meeting:** 10 July 2015

**Subject:** Archive Development and Policies

**Report by:** Director of Culture & City Development

**Wards affected:** All

**Key decision:** No

**Full Council decision:** No

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## 1. Purpose of report

1.1 The report presents three policies for approval which are required for Archive development and accreditation: the Archives Care and Conservation Policy, the Archives Collections Information Policy, and the Archives Access Policy. The report clarifies the legislation governing provision and the standards for accreditation.

## 2. Recommendations

2.1 **That the Portfolio Holder for Culture, Leisure and Sport accepts the Archives Collections Care and Conservation Policy for implementation.**

2.2 **That the Portfolio Holder for Culture, Leisure and Sport accepts the Archives Collections Information Policy for implementation.**

2.3 **That the Portfolio Holder for Culture, Leisure and Sport accepts the Archives Access Policy for implementation.**

## 3 Background

3.1 Archive provision is governed by the following legislation:

- Local Government (Records) Act 1962
- Local Government Act 1972 (section 224)
- Public Records Acts 1958 and 1967
- The Manorial Document Rules 1959 and Tithe (Copies of Apportionment) Rules 1960
- The Parochial Registers and Records Measure 1978 (amended 1992)

- 3.2** Archive Accreditation is a new standard for archive services in the UK, comparable in many ways to Museums Accreditation (which has existed for longer). Archive services across the country are currently applying; Portsmouth Library and Archive Service intends to apply in October - December 2015.
- 3.3** Archive Accreditation was one of the drivers for the relocation to Southsea Archive Repository, and the intention to apply was approved in the report to the Culture, leisure and Sport portfolio, Portsmouth History Centre and Archive Development Report, 21 March 2014.
- 3.4** Archive Accreditation covers all aspects of archive provision: storage, documentation, and access. The service must demonstrate good practice to ensure we meet the criteria for accreditation. This is evidenced by the policies which we have in place, and which have the support of the service's governing body. To this end we are now bringing the three policies for approval.
- 3.5** As part of our application we are working on and will also be submitting a Digital Preservation Policy. We will be bringing this policy to the Culture, Leisure and Sport Committee for approval later in the year.
- 3.6** The archive collections were included in the Museums Service Collections Development Policy and Plan which was approved at the Culture, Leisure and Sport committee meeting on 21 March 2014.

#### **4. Reasons for recommendations**

- 4.1 Collections Care and Conservation Policy:** The provision of appropriate storage and preventative and remedial conservation are crucial to the long-term preservation of the archives in our care. The policy provides a basis for plans and procedures for the care and conservation of the collections which conform to current national standards. These will enable the preservation of the collections so that they can be accessed and enjoyed by future generations.
- 4.2 Collections Information Policy:** The gathering and recording of information about the archive collections, including full documentation, is crucial to the physical and intellectual control of the collections. The policy provides a basis for plans and procedures which conform to current national standards for the gathering and recording of collections information. These will enable people to identify accurately which documents they would like to use for study and enjoyment.
- 4.3 Access Policy:** The policy for access to the archive collections, on-site, off-site and on-line, which conforms to current national standards for public access as well as for the long-term preservation of the collections, forms a basis for the development of plans and procedures to enable access to these collections, the written memory of the people of Portsmouth.

**5. Equality impact assessment**

5.1 A preliminary EIA has been completed.

**6. Legal comments**

6.1 The proposed policies will enable to Council to fulfil its duties under the relevant legislation. The details of this are set out in the body of the report.

**7. Director of Finance's comments**

7.1 There is no charge to apply for Archive Accreditation.

7.2 Previously the Archive collections were included in the Museums Service Collections Development Policy. The approval of the recommendations in this report will not result in any additional costs being incurred as there will be no operational change to the Archive Service.

7.3 Following accreditation the fees and charges structure will be reviewed to ensure that, where possible, full costs are recovered for services provided.

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Signed by:  
**Director of Culture & City Development**

**Appendices:**

- A. Archive Collections Care and Conservation Policy
- B. Archive Collection Information Policy
- C. Archive Collection Access Policy

<b>Background list of documents</b>	
<b>Title of document</b>	<b>Location</b>

The recommendations set out above were approved/approved as amended/deferred/rejected by Cabinet Member for Culture, Leisure and Sport on 10 July 2015.

