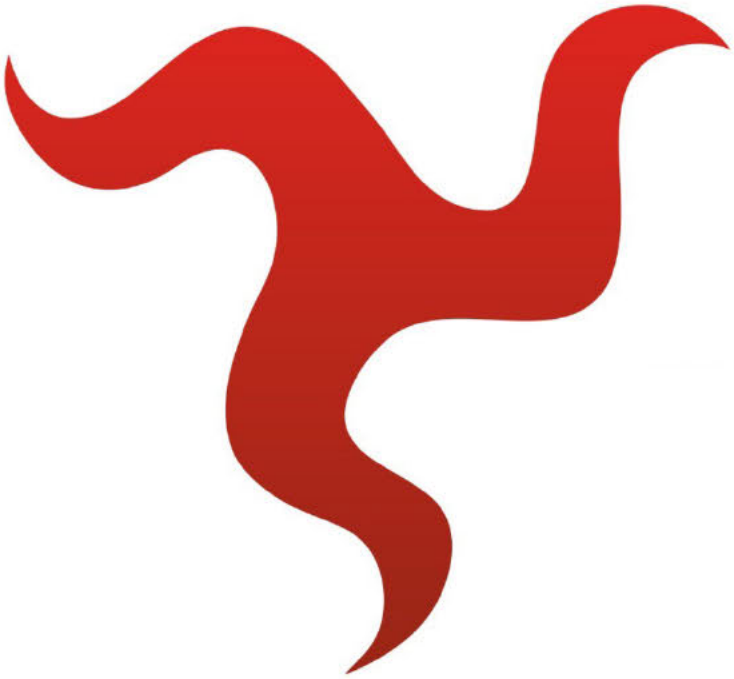

Council of Ministers' Working Party

Report on Library Provision on the Isle of Man

May 2020

Foreword by Chair

This document is laid before Tynwald to consider the future of library services on the Isle of Man.

The Council of Ministers Working Party on Libraries was tasked with continuing the work from the original Select Committee Report into library provision and to report back to Tynwald on: the use and cost of libraries; options for a statutory requirement for provision and a Manx libraries structure. Following an agreement to fund the Family and Mobile Library Ltd for two years, an exploration of the use and cost of this charitable service has also been considered.

I would like to thank all those who contributed to the findings within the report including those Local Authorities and Libraries that opted to take part, the Libraries Forum, organisations within the Third Sector and Government Departments (namely the Department of Health and Social Care; the Department of Education, Sport and Culture; the Department of Infrastructure and the Treasury).

Through positive engagement with members of the Libraries Forum, and discussions with library providers in other jurisdictions on how they have adapted to meet the changing needs within their communities, the Libraries Working Party is confident that public libraries continue to play an important and valued role to residents of the Isle of Man with much potential for social and digital inclusion, services and support, as well as traditional book loaning, to be delivered via our libraries.

Mrs C Barber MHK

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1. Introduction

1.1 The Council of Ministers established a Working Party following the resolution of Tynwald on the recommendation of the Select Committee on Library Provision 2017-2018[1]

The Working Party is made up of:

Clare Barber MHK - Chair

Ann Corlett MHK

Jane Poole-Wilson MLC

Secretariat has been provided by the Change and Reform team within the Cabinet Office.

1.2 The 2018 Select Committee report concluded by stating that:

"We conclude that the future of Island library services lies in increased co-operation and that the current piecemeal funding arrangements will not support this. A more cohesive approach will need careful co-ordination in view of the large number of different providers of library services. We feel that the Department of Infrastructure is best placed to undertake this co-ordination role given its link to both Local Authorities and Government.

We conclude that the Family Library Limited is a much valued part of the Island's library provision. The Mobile, Home Library and Schools services in particular are absolutely fundamental as they provide something which is not available elsewhere. The breadth and depth that the Family service provides to our young people is not available in any other library. We note the generous support from the Scheinberg Family Office but accept that future fundraising is unlikely to be sufficient to release enough match funding for all services to continue."

1.3 The Select Committee on Library Provision Report laid before June 2018 Tynwald[2] contained recommendations as follows:

[1] Report of the Select Committee on Library Provision 2017-2018
http://www.tynwald.org.im/business/pp/Reports/2018-PP-0046.pdf
[2] Council of Minister's response to Committee's findings
http://www.tynwald.org.im/business/committee/LP/Documents/2018-GD-0033%20Council%20of%20Ministers'%20Response%20to%20Report%20on%20Library%20Provision%202017-18.pdf

Recommendation 1

We recommend that the Department of Infrastructure establish and co-ordinate a Libraries Working Party, which must include a balanced representation from the public, legal, educational and records and history libraries, through the Libraries Forum, and the respective funding bodies. The Working Party should be tasked with undertaking a detailed investigation into the provision of public library services and report to Tynwald no later than December 2019 on:

• Use and cost of libraries; twelve months of data, to be collated and presented in a way which is in an agreed and consistent format used by all, re costs for staff, stock, facilities, utilities, training and other overheads; and usage including membership, footfall, loans, opening hours; additional services; and events.

• Options for a statutory requirement for provision

• A Manx libraries' structure to include:

o Options, with outline plans, for a future funding arrangement to include, but not be limited to, an all Island rate

o Options and plans for future co-operation to include but not be limited to a shared catalogue, all Island lending and return, all Island library Membership.

Recommendation 2

Tynwald is of the opinion that Isle of Man Government should provide £125,000 to Family Library Limited to enable it to continue the Mobile, Home Library and Schools services for another two years.

Recommendation 3

Tynwald is of the opinion that Isle of Man Government should provide £125,000 to Family Library Limited to enable it to continue the Family Library service for another two years.

1.4 The Council of Ministers' response to the recommendations was prepared by the Department of Infrastructure with Treasury and the Department of Education, Sport and Culture and is as follows:

Recommendation 1

The Department acknowledges and welcomes the work that the Committee has undertaken to date in order to be able to identify a future work stream in relation to libraries.

The Department supports the need for further work and suggests that the scope of this is broadened to also include investigating a number of fundamental issues in relation to library provision which the report has not sufficiently covered. Such matters requiring further investigation include the purpose of library provision on the Island, the scope for rationalisation of provision and the role and aspirations of service providers.

The conclusions of the report set out that there is a need for a more cohesive approach and better co-ordination between different providers of library services. In order to determine if this approach is achievable it would be appropriate for the Committee to reconvene to undertake evidence gathering from those on-Island providers of library services to better understand whether there is a common understanding of the role and purpose of libraries and to ascertain where there may be appetite to develop a new model for provision.