.....  
Signed by:  
**Cabinet Member for Culture, Leisure and Sport**



**Culture & City Development****Collections Care and Conservation Policy****1. Introduction****1.1 Our strategic approach, based on our mission statement, assessments of risk, stakeholder needs and interests, and showing the link with this policy and the collections development and collections access policies.**

Portsmouth City Council's goal is 'Working together to shape the Great Waterfront City'. By our care and conservation of the archive collections we can ensure that residents, visitors and remote users both now and in the future can enjoy them and learn from them about the history of our city and all who have lived here.

**2. Our responsibility for the collections**

2.1 The collections in our care are a unique and irreplaceable record of the lives of the people of Portsmouth from the fifteenth century to the present. It is our responsibility to make these records accessible for education and enjoyment and also to preserve them for future generations. Care and conservation are key aspect of our stewardship of these collections.

**3 Care and conservation standards we will follow****3.1 Storage of, and access to, archives is covered by legislation as follows:**

Local Government (Records) Act 1962

Local Government Act 1972 (section 224)

Public Records Acts 1958 and 1967

The Manorial Document Rules 1959 and Tithe (Copies of Apportionment) Rules 1960

The Parochial Registers and Records Measure 1978 (amended 1992).

**3.2** We will manage the care and conservation of the collections according to the International Council on Archives code of ethics for archivists

**3.3** In determining our approach to collections care and conservation, we will follow the guidelines PD5454:2012 (the national standard for the storage and exhibition of archival materials) and PAS198:2012 (specification for managing environmental conditions for cultural collections), and the *Benchmarks in Collection Care*.

**3.4** We will aim to minimise the need for remedial conservation by acting to prevent damage occurring while items are in storage, being accessed by members of the public, or on display. This will underpin everything we do: from security measures and the storage of the collections to how we make them accessible, and the use of surrogates.

#### **4. The impact of collections care and conservation on all aspects of the service**

##### **4.1 Security**

Through building design and procedures to be followed by staff, public and volunteers, we will ensure that Portsmouth History Centre and the archive stores are secure against theft and damage by individuals or by 'natural' threats such as fire and flood. We will monitor the effectiveness of these measures and update and improve them as required.

##### **4.2 Buildings and storage**

In collaboration with Building Services and other PCC staff we will regularly monitor the condition of the buildings where the archive collections are stored and made accessible to the public. Building Services and any other relevant authorities will be notified as soon as any issues of concern are identified and swift action sought.

##### **4.3 Packaging**

When they are received, accessioned and catalogued, newly received items will be assessed and packaged appropriately. The packaging needs of existing items will be assessed when they are produced to the public and returned to storage.

##### **4.4 Environmental control**

We will maintain a stable environment (temperature and humidity) within professionally accepted parameters in all storage areas.

##### **4.5 Environmental monitoring**

We will monitor the temperature and humidity in the storage areas and take action if the temperature and humidity fall outside professionally accepted parameters.

##### **4.6 Housekeeping**

We will ensure that storage areas are kept clean, tidy and uncluttered, and that routine maintenance of services is carried out.

##### **4.7 Access (handling, surrogates, reprographics, exhibitions, etc.)**

We will only allow access to the collections if this will not compromise their safety and preservation.

When documents are produced to the public or used in exhibitions, all necessary steps will be taken to ensure that they are not damaged or lost.

Where possible will use surrogates (e.g. photographs, photocopies, microfilm, and digital copies) to reduce the risk of damaging the original items.

#### **4.8 Digital preservation**

Wherever possible we will ensure that 'born digital' and other digital records in our care remain accessible, collaborating with others and sharing knowledge and experience in this fast developing field.

#### **4.9 Disaster recovery and continuity**

We will address any 'disaster' using the Emergency Recovery Plan. This plan is intended to ensure a swift response to any disaster so that damage to collections is minimised and service to all users is resumed as soon as possible.

#### **4.10 Remedial conservation**

We will assess the need for remedial conservation by regular surveys and by monitoring documents requested by the public. We will prioritise documents for conservation by assessing the degree of damage and the need for production.

### **5. Professional conservation support**

**5.1** We will seek professional conservation support as appropriate in order to ensure the long-term care and conservation of the collections.

### **6. Communicating collections care and conservation issues to staff, users, and other interested parties**

**6.1** We will train new staff in the care and conservation of the archive collections, and brief all staff about new developments in this field as they occur.

**6.2** We will induct all users into our procedures for handling the collections, and the reasons that underlie these procedures.

**6.3** When giving talks and presentations about the collections we will include information about care and conservation issues.

**6.4** We will advise members of the public who contact us about how to care for any archives in their possession.

### **7. Date of this policy and when it will be reviewed**

**7.1** This policy was approved by Culture, Leisure and Sport Executive on [...]. The policy will be reviewed and submitted again for approval in June 2019.

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**Culture & City Development**  
**Archive Collections**  
**Collections Information Policy**

**1. The relationship between the Mission Statement and our collecting and recording of information**

Portsmouth City Council's goal is 'Working together to shape the Great Waterfront City'. By collecting and recording collections information efficiently and in accordance with professionally accepted standards we can give residents and visitors access to records of our city and the people who have helped to create it over the centuries.

**2. The information we will record**

**2.1 On transfer/deposit**

When the deposit is received (either at Portsmouth History Centre or off-site) we will record:

- a. the name, address and contact telephone number and/or email address of the depositor
- b. a brief description of the deposit
- c. the extent of the deposit
- d. the condition of the deposit (good/fair/etc.)
- e. any background information relevant to the deposit, including, in the case of digital records, any technical information pertaining to the deposit
- f. whether the depositor is the copyright holder, and if so whether they transfer copyright to the Library and Archive Service or allow us to use the deposit for certain purposes (to be described). If the depositor is not the copyright holder, do they know who is?
- g. whether the deposit is a donation, a long-term/indefinite loan, or a purchase
- h. conditions of disposal (e.g. the depositor's permission to dispose)
- i. the date of deposit

**2.2 When the deposit is accessioned**

When the deposit is accessioned we will record the information set out at 2.1, and the location, the accession number and deposit number. This information will be recorded on CALM (archive documentation program).

### **2.3 When the deposit is catalogued**

When the deposit is catalogued we will:

- a. describe each item (or group of items) individually in accordance with ISAD(G) (General International Standard Archival Description)
- b. give each a reference which shows its relationship with the other items in the deposit (and with items in the rest of the collection, if material has already been passed to us by the same depositor)
- c. record that it is catalogued on a central record (e.g. CALM)
- d. record who catalogued the deposit and when
- e. record the location of the deposit
- f. note any access restrictions
- g. note any copyright restrictions, including the copyright holder(s) if known
- h. any relevant notes about how the deposit has been arranged
- i. note any conservation needs

We may also record further information about the history or activities of the depositor.

### **2.4 On disposal**

If an item is selected for disposal we will record:

- a. the reason(s) for its disposal
- b. the method of disposal, e.g. passing to another record office
- c. the date of disposal
- d. the name of the staff member making the decision and carrying out the disposal
- e. that we have permission to dispose

### **2.5 Intellectual property rights**

Legislation regarding intellectual property rights will be monitored and implications for any collections will be recorded.

## **3 Cataloguing standards**

### **3.1 Legal and other requirements**

We will comply with all relevant legislation, including Data Protection and Freedom of Information legislation, and the Environmental Information Regulations.

### **3.2 The ethical code we will follow**

We will follow the International Council on Archives code of ethics for archivists.

### **4. Information retrieval**

We will provide and maintain an information retrieval system in accordance with ISAD(G).

### **5. Vital records**

Maintenance of collections information in the event of a disaster is covered in the Disaster Recovery Plan.

### **6. Legacy issues**

The keeping of collections information has become fuller and more systematic since the Record Office was established in 1960. Where possible, collections information for individual collections will be brought up to current standards as part of the Collections Information Plan, in accordance with ISAD(G).

### **7 User input into collections information**

Input and feedback from users (depositors and researchers) will be used to amend and improve collections information. Any proposed changes will be recorded and assessed by staff as they are received, and any judged worthwhile will be implemented as part of the Collections Information Plan.

### **8. Resolving issues of collection status (e.g. ownership, intellectual property rights, relevant legislation and guidelines)**

Any assertion of changed ownership or intellectual property rights must be adequately supported in writing (including proof of identity) before it can be considered. Any such issues will be resolved by the Senior Archivist in consultation with other PCC staff and with archive institutions elsewhere (including the National Archives). All relevant records will be amended to reflect any changes.