The Key Stakeholders within this initial process are the Local Authorities. Whilst the Department is willing and able to assist in facilitating this discussion it would be more appropriate for the Committee to lead collection and assessment of evidence from the Local Authorities.

Further to this it is considered that the detailed investigation proposed to be undertaken by a Working Party established and co-ordinated by the Department as set out in Recommendation 1 should also be carried out by the Committee as a continuation of the valuable work already commenced.

On this basis the following amendment to Recommendation 1 is suggested:

We recommend that the Select Committee on Library Provision continues with the important work of determining the future direction of the Island's libraries.

The Committee's work should now move forward to establish a working party to undertake a detailed investigation into the provision and purpose of public library services. This investigation should involve all those involved in library provision on the Island. The Committee should report to Tynwald no later than December 2019 on:

- **The purpose of public library services**
- **The wider provision of library services across the Island**
- **Use and cost of libraries; twelve months of data, to be collated and presented in a way which is in an agreed and consistent format used by all, re costs for staff, stock, facilities, utilities, training and other overheads; and usage including membership, footfall, loans, opening hours; additional services; and events.**
- **Options for a statutory requirement for provision.**

- **A Manx libraries' structure to include:**

    - **Options, with outline plans, for a future funding arrangement to include, but not be limited to, an all Island rate**

    - **Options and plans for future co-operation to include but not be limited to a shared catalogue, all Island lending and return, all Island library Membership.**

Recommendation 2

Treasury supported the library last year, providing a total of £125,000 from bona vacantia funds. The Council of Ministers believes that support should continue at this level and therefore is committed to providing a total amount of £125,000 per annum for the next two years to Family Library Limited to enable it to continue the Mobile, Home Library and schools services for another two years. This Recommendation is therefore supported. However in order to clarify that the funding arrangement is for £125,000 per annum for a maximum of two years it is proposed that the following minor amendment is made to Recommendation 2.

Tynwald is of the opinion that Isle of Man Government should provide funding to the Family Library Limited of a total of £125,000 per annum for a maximum of two years.

Recommendation 3

The total amount of funding that will be made available from the bona vacantia funds is £125,000 per annum for the next two years, as already set out in response to Recommendation 2. On that basis Council of Ministers is not able to support Recommendation 3 as this is beyond the funding available. It is hoped that this funding payment can be matched from other sources external to Government to secure the funding for the Family Library service.

1.5 During the Tynwald sitting of the 18th July 2018 [3] two of the Select Committee Report's recommendations were amended as follows:

Amended motion -

Recommendation 1

We recommend that the Council of Ministers establish a Working Party to continue with the important work of determining the future direction of the Island's libraries.

This work should now move forward to undertake a detailed investigation into the provision and purpose of public library services. This investigation should involve all

[3] Votes and Proceedings 18th July 2018

those involved in library provision on the Island. The Working Party should report back to Tynwald no later than December 2019 on:

- The purpose of public library services;
- The wider provision of library services across the Island;
- Use and cost of Libraries; twelve months of data, to be collated and presented in a way which is in an agreed and consistent format used by all, re costs for staff, stock, facilities, utilities, training and other overheads; and usage including membership, footfall, loans, opening hours; additional services; and events;
- Options for statutory requirement for provision
- A Manx Libraries structure to include:

    - Options with outline plans for future funding arrangement to include, but not be limited to, a shared catalogue, all Island lending and return, all Island Library membership

Recommendation 2

- Tynwald is of the opinion that the Isle of Man Government should provide funding to the Family Library Limited up to total of £125,000 per annum for a maximum of two years to allow time for a Working Party to report into the future provision of the library services

2 Information Gathered by the Working Party

2.1 An extensive amount of detail was covered in the original Select Committee Report. The Working Party was tasked with looking thoroughly into comparative quantitative and qualitative data in respect of the Island's library services.

2.2 Following its establishment, the Working Party requested information from the Island's libraries via the Libraries Forum and directly from those libraries not in the Forum in December 2018. The data requested sought information on:

- usage numbers/footfall
- opening hours
- costs (including staffing)
- total books loaned
- digital downloads
- total hours of computer usage
- ongoing events

2.3 Further correspondence requesting data was issued to Local Authorities in January 2019 and re-iterated in an invitation in February 2019 to take part in a Libraries workshop which was to take place in March 2019. Following a disappointing response further calls for information were made in autumn 2019.

2.4 As well as direct library data, Local Authorities were also asked to provide information on their use of the mobile library, how much they contribute financially for this service and any financial contributions made to their nearest Public Library.

2.5 Libraries on the Isle of Man are listed below:

Isle of Man Libraries
Education Libraries
UCM Hall Caine Library - Open to students Monday to Thursday (term time and holidays) 8.30am to 6pm and Friday 10am to 5pm - Open to the public 44 hours per week with variations during the holidays
Keyll Darree - Situated within the Noble's Hospital site - Caters to Department of Health and Social Care staff, other government employees and those studying for relevant qualifications - Open 24 hours for members (access provided via proximity card)
Secondary School Libraries - Open during term time to students of those schools (* denotes libraries with a librarian): • Ballakermeen* • St Ninian's High School • Ramsey Grammar School* • QE2 (Peel) • Castle Rushen High School*
Primary School Libraries - Almost all primary schools have a library facility. Most have dedicated library space and in the few cases this is not possible, book areas are available in classrooms
Public Libraries (see hours of operation and further details in 2.23)
Henry Bloom Noble - Douglas
Harvey Briggs Library - Onchan

Ramsey Library
Castletown Library
Ward Library - Peel
George Herdman Library – Port Erin
Family and Mobile Library Ltd.
Resource and Reference Libraries
Judicial Library - Not open to the public - Located as part of the General Registry Law Library resourced to meet the needs of the Judiciary
MNH Library - Accessible to the public - Situated within the Manx Museum Free research facility covering a wide range of Manx heritage such as Manx history, culture, language, folklore, archaeology and landholding
Public Records Office - Statutory function to maintain the Island's National Archive - Provides record management advice and produces records retention schedules to public bodies, and appraises records to be permanently preserved within the Public Records Office - Conservation and preservation of unique manuscripts
Tynwald Library - Not a lending service - Comprehensive resource of information and documentation relevant to the work of the legislature. Also houses the Isle of Man Law Society library collection alongside its own
IOM Family History Society Library (**not included as part of report as self-funded and run by volunteers**) - Run by volunteers and encourages the study of genealogy and family history - Open to the public Weds and Saturdays from 2.30 – 4.30pm

2.6 The Working Party also engaged with librarians and Local Authorities through a workshop in March 2019, and again with Local Authorities by attending the Municipal Association meeting in July 2019.

2.7 The facilitated workshop in March 2019 was well attended. There were 36 in attendance in total and this was made up of Local Authority Clerks, Commissioners, Librarians and Tynwald Members.

2.8 The Working Party found it a useful approach to have an open discussion about libraries across the Island, what they look like now, what they could look like, and the services they could provide in the future. There was consensus on the value placed on libraries and understanding what a library is. Below is a selection of the responses. Information on the full scope and outcomes from the workshop is provided in Appendix 1.

> *"A library is a Community Hub providing the public means of accessing knowledge in a safe, welcoming environment which provides opportunities for life-long learning, entertainment and information."*
>
> *"All libraries are important community spaces. They are centres of information where people can find information and be helped by skilled, qualified staff. There should be online access (generally), entertainment/leisure and events/clubs if possible. Local history should be available. Accessibility and appropriate building are important – environment."*
>
> *"Libraries are an important service because they provide access to information to all in our community in a socially inclusive way."*
>
> *"A Community Hub that enables a safe exchange of knowledge, support, engagement and brings joy to people."*

2.9 The Working Party valued the input from the Libraries Forum who they were able to meet with twice during the course of 2019/2020. The Working Party discussed with the Libraries Forum the importance of collecting the relevant data for the report and discussed some of the challenges presented in providing that information. The group also discussed qualitative information and the positive feedback that is frequently received from their customers. The Libraries Forum meets regularly to share ideas. They have recently, as a group, increased their social media presence along with a website www.loveyourlibraries.im that informs the public of library related events and is a central point for finding library opening times as well as book related content.

The following libraries are members of the Libraries Forum:

- Tynwald Library
- Keyll Darree Library
- Manx National Heritage (Museum Library)
- UCM
- Ballakermeen School Library
- George Herdman Library (Port Erin)

- Family and Mobile Library
- Judicial Library
- Henry Bloom Noble Library (Douglas)
- Ramsey Library
- Harvey Briggs Library (Onchan)

2.10 The Working Party reviewed the Jonathan Michaels' Independent Health and Social Care Review' [4] which highlights the importance of community within the health and social care agenda noting "the health and social care system will need to understand local need and meet it through a predominantly community-based model of care, with increased focus on prevention and proactive care" (Michaels, 2019).

2.11 The Working Party met with the Integrated Care team based in Peel in May 2019. The Integrated Care team gave an interesting overview of the work being carried out in improving wellbeing on the Island. Whilst currently located in Peel they are looking to implement similar programmes around the rest of the Island. The findings from the Integrated Care project team resulted in 42 recommendations being approved and the Working Party hope that public libraries could play a part in supporting some of these recommendations (see Appendix 2).

2.12 The Working Party believe that there were actions within the short term proposals for Integrated Care where libraries as a safe, warm and inclusive public space could potentially play a part, specifically in the following areas:

- Directories of services provided through Integrated Care could be promoted within library buildings
- Events in libraries such as Storytime, could help to foster and support intergenerational work
- The Bibliotherapy service provided by the Family Library could help to support the development of Old People's Mental Health Services, including the Memory Clinic
- Libraries could potentially provide a base for a Local Area Coordinator for Integrated Care
- Libraries could promote and share opportunities from a coordinated volunteer recruitment service
- Libraries could play a vital supporting role in making the addressing of social isolation everyone's business
- Libraries could act as a venue for hosting ICT skills training as Integrated Care develops an assistive technology strategy and implementation plan
- Libraries could also act as a venue for local health and social events, and drop in sessions with professionals

[4] Page 17 https://www.gov.im/media/1365879/independent-health-and-social-care-review-final-report.pdf

2.13 The Digital Inclusion Strategy [5] was reviewed. The strategy aims to tackle digital exclusion and there is synergy between the strategy and what Public Libraries can, or already do offer on the Island.

2.14 The Working Party also identified stakeholders from the Third Sector and asked for their input into libraries on the Island: whether they work with public libraries, or could do in the future and; to gauge if there was any support they felt Public Libraries could offer them. The feedback provided made some useful suggestions including the provision of more books in other languages for those whose first language is not English or those English speakers who are learning new languages. An option for free use of computers rather than time limited use was also suggested. All feedback is provided in Appendix 3.

2.15 A public survey was carried out for the Select Committee report (published in 2018) with a satisfactory level of response. The Working Party therefore felt further surveying using questions of a very similar nature to the initial survey, may be seen as unnecessary duplication by the public. The Working Party did, however, ask libraries to provide any qualitative data they may have in respect of services provided and would like to thank Douglas Borough Council for the feedback they submitted from users of the Henry Bloom Noble Library in Douglas which can be viewed in Appendix 4.

2a Purpose of Public Libraries

2.16 Following extensive engagement with libraries both on Island and in other jurisdictions, it is clear that libraries are no longer just a place to loan books. Our libraries offer a range of services within their current means and are valued by their users. Examples from on Island include some libraries holding events that promote social inclusivity; some libraries provide tea and coffee facilities to encourage customers to stay on site; some libraries hold fun book days for schools and children and encourage dressing up and immersing themselves in a theme from a book; some libraries provide shared working spaces for researchers and entrepreneurs.

2.17 However, with all the services that are provided within libraries across the Island these do tend to be location specific and so ability to access a particular additional service may be constrained according to where you live.

2.18 From research of other jurisdictions there is evidence that libraries across the United Kingdom are considering their value within their wider communities and are adapting their aims and their physical spaces to be seen as a provider, and a facilitator, of a range of services to encourage patrons through the door. They are working not only with other service providers in Government, but are encouraging small businesses in their creative spaces, providing access to 3D printers and offering space for

[5] Digital Inclusion Strategy 2016-2021

refreshment. They work with vulnerable people by helping to address loneliness, supplying free wifi and using the trained skills of the librarians to help people identify "fake news". While we have seen evidence of some excellent schemes similar to these across our Island libraries, there is broad variation from library to library.

2.19 Following the production of the Select Committee Report on Libraries, libraries across the Island formed The Libraries Forum in September 2018. The Forum was set up to bring librarians from across the Island together to share ideas. They meet regularly throughout the year and have built a close network which is already helping to provide a more comprehensive library service to residents, and will continue to do so in the future (see also paragraph 2.9 above).

2b Wider Provision of Library Services

2.20 There is a starkly fragmented service for the provision of libraries across the Isle of Man.

2.21 The Working Party recognise that if we are to provide libraries to our residents, and that we have a duty to do so, then there is a need to maximise citizens' ability to benefit from the services provided particularly in the areas of accessibility, opening times, membership fees and availability of a shared catalogue. An all Island Library membership, for example, would mean that not all libraries have to be open at the same time and would allow more people to access more of the range of services provided. Information on all libraries would be consistently and effectively communicated.