### **9. Date of this policy and when it will be reviewed**

This policy was approved by Culture and Leisure Executive on [...]. The policy will be reviewed and submitted again for approval in June 2019.

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## Culture & City Development

### Archive Collections - Access Policy

#### 1 Introduction

- 1.1 As part of our contribution to Portsmouth City Council's shared goal of Working together to shape the great waterfront city, we will facilitate physical, sensory and intellectual access to the city's archive collections - the written memory of the people of Portsmouth - on-site, off-site and on-line.

#### 2. The community we serve

- 2.1 We serve a diverse community of users:

- those who deposit records with us;
- those who visit Portsmouth History Centre - the people of Portsmouth and visitors from all over the world;
- those who seek our help by email, post, and telephone;
- schoolchildren and students on-site and off-site;
- community groups;
- Portsmouth City Council staff who use the archive collections in the course of their work.

#### 3. Legislation

- 3.1 In our provision of access to the archive collections (and possible restrictions and access) we will comply with all relevant legislation, including Freedom of Information and Data Protection legislation.

#### 4. Customer care

- 4.1 We seek to welcome all users and potential users, whatever their level of education, religious beliefs, ethnicity, disability, age, gender or sexual orientation.
- 4.2 We will respect the different needs of all our stakeholders: depositors, researchers, and others.

#### 5. Access

- 5.1 We will provide access to the archive collections at Portsmouth History Centre and off-site at other locations in Portsmouth. We will develop new ways for people to access the collections remotely as technology allows.

- 5.2** We will facilitate access to the collections by the production, and maintenance, of catalogues, lists, and guides to the material.
- 5.3** We will regularly consult users to assess their opinions of our services, and how we might develop these in the future. We will seek the opinions of non-users as opportunities allow, for instance when staff give talks and when we participate in events off-site.
- 5.4** When consulting with users and non-users we will seek to identify any barriers to access, and will explore ways to address these, and implement as opportunity allows.
- 5.5** In order to make people aware of the archive collections and to promote our services we will encourage and facilitate the use of the archive collections in publications, exhibitions, outreach, on-site, off-site and on-line.
- 6. Access and the need to ensure the long-term preservation of the archive collections**
- 6.1** The archive collections are unique and irreplaceable. We will preserve them so that future users will enjoy them as we do, but also to make the collections accessible to users now.
- 6.2** We will enforce measures to prevent theft and damage to the collections whether in storage, produced to the public in Portsmouth History Centre or elsewhere, or used in exhibitions or displays.
- 6.3** Provided that copying will not damage the document or infringe legislation in any way, we will provide copies (photocopy, microfilm, scanned images, etc.) of the collections requested by members of the public.
- 6.4** Where appropriate we will issue surrogate copies, rather than the original documents, to users in Portsmouth History Centre or elsewhere, in order to minimise the risk of damage to the original documents.
- 6.5** We will make all users aware of these regulations and the reasons underlying them.
- 7. Other access restrictions**
- 7.1** When archives are deposited with the Library and Archive Service we will agree any access restrictions with the depositor.
- 7.2** We will enforce any access restrictions resulting from legislation, e.g. Data Protection legislation.
- 7.3** We will communicate all access restrictions to users.

**8. The opening hours of Portsmouth History Centre**

- 8.1 We will advertise the opening hours of Portsmouth History Centre, and any closures for Bank Holidays etc., on-site, off-site and on-line.
- 8.2 We will monitor feedback from our users on all access issues, including opening hours, in conjunction with feedback on the Central Library.

**9 Fees and Charges**

- 9.1 We will charge for the provision of copies in any format, and for responding to email, telephone and postal enquiries.

**10. Approval of the policy**

- 10.1 This policy was approved by Culture, Leisure and Sport Executive on [...]. The policy will be reviewed and submitted again for approval in June 2019.

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# Agenda Item 7



Portsmouth  
CITY COUNCIL

Agenda item:

**Title of meeting:** Culture Leisure and Sport Decision Meeting

**Date of meeting:** 10 July 2015

**Subject:** Universal Information Offer Workforce Development Programme

**Report by:** Director of Culture and City Development

**Wards affected:** All

**Key decision:** No

**Full Council decision:** No

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## 1. Purpose of report

- 1.1 This report seeks to inform the Cabinet Member of the Society of Chief Libraries (SCL) digital workforce training carried out by all library staff; the importance of online skills and digital inclusion; the low level of digital inclusion and confidence in Portsmouth; the implementation of the programme through a series of staff training days; and the impact of the programme.