2.22 The Libraries Forum has continued to progress looking at cooperation between libraries.

Opening Hours and Current Membership Fees

2.23 The table below shows the opening times for public libraries across the Island. The schedules differ with their times of operation, dependent on library, but has been broken down to an AM/PM format for ease of reference (sourced from Local Authority websites)

	Monday		Tuesday		Wednesday		Thursday		Friday		Saturday		Sunday	
Public Libraries	AM	PM	AM	PM	AM	PM	AM	PM	AM	PM	AM	PM	AM	PM
Peel Ward Library	✗	✓	✗	✓	✗	✓	✗	✗	✗	✓	✓	✓	✗	✗
George Herdman Library (Port Erin)	✗	✓	✗	✓	✗	✗	✓	✗	✓	✓	✓	✗	✗	✗
Henry Bloom	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✗	✗

Noble Library (Douglas)														
Harvey Briggs Library (Onchan)	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✗	✗
Ramsey Library	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✗	✗
The Family (and Mobile) Library	✗	✗	✓	✓	✓	✓	✗	✓	✓	✓	✓	✓	✗	✗
Castletown Library* (*also offer self-service from 8am on week days)	✓	✓	✓	✓	✓	✓	✗	✓	✓	✓	✓	✗	✗	✗

Island Library Fees (as at February 2020 – data taken from respective websites)

Public Library	Membership/Loan Costs
Peel Ward Library	Free to all Isle of Man residents
George Herdman Library (Port Erin)	Free to ratepayers Fee to non-ratepayers: Out of Town Family £15.00 Out of Town Senior Citizen £10.00 Juniors £1.00
Henry Bloom Noble Library (Douglas)	Free to all Isle of Man residents
Harvey Briggs Library (Onchan) ***Onchan Library resolved at their Board meeting of the 17th Feb 2020 to operate free subscriptions to all Island users – at the time of preparing this report there was no information on a start date for this***	Free to ratepayers. Non-ratepayers: Junior £1.00 per annum Student £2.50 per annum Senior Citizen / Registered Disability £7.50 per annum Adults £12.00 per annum
Ramsey Library	Children and students Free; Adult town members (IM8 postcode

	holders[6]): £10 a year; Adult country members (Non-IM8 postcode holders): £20 a year.
The Family (and Mobile) Library Ltd	Currently: *£5 per year for young people £10 per year adults *The Family and Mobile Library are proposing to make subscriptions optional with many members currently receiving the service for free
Castletown Library	Free to ratepayers Small fee non-ratepayers

Feedback from Local Authorities

2.24 Local Authorities who do not provide a public library in their parish were asked to provide information on their use of both their nearest library, and what, if any, funds they provide in support of the Mobile Library. With the potential for 17 responses (based on a total figure of 22 Local Authorities minus 5 of those already with Public Libraries), 7 Local Authorities responded.

2.25 Out of the 7 responses; 4 Local Authorities advised that they gave funding to the Mobile Library in 2019. Some of the Authorities that did not provide funding commented that as smaller authorities they did not have the funding.

One Local Authority had supported the Mobile Library in the past but did not in 2019 because of the funding provided to the Mobile Library from Government (but will consider as they rate set for 2020/2021).

2.26 Below is a snapshot of some of the qualitative feedback received:

"The Commissioners consider the mobile library service to be very popular locally…the decisions in regard to local contribution were made by the Board through resolution on each occasion. The principal factor considered by Members being the utility and social value the Mobile Library provides for all our community, particularly for our more vulnerable and less mobile residents…."

"The Commissioners have been very supportive of the Family Library principally because it provides a much needed service to children of the Parish"

[6] IM8 covers Ramsey only – source https://worldpostalcode.com/isle-of-man/isle-of-man

"The 1916 Act gives the Commissioners power to provide a library but does not require the Commissioners to do so. With much greater use of the internet for research, ebooks, and online news services it is debateable as to whether there will be a long term need for libraries in the form that we are accustomed to. That said, the Commissioners are sure that for many years to come, Libraries have an important role to play, serving the needs of children and older generations in particular."

"The Commissioners would welcome some clear national guidance based on an analysis of need, particularly with regard to what library services are worthy of support in the twenty first century, to whom should these services be best targeted, and approximately how much of our rates would be seen as a fair amount to provide in support of library services. The Commissioners do not have any specific proposals themselves, but believe that national standards to ensure fairness across the Island would be a good way forward."

Data from the Family and Mobile Library Ltd as regards use of the mobile library broken down by parish appears at paragraph 5.2 below.

2c Use and Cost of Libraries

2.27 It was agreed that the following data would be sought from libraries:

Twelve months of data, to be collated and presented in a way which is in an agreed and consistent format used by all:

- costs for staff
- stock
- facilities
- utilities
- training and other overheads
- usage including membership, footfall, loans, opening hours; additional services; and events

2.28 The Working Party is grateful to Manx National Heritage and the Department of Education, Sport and Culture (namely Ballakermeen High School, UCM and Keyll Darree) who kindly provided the data requested and are useful from a comparative perspective.

2.29 However, just one public library, Henry Bloom Noble Library in Douglas, provided data to the Working Party and one charitable Library, the Family and Mobile Library Ltd. This has not allowed for a clear picture of how our libraries are used across the Island and by how many. The Working Party would like to thank Douglas Borough Council and Henry Bloom Noble Library for their cooperation during the course of their work. They have consistently provided information and have made significant changes since the last report with more visibility in reporting and their new premises

giving them the space to expand their library services. We would also like to thank all those other libraries that have provided their valuable data.

2.30 It should also be noted that Douglas Borough Council produce accounts that show Henry Bloom Noble Library costs separately to other costs and its overall cost to the rate payer each year. In other areas of the Island where a Public Library exists, the costs are absorbed into Local Authority expenditure as a whole and so are not always clear. Therefore it is not possible to provide a true cost to the rate payer on the distribution of the services of Public Libraries by reference to the overheads such as building costs, stock, administration and staffing costs. It is also not possible to produce a like for like comparison between our Public Libraries to assess comparative costs and service provision, and in turn to assess value for money for the ratepayer.

2.31 With the lack of data available the Working Party explored the information that is currently made publicly available on the Local Authority websites. The only information found at the time of publishing the report (aside from those who submitted data to the Working Party) was on the Port Erin Commissioners website:

George Herdman Library (Port Erin)

Your Commissioners | Services | Public Information | Library | What's On? | Tenant Portal | Rushen Heritage | Recreation | Clubs & Societies | Contact Us | Gallery | News | Privacy

Library > Library Reports >

Library Membership Report as of 1st August 2019

Library membership report as of 1st August 2019. Report is for active members by local authority area and membership type.

George Herdman Library Membership
as of 01/08/19

	Junior	Adult	Family	Pens	TOTAL
Port Erin	594	759		551	1,904
Port St Mary	213	121		97	431
Castletown	20	13		21	54
Arbory	99	23		57	179
Rushen	115	90	6	111	322
Malew	22	14		14	50
Michael	1				1
Douglas	3	39		3	45
Patrick	3			2	5
Marown				3	3
Peel				2	2
Staff		10			10
Visitors		66			66
Student	108				108
TOTAL	**1,178**	**1,135**	**6**	**861**	**3,180**

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Conclusions

Through the information gathered and researched the Working Party concludes that libraries are about more than loaning books; they can and do provide a range of services and in particular they can play an important role in the support of the most vulnerable in our society.

Based on the March 2019 workshop outputs and 2018 public survey the Working Party also concludes that there is general consensus amongst Local Authority members, Tynwald members and the public on the value of

libraries and the Working Party considers that provision should be underpinned by the principles of equity and accessibility to enable everyone on the Isle of Man to easily access books and services via our libraries (whether mobile or static).

Due to the lack of data we received in response to requests it is not possible to provide an analysis of the use and cost of our Public Libraries nor to make any comparison as between our Public Libraries in terms of value for money for the ratepayer. From the available information, however, we consider there is scope for Public Libraries to collaborate more in various ways and by so doing to increase accessibility and the range of services it is possible to provide as well as improve value for money.

The Working Party commends the work of the Library Forum and believes that libraries and Local Authorities from across the Island should work together to introduce a universal library membership card which would enable shared membership. The Working Party would also advocate that Public Libraries and Local Authorities working together in a cohesive way will bring huge potential for a shared IT system to support shared stock and multi-site return of books. This then brings the potential to reduce overall costs and provide more space within libraries to provide other functions. Potentially this might include new areas of support and services that are aligned with Government policy on digital inclusion, social inclusion, health and wellbeing and so on.

Legislation to provide a core, across the board service should be considered. Legislation should also give individual libraries the scope to provide other services dependent on their size and location.

3 Legislative Provision

Legislative Provision – Isle of Man

3.1 The Select Committee Library Report from July 2018[7] confirmed that whilst Local Government legislation gives authority for libraries to exist, there is currently no statutory requirement for provision of library services in Manx law.

3.2 Local Authorities have the power to provide public libraries under powers within the Local Government Consolidation Act 1916[8]. The Act enables Local Authorities to acquire land to build a library, provide a library service and carry out management of a library. The legislation also states that libraries established under the act should be open to the public and free of charge (see Sections 333, 336-339).

3.3 Sections 24 and 24A of the Local Government Act 1985[9] state that a Local Authority can, with consent from the Department of Infrastructure, enter into an agreement with another Local Authority to discharge a function on their behalf.

3.4 Section 35 of the Education Act 2001 states that the Department of Education may:

(a) Provide and maintain public libraries
(b) Assist in the provision and maintenance of public libraries by others

However, the proposed Education Bill (2019) no longer includes a section that covers the provision of public libraries.

3.5 The Department of Education, Sport and Culture (DESC) confirmed that Section 35 "Libraries" in the current Education Act 2001 was included to allow DESC to open some of their libraries to the public if it was thought to be beneficial. It was not included as an option for DESC to provide and maintain public libraries, which has always been a Local Authority function. It has been removed from the Education Bill as school libraries are not open to the public and DESC confirm it is not their role to operate public libraries. The only library operated on DESC premises that is open to the public is the one at UCM. However, this is an education books library and not a general lending library.

Legislative Provision – Other Jurisdictions

England

[7] Hansard – Select Committee Report – Tynwald July 2018 -
[8] The Local Government Consolidation Act 1916 (IOM)
[9] The Local Government Act 1985 (IOM)

3.6 Local Authorities have a statutory duty under the Public Libraries and Museums Act 1964 to '*provide a comprehensive and efficient library service for all persons'*

'It shall be the duty of every library authority to provide a comprehensive and efficient library service for all persons desiring to make use thereof'

3.7 The Act allows for joint working between library authorities. Each library authority is responsible for determining, through consultation, the local needs and to deliver a modern and efficient library service that meets the requirements of their communities within available resources.

3.8 There are more than 3,300 public libraries in England [10]. In providing this service, Local Authorities must, among other things:

- have regard to encouraging both adults and children to make full use of the library service (section 7(2)(b))
- lend books and other printed material free of charge for those who live, work or study in the area (section 8(3)(b))

3.9 It is the statutory duty of the Secretary of State for Culture, Media and Sport to:

- superintend, and promote the improvement of, the public library service provided by local authorities in England (section 1(1))
- secure the proper discharge by local authorities of the functions in relation to libraries conferred on them as library authorities

3.10 The Secretary of State has the power to make a remedial order against a library authority following a local inquiry. Such an inquiry can be commenced either on receipt of a complaint that a local library authority is failing to carry out its statutory duties or of the Secretary of State's own motion (section 10).

3.11 Before deciding whether to order an inquiry the Secretary of State will carefully consider a local authority's compliance with the duties of the 1964 Act. However, the Secretary of State will not hesitate to use the power where, having regard to the duties on him and the local authority, there is good reason in all the circumstances for him to direct an inquiry at the present time.

3.12 In determining whether to order an inquiry, the Secretary of State gives consideration to a number of factors, including:

- whether there is any serious doubt or uncertainty as to whether the local authority is (or may cease to be) complying with its legal obligation to provide a comprehensive and efficient library service
- whether the local authority appears to be acting in a careless or unreasonable way

[10] Source Politics.co.uk

- whether the decision is or may be outside the proper bounds of the local authority's discretion, such as a capricious decision to stop serving a particularly vulnerable group in the local community
- whether the local authority appears to have failed to consult affected individuals or to carry out significant research into the effects of its proposals
- whether the local authority has failed to explain, analyse or properly justify its proposals
- whether the local proposals are likely to lead to a breach of national library policy
- the advantages of local decision making by expert and democratically accountable local representatives
- whether there is any further good reason why a local inquiry should be ordered

3.13 Library authorities are also required to provide the Secretary of State with such information as he/she may require for carrying out their duties.