## 2. Recommendations

- 2.1 **Library staff will work with relevant departments in the city council and liaise with other services in the city to facilitate the delivery of Universal Credit.**
- 2.2 **That the Library Service will actively recruit and train volunteers, in autumn 2015 to assist Universal Credit applicants to open and manage their accounts on the library PC's.**
- 2.3 **That newly-recruited library staff will undertake the Universal Information Offer Workforce Development Programme as part of their induction training.**

## 3. Background

### 3.1 The Digital Challenge

- 3.1.1 Digital skills have never been more important. Basic but vital tasks can now only be undertaken online, such as applying for child benefit. By April 2016 Universal Credit will have been rolled out to Portsmouth; this will also only be available online. Thousands of jobs are now only available via online applications. Adults with good

digital skills are far more likely to find employment; moreover, people with good ICT skills earn 3-10% more than those without. [Note 1] In this environment, libraries have a vital role to play to improve the digital skills of those people who otherwise risk becoming digitally excluded.

- 3.1.2 Portsmouth has an extremely high proportion of residents who lack basic digital skills. For instance, statistics from 2014 show that 24.8% of Portsmouth's adult residents have *never* been online. This compares to 6.7% of adult residents in Southampton, and a national average of 12.6%. [Note 2] Portsmouth had the second-worst figure for the whole of the UK. This shows that there is a vital need in Portsmouth to engage with residents and assist them in becoming digitally included. As a high proportion of adults in the city lack basic online skills, and in some cases have low literacy skills too, implementing Universal Credit in Portsmouth will be particularly challenging. Support from the library service for applicants will be crucial during the roll-out of Universal Credit.
- 3.1.3 Public libraries have always been trusted, safe, free spaces where people can rely on staff to help them with their information needs. It is a unique and highly valued service. It is therefore essential that the library's workforce continues to help people to access life-essential information for the twenty-first century.

This means promoting and supporting people to search and complete transactions online. The aim of the workforce training is to equip staff with the skills and confidence to do this.

- 3.1.4 In 2013, the Society of Chief Librarians (SCL) carried out a survey of more than 8,500 members of frontline library staff, to identify key training and development needs to help them deliver the public library universal information offer (PLUIO). Nationally, customer-facing staff told SCL they needed to develop their understanding of common customer needs, how to refer and signpost effectively, how to assist customers in accessing information online and completing online transactions, and how to support people in both one-to-one and group situations. In order for customer-facing staff to gain the skills above and successfully support digital access to life-essential information and services, a national framework was developed. The SCL digital workforce training covers those areas, and aims to help library staff continue to be trusted advisors and supporters of the communities and people they serve.
- 3.1.5 The programme is the largest development initiative for the public library workforce since the rollout of the People's Network over a decade ago. SCL see this as a vital opportunity that will ensure that libraries keep communities connected and people engaged - and ensures that the library's frontline workforce are both confident and competent to support the changing information needs of their local communities.
- 3.1.6 The programme has been delivered to all frontline staff within the required timescale and within existing budgets.

## **3.2 Implementation of training**

- 3.2.1 The workforce training consisted of five e-modules, of which four were mandatory and the fifth was optional. On average each module took about 75 minutes to complete and included a range of videos, tests, scenarios and links to information sources. SCL required that all library staff complete the e-modules directly by the end of March 2015. In Portsmouth it was clear that it would be impractical to expect frontline staff to complete the modules in off-counter time. Therefore the decision was taken to have all frontline library staff take the modules centrally during dedicated training days. This would also have the advantage of allowing the trainers to give an introduction to all staff, and also include training on other areas such as supporting businesses.
- 3.2.2 For weekday staff the training sessions were held on the morning of Monday 1 December 2014 and the whole day of Wednesday 28 January 2015. For weekend staff the training was held on Saturday 7 March, 10am-3.30pm. Permission was granted to close all city libraries to release staff for all three of these sessions. This has given the library service ample time to meet the SCL target for all staff to complete the e-modules by the end of March 2015.
- 3.2.3 63 staff attended the training sessions on 1 December and 28 January, and 26 weekend staff attended the session on 7 March. Some non-frontline staff had already completed the modules, and were able to assist colleagues during the training days. All three days began with a presentation by Jacqueline Garrard, the Digital Inclusion Librarian, and Mark Zumpe, the Information & Stock Librarian, which set out the course objectives and the vital role of public libraries to improve online skills, particularly in Portsmouth where residents' online skills are far below the national average. Staff were then able to complete the e-modules at their own pace.