Northern Ireland (Libraries NI)

3.14 The Libraries Act (Northern Ireland) 2008[11] creates Libraries NI as an non-departmental public body, sponsored and funded by the Department for Communities.[12]

3.15 The 2008 Act stipulates that the Authority must "provide a comprehensive and efficient Public Library service for persons living, working or studying in Northern Ireland"

3.16 The Act further stipulates that in so doing must, "secure that facilities are available for the borrowing of, or reference to, library materials sufficient in number, range and quality to meet the general requirements of adults and children (whether by keeping adequate stocks, by arrangements with other bodies concerned with library services or by any other means."

3.17 Libraries NI receives its core resource and capital funding from the Department of Communities (DoC).

3.18 After the implementation of the 2008 Libraries Act, Local Authorities ceased having responsibility for Public Library provision and funding. The DoC administers block grants to local government as part of the Northern Ireland local government funding settlement, and therefore transferred funds earmarked for Libraries directly to Libraries NI.

3.19 The Department's vision for the public library service is:

[11] Libraries Act NI
[12] NI Department for Communities

'A flexible and responsive library service which provides a dynamic focal point in the community and assists people to fulfil their potential'

Scotland

3.20 Public libraries in Scotland are entirely the responsibility of local authorities. They have a statutory duty under Section 163(2) of the Local Government (Scotland) Act 1994[13] to "secure the provision of adequate library facilities for all persons resident in their area" and there is a published Public Library Strategy for Scotland [14].

3.21 The Local Government (Scotland) Act 1994 incorporates the following existing legislation relating to public libraries:

The Public Libraries Consolidation (Scotland) Act 1887

The Public Libraries (Scotland) Act 1955

The Local Government (Scotland) Act 1973

3.21 **Jersey**

Jersey has statutory provision by way of their Public Library (Jersey) Regulations 2007[15]

The regulations state that there shall continue to be a Public Library service for Jersey and that it is the duty of the Minister for Education to provide the facility and promote the improvement of the library.

Conclusion

Research into neighbouring jurisdictions shows that the Island is out of step by not having a statutory basis to ensure library provision. If we, as an Island, are committed to ensuring the security of our Public Libraries for future generations, and if we want to bring some consistency to the delivery of a library service, and ensure it is at an equitable cost for our residents, then provision of a Libraries Bill should be considered.

[13] Local Government (Scotland) Act 1994
[14] Public Library Strategy for Scotland 2019
[15] Jersey Library Regulations (2007)

4. Opportunities

4.1 Research was carried out by the Working Party into what library provision looks like in other jurisdictions:

The Scottish Library and Information Council (SLIC)

The Working Party had a teleconference with the Chief Executive of the Scottish Library and Information Council (SLIC). SLIC led a five year transformation strategy for Scotland's 500 libraries.

All Scotland's libraries, including their mobile library service which services their more remote communities, were in scope (the Highlands alone has eight mobile libraries).

SLIC's mobile libraries are funded by Local Authorities with services shared through a service level agreement. There are 32 Local Authorities in Scotland with each having a Head of Public Library Service in place to provide oversight (they meet four times a year). Three out of the 32 Heads are selected to lead and act on behalf of all.

SLIC recognised that there are not many other services that have the same potential community reach as a library. Their libraries support the economy through offering co-working spaces and on-site training to help get businesses off the ground by offering redundant space within libraries.

Every child in Scotland when their birth is registered automatically becomes a library member and their aim is to now make everyone a library user as well as a lifelong member.

SLIC are in the process of producing a research report into the overall community and economic benefits to Scotland's libraries and the Working Party await this with interest.

The Working Party is particularly impressed with SLIC's "Health on the Shelf" offering. "Health on the Shelf" is the result of research commissioned by SLIC to obtain an overview of the health offer of public libraries across Scotland and recognise the role that Public Libraries play within a self-management agenda and to provide the right care, at the right time, in the right place.

Research undertaken as part of their study has highlighted:

- *The range of the library health and wellbeing offer;*
- *The contribution such services make towards mental health, loneliness, social isolation, cancer and dementia in particular;*
- *The personal wellbeing benefits for participants, which are often immeasurable;*
- *The contribution towards improved health literacy, particularly digital skills;*
- *The importance of the library space and social interactions with staff and others in the library and;*

- *The financial savings for NHS Scotland as a result of people using libraries and having better health outcomes.*

(SLIC, 2020)

4.2 *Libraries Northern Ireland (Libraries NI)*

The Working Party had a teleconference with the Assistant Director of Libraries NI.

Libraries NI was formed following a review of public administration and rationalisation of public services in Northern Ireland. The library service is considered by them to be one of the more successful aspects of the public administration review.

Libraries in Northern Ireland were previously provided by five education authorities.

Libraries across Northern Ireland have a shared system. This enables policies and processes to align. They share stock contracts and this has provided greater value for money and a recognition that collaboration can make limited budgets go further.

Libraries NI have a house call service to visit housebound individuals and a mobile library service that calls to villages and hamlets. This service is delivered by a fleet of delivery vans that service stock, books and exhibitions moving around the libraries in Northern Ireland. They have a "dynamic stock" system: the book stays in the library that it was returned to as a way of refreshing stock (previously books were returned to the library it was loaned from). This shared structure has helped particularly when facing budget reductions.

4.3 *Jersey Library*

Jersey has one main central library as well as one part time branch library and a mobile library.

The central, branch and mobile library are funded through taxation – central government (funding has "decreased significantly" over recent years with 18% already been saved since beginning of 2020 (through staffing)).

Jersey Libraries did sit under their Education department from 1930 until very recently and are now part of the newly established Customer and Local Services Department.

They recognise that due to the location of the central and branch libraries that this leaves a lack of service for the rest of the Island – they are looking to develop a network of community libraries but would rely (not entirely) on volunteers for this.

There is also a mobile library service – The Jersey Mobile Library is currently timetabled to stop in every parish and they are looking at how to improve this service (their aspiration is to expand the mobile library service to include residential homes and schools).

Jersey has introduced a scheme called "Closer to Home" [16]and the library is working with agencies and charities to deliver some library services within parishes.

The Jersey Library works under the Libraries Connected model and the Universal Library Offers scheme [17](launched in 2013) which aim is to *"connect communities, improve well-being and promote equality through learning, literacy and cultural activity"* – Jersey Libraries' "offers" are Reading, Learning, Information and Health and Culture.

Jersey Library are supporting enterprise and have worked with Barclays Eagle Labs to develop a space within the library which they refer to as "creative churn" – co-working spaces, the rent from which, goes back into the library.

They also have a "maker space" within the central library which is used by local artists and makers and which includes a 3D printer and laser cutting – this provides a service for entrepreneurs whilst providing a source of income to the library.

4.4 *York Libraries*

The Secretariat spoke with the Chief Executive of Explore York – Libraries and Archive, on behalf of the Working Party:

York has a population of 200,000 (a geographical area of around 25m²). It has:

- 14 Libraries (including York Explore their flagship library and home to the City Archive)
- 3 Reading Cafes
- 1 Mobile Library

In 2014 York Libraries parted with York Council on a 5 year contract to become a mutual industrial and provident society with charitable status – its creation was led by its own staff.

A new contract was agreed with York Council in 2020 for delivery of library services for a period of 15 years. They were asked to look at different forms of delivery.

The UK Cabinet Office gave support and helped to identify sources to help with mutualisation of the library services.

The Library structure is 1/3 owned by staff and 2/3 by community members, open to anyone over the age of 16.

[16] Jersey's Closer to Home Scheme "Closer to Home"
[17] Libraries Connected Model – Universal Library Offers Scheme - "Universal Library Offers"

The Chief Executive reported that the first few years were a challenge but the measure of freedom they have has allowed them to respond quickly, for example they can apply for funding (such as the Arts Council) that they would not have access to as part of York Council.

No staff member has "opted out" since the change and they have improved on their staff satisfaction (from 70% at the time of leaving the Council) – all staff now committed and feel like they can make a difference in the community.

They acknowledge the commitment to libraries by the leaders in York Council in that they have no wish to see libraries close and want to ensure that libraries are run by paid staff.

They had to re-locate some of the smaller libraries and are working with the Council in co-locating the service.

Libraries in York are valued as part of the cultural life of York. The libraries are now being utilised as creative spaces for both adult learning and cultural organisations.

The space in all of the libraries is flexible – books are stored on wheeled apparatus that can be easily moved to adapt the space.

York Libraries believe that their patrons are not just accessing content but that the service allows them to create their own content – to share ideas and create knowledge.

They have 3D printers and are also looking at introducing virtual reality.

York Libraries and Archives are also signed up to Libraries Connected (151 Libraries from across England and Wales). Libraries Connected have a set of national offers – this sets out and commits to what you can expect to see in a Library (also detailed in conversations with Jersey Librarian).

4.5 *Libraries Connected*

The vision of Libraries Connected is "an inclusive, modern, sustainable and high quality library service at the heart of every community in the UK".

Libraries Connected started out as the Society of Chief Librarians (SCL). It is a charity that is partly funded by Arts Council England.

Along with their stakeholders, Libraries Connected has identified six key areas that they see as essential to a 21st Century library service. These are defined as Universal Offers:

- Culture

- Learning
- Digital
- Information
- Health
- Reading

In October 2019 Libraries Connected announced a new initiative to define what a library service looks like. A grant has been secured from Arts Council England who will work with Libraries Connected to develop and deliver "an authoritative, sector-led scheme to help libraries in England to meet the needs of their local communities".

Libraries Connected state that because there are no set standards in England, and with each Local Authority deciding how it will deliver its responsibilities under the Public Libraries and Museums Act 1964 variations in standards of service is being experienced.

Libraries Connected believe that the scheme will ultimately help libraries assess how they:

- Identify and monitor individual and community needs
- Develop resources, activities and services to meet these needs
- Are run and resourced to meet these needs

4.6 SLIC's "Health on the Shelf" is one example where libraries are evolving as a result of COVID19. COVID19 has highlighted issues within communities around loneliness and social isolation. Local Authorities taking a more joined up approach in respect of their library provision and offerings would benefit the wider community. During the COVID19 outbreak on the Island the Mobile Library confirmed that it has been contacting members and is planning to send books out to those who require the service.

5. The Family and Mobile Library Limited

5.1 This section looks at the Family and Mobile Library Limited, the services provided and the existing relationship between the Library and Government. Please also see paragraphs 2.24 – 2.26 above regarding Local Authority feedback on use of the Mobile Library service.

5.2 Provision of the mobile library vehicle is via a lease agreement with the Department of Education, Sport and Culture. The hire cost is £3,000 over a period of two years. The current contract is due to expire in September 2020. A copy of the lease agreement can be found at Appendix – 5

Services provided by the Mobile Library:

- Mobile Library** (routes every two weeks)
- Home Library Service for those housebound (routes every four weeks)
- Bibliotherapy Sessions (provided every four weeks)

***Mobile routes include some house calls for the housebound as well as residential and care homes*

Average numbers of walk-ons and housebound clients using the Mobile Library per parish per bi-weekly cycles:

Parish	Walk On	Housebound/Care Home Visit
Andreas	29	1
Arbory	5	0
Braddan	6	2
Bride	3	0
Castletown	0	2
Douglas	0	47
Garff	31	7
German	5	0
Lezayre	4	1
Patrick	18	0
Peel	9	15
Jurby	6	0
Malew	5	1
Marown	25	1
Michael	33	4
Port Erin	0	4
Port St Mary	22	10
Ramsey	7	17
Rushen	8	3
Santon	4	1

Source – Family and Mobile Library Ltd

A total of 88 residents are housebound borrowers and 14 of these are seen by the Mobile Library service every two weeks (rather than the four weekly services provided for the home service). The Family and Mobile Library calculated around 140 home visits per month – This information is contained within a report from the Family and Mobile Library in January 2020 a copy of which can be found at Appendix 6.

5.3 The Family and Mobile Library provide a Bibliotherapy service which visits nursing and residential care homes around the Island. Each session has approximately 12 in attendance. The Family and Mobile Library state that their Bibliotherapy service involves getting people together to chat about books, poems, photographs or artefacts that are supplied by the library (Library, 2020). This is a social activity that

can help with social isolation and loneliness. In the period July to December 2019 a total of 55 Bibliotherapy sessions were ran with a total of 404 attendees (approximately 9 sessions per month).

The Family and Mobile Library have confirmed that whilst the current Bibliotherapy sessions are aimed at older people, retirement homes and dementia units there is potential to expand the service to include younger people and designed for those with autism, dyslexia and mental health difficulties.

They do ask the organisations and care homes for a donation to cover the costs of each session although this does not always happen. They have experienced difficulties with the Bibliotherapy service with the most common being staff in the visited facilities not being aware that they were due to attend (due to staff working different shift patterns). We believe this could be mitigated by a structured service level agreement for the provision of this service.

5.4 General Family Library visits are arranged on request and this includes IOM Prison and Third Sector organisations.

5.5 IOM Prison confirmed that they have a library at the prison which is run by an inmate. IOM Prison used to use the Family and Mobile Library twice a year but found that as the inmates did not get to choose the books they were subsequently not being read. A system is now in operation whereby the inmates can request a book and the Education Manager (part of the Department of Education, Sport and Culture) will try and source the book through the Family and Mobile Library or the UCM Library. The Working Party believes that there is the potential to link IOM Prison to other libraries on the Island which will enhance the choices of books available. However, they do accept that security measures would need to be in place to mitigate any risk.