## **3.3 Staff feedback and impact**

- 3.3.1 The evaluation forms from staff following the training days were positive, with comments such as 'Very enjoyable' and 'A lot to share with library users'. Some staff felt that although the training was relevant, pressures on enquiry points would make it difficult to always find the time required to give the full support required to members of the public. Staff have also given feedback that they now feel more confident in directing the public to relevant websites. They have been able to respond to enquiries more efficiently and give up-to-date information with greater confidence.
- 3.3.2 Every library in Portsmouth has public access computers as part of the People's Network, giving free online access to anyone with a Portsmouth library card. In total there are 122 People's Network computers in libraries across the city. Naturally People's Network users frequently ask library staff for assistance. The feedback from front-line colleagues is that they feel much better-equipped to deal with these queries following the digital workforce training.

- 3.3.3 Staff continue to refer internet beginners to the Access & Learning Librarians, who can then find them suitable courses. The library hosts a range of courses run by volunteers, including one-to-one sessions and beginners' classes for up to 9 people run three times a week at Southsea Library. The library also runs many IT courses with Highbury College tutors in either Central, Carnegie or Southsea libraries. Over the past 18 months Jacqueline Garrard in her former role as Digital Inclusion Librarian assisted nearly 500 people find a suitable course to improve their IT skills. Jacqueline continues to arrange IT courses and one-to-one sessions in her new role as Access & Learning Librarian. Since the library staff completed the workforce training, there has been a surge of interest from library users. One of the library's one-to-one IT volunteers is now booked up for IT sessions for the next two months.
- 3.3.4 The students have been very complimentary about the library tutors and courses. There has been very positive feedback about the tutors: for instance, the tutor was 'extremely knowledgeable, I think that patience must be her middle name'. Or again: 'Your course gave me the confidence to have a try on my own, for which I can never forget your great help.' Many of the students return for further courses to improve their skills. This is a typical comment: 'I found these sessions at the library extremely helpful and very interesting. The tutors I've had have been excellent.' But the most common feedback from new internet users is a heartfelt thanks and this comment about the learning: 'It has opened up a whole new world for me'.

#### **4. Reasons for recommendations**

- 4.1 Close working with colleagues in the city council and with other government services such as job centres will be vital for the effective delivery of Universal Credit, especially as there is a lack of alternative facilities and support in Portsmouth. Universal Credit only accepts online applications, and as libraries are free, trusted and safe public places with well-trained staff, they will have a vital role to play to improve the low level of online skills in Portsmouth, and therefore assist with the effective delivery of Universal Credit.
- 4.2 The implementation of Universal Credit will undoubtedly lead to much greater pressure on library service points as applicants on the People's Network ask library staff for assistance. There is not the capacity within the existing library workforce to deal with the quantity of likely enquiries, or the amount of time each enquiry will take to resolve. Actively recruiting and training volunteers will relieve some of the pressure on frontline staff, and the volunteers will be able to devote more time to Universal Credit applicants through one-to-one sessions and tailored courses.
- 4.3 Awareness of the digital divide, and the skills and confidence to assist people overcome this divide, are now an integral part of the role of frontline library staff. Adding the Workforce Development Programme as part of the induction training of new staff will ensure that these aims and skills are embedded in the library service for the future.



**5. Equality impact assessment (EIA)**

5.1 A preliminary EIA has been submitted

**6. Legal comments**

6.1 The council will need to ensure that appropriate insurance is in place in respect of any errors in the giving of the training. In addition appropriate disclaimers should be sought from the trainees that the Council will take no responsibility in respect of applications for benefits made as a result of the training and that following the advice given is no guarantee that any application will be successful.

**7. Director of Finance's comments**

7.1 The Universal Information Offer Workforce Development Programme is available to all libraries through membership of the SCL.

7.2 Existing staff have already completed the training and this has been funded from existing budgets.

7.3 There will be a small cost associated with the future training of volunteers and newly appointed librarians as supervision by a senior member of staff will be required. The cost of this staff time will be met from existing budget resources.

.....  
Signed by:  
**Stephen Baily**  
**Director of Culture and City Development**

**Appendices:**

Appendix A: Universal Information Offer Workforce Development Programme  
Case study: Demonstrating the impact of the library's digital workforce training

**Background list of documents: Section 100D of the Local Government Act 1972**

The following documents disclose facts or matters, which have been relied upon to a material extent by the author in preparing this report:

Title of document	Location
Source: CILIP, Driving Digital Inclusion: The Role of Information and Library Professionals, p.2,	<a href="http://www.cilip.org.uk/sites/default/files/documents/CILIP%20digital%20inclusion%20statement%20Sept%202014.pdf.pdf">http://www.cilip.org.uk/sites/default/files/documents/CILIP%20digital%20inclusion%20statement%20Sept%202014.pdf.pdf</a>
Source: Table 5B on page 27 of the Internet Access Quarterly Update as published by the Office for National Statistics in May 2014.	<a href="http://www.ons.gov.uk/ons/rel/rdit2/internet-access-quarterly-update/q1-2014/stb-ia-q1-2014.html">http://www.ons.gov.uk/ons/rel/rdit2/internet-access-quarterly-update/q1-2014/stb-ia-q1-2014.html</a>

The recommendation(s) set out above were approved/ approved as amended/ deferred/ rejected by Cabinet Member for Culture, Leisure and Sport on 10 July 2015.

.....  
Signed by:  
**Cabinet Member for Culture, Leisure and Sport**

## **Appendix A: Universal Information Offer Workforce Development Programme**

### **Case study**

#### **Demonstrating the impact of the library's digital workforce training**

At the end of last year (2014) a library user called Mrs S. asked at Portsmouth Central Library about improving her internet skills. She had a laptop at home, but only a very basic knowledge of how to use it. Recently widowed, she wanted to learn new skills and meet new people. Mrs S. used to be the secretary of a local club and wished to promote the club online once she had learnt more online skills.

All Portsmouth library staff had recently started SCL's digital workforce training, so when Mrs S. asked a library assistant about internet training, the assistant was able to encourage her and direct her to myself, Portsmouth's Digital Inclusion Librarian. I then contacted her to find out what her requirements were and after a chat about her internet experience and interests, I booked Mrs S. on a series of computer courses, including Microsoft Excel, Power Point, Word and Desktop Publishing. Mrs S. had completed her ECDL and CLAIT in 2002 but couldn't remember a lot of it, so needed a refresher. These courses were all provided for free in Cental Library by a Highbury College tutor. Mrs S. thoroughly enjoyed the courses, and even developed a Power Point presentation for her club. She also managed to make a spreadsheet for all of her household expenditure and uses it on a daily basis.

After completing the courses, Mrs S. wanted to further develop her internet skills, and contacted me again. This time, I managed to book her on to a one-to-one session at Southsea Library, to cover eBay and FaceBook. The session was run by Mrs T., a library volunteer who over the past couple of years has spent many hours assisting many Portsmouth residents to improve their IT skills, from beginner level to tailored sessions on social media, eBay, new laptops, tablets or just general troubleshooting. Since the library staff completed the workforce training, our volunteer has noticed a surge of interest from library users and she is now booked up for IT sessions for the next two months. Once again, Mrs S. enjoyed the session, and can now keep in contact much more frequently with her children and grandchildren via FaceBook. They live in other parts of the UK and in the internet age they rarely pick up a phone to talk. She said: 'I found these sessions at the library extremely helpful and very interesting. The tutors I've had have been excellent.' She is planning to attend further courses, including intermediate IT, creating a newsletter and digital photography. She has also recommended the library's courses to many of her friends and to her daughter.

I am now Access and Learning Librarian but I still cover the IT courses. I have heard our students say that the courses 'open up a whole new world' many times. Having the SCL digital workforce training has really opened the eyes of our library staff to the importance of online access, and has helped them encourage our readers to take the first steps online.

Jacqueline Garrard  
Access and Learning Librarian

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