5.6 The Family and Mobile Library received a cash credit of £2000 for audio books from their supplier and these are available both on site and as part of the mobile and home service. Henry Bloom Noble Library has also made a number of donations of CD and Playaway audiobooks to the Family and Mobile Library.

5.7 The Working Party are in no doubt that there is an element of social service in the provision of the Mobile Library and that the Mobile Library itself has a larger reach and is able to adapt more quickly to change, and meet customer demand, than a static building.

5.8 The Family Library has strong ties with primary schools in the immediate area of the site. The building provides services by way of supporting the schools' on site libraries, and trips to the library. It provides an enhancement of library resources already available in those schools and is accessible within a short walking distance. The Working Party notes that there are no service level agreements in place to clearly define these additional services so there has, up to now, been no needs assessment carried out nor a cost value attributed.

5.9 Currently, following an approach to the school by the Family and Mobile Library, Henry Bloom Noble Primary School agreed a number of sessions in advance and four classes a week are sent to the library. This arrangement commenced in January 2020 and no payment was levied. In return the Family Library asked that for any services provided to school that the school runs an annual fundraising event to help raise much needed funds for the library. (Appendix 7).

5.10 It is also noted that similar agreements may exist between other Public Libraries and schools on the Island. The Working Party has not surveyed all primary schools on their relationships with local libraries but is aware that such agreements may exist.

5.11 It is recognised that partnerships between the library and schools, as well as other stakeholders, are valuable but that service level agreements should be in place to ensure maximum benefits on both sides.

5.12 Reciprocally, the building the Family Library is provided within belongs to the Department of Education, Sport and Culture and is provided at a cost of£50.00 per annum. This arrangement also includes resource from the Department of Infrastructure for caretaking the building. The building is subject to a covenant that provides that the site should be used for educational purposes only.

5.13 As well as provision of the building the Mobile Library is serviced and maintained by the Department of Infrastructure's Fleet Services (following the end of a £10,000 fund from Microgaming). The Mobile Library also receives free fuel. They have two further, smaller vehicles which are not included in any agreement with the Department of Infrastructure.

5.14 **Government Running Costs for the Family and Mobile Library (2019/2020)**

Library Building

Staffing cost:	£5,608.56	0.26 WTE	9.49 hours per week
Consumables cost:	£300.00	for the past financial year (19/20)	
Sanitary/nappy disposal cost:	£190.00	for the past financial year (19/20)	

With effect from the 1 April 2020 this budget and responsibility was returned to DESC.

Mobile Library

Fuel £1,246.29

Maintenance including parts & labour £7,973.60

Total annual cost - £15,318.45

5.15 The site, whilst not ideally located for parking, does provide space to store the mobile library off road and is used by families in the area.

5.16 The Family and Mobile Library have provided information on the regular free events held on the site but it is recognised by the Working Party that there may be some overlap in those offerings with similar space and provisions in place at Henry Bloom Noble Library which is located nearby.

5.17 It is understood that there have been referrals made to the mobile library element via Social Care but this could be much better linked with agreed service levels in place.

5.18 During the course of their work, the Working Party requested information from the Family and Mobile Library on their fundraising activities on several occasions and what provisions were being put in place to enable the library to self-fund in future. Although the Working Party were assured that fundraising was taking place, little evidence of this has been produced and supplied to the Working Party.

A request was made via their Librarian on the 19th February 2019 to share information with the Working Party on what active fundraising was taking place and what long term plans were in place, to which we have received no response. At a meeting with the Chairman and the Managing Director (with responsibility for fundraising) of the Family and Mobile Library on the 25th April 2019 the minutes note that they were looking at other sources of revenue to be secured over the next two years and it was also noted that the Chair of the Working Party asked for confirmation from that the Family Library would be able to sustain itself and would not be requiring further funding from Government. Subsequent requests were made through our secretariat for this information, namely on the 12th November 2019 and 21st January 2020. We have received no response to our requests for ongoing funding plans other than general emails requesting the remaining funding from Treasury for 2020.

The Working Party has communicated regularly with the Chairman of the Family and Mobile Library during the course of their work. We recognise there is a level of frustration from the Family Library. The Working Party have explained the challenges faced by the lack of data being put forward from other libraries but it has also been stressed that continued funding from Government could not be a permanent solution and the Working Party have been clear in discussions that a self-sustaining model should be sought.

A recent email from the Family Library highlighted that due to the Coronavirus pandemic "..*we feel fundraising has changed irrevocably*..". The Working Party recognises that this is the same for every charity on the Island. There are over 900 local charities all facing the same challenges as a result of the pandemic and as such we do not believe this, in isolation, is a rationale for ongoing funding to the Family Library.

5.19 Further information pertaining to the work of the Family and Mobile Library can be found at Appendix 6 from a report supplied to the Working Party on the 26th January 2020. [redacted]

5.20 The Working Party believes that there is strong community value in a mobile library and that it should be publicly funded. There is potential to build on existing relationships within areas of the Department of Health and Social Care particularly in the areas of Bibliotherapy and a remote lending service. The Peel pilot of the Integrated Care Scheme (see also section 2.10) identifies key ways in which both physical and mobile libraries could support their ongoing work. The current scheme already has a list of those who need additional services within the community and there is the potential for this to be widened around the Island. The onus would be on the Department of Health and Social Care to identify potential services and service users and make use of library offerings through a service level agreement.

There is also scope to market and communicate a full Island mobile library service to ensure those who are not currently aware of the benefits are able to make full use of it.

5.21 **May 2020 - Update on the Family and Mobile Library Ltd.**

An announcement was made on Wednesday 20th May by the Family and Mobile Library Ltd on their social media pages that a donation of £250,000 has been made by the [redacted]

"We are very pleased to announce [redacted] have gifted us £250,000 emergency funding to ensure we can continue to operate our services for 12 months from August 2020.

This means the Family Library, as well as our associated Mobile, Home, Schools and Bibliotherapy Services, will carry on providing initiatives from our base in Douglas and throughout the Island.

The family has acted as a lifeline for us and provided significant financial support since 2012.

Chairman of the Family Library, Kurt Roosen, said: 'We would like to sincerely thank [redacted] who have come to the rescue and provided emergency aid to keep us alive over the next 12 months.

'This is a gift which will prevent our vital services from closing. Not only will it allow us to operate for a further 12 months but it recognises what we provide is absolutely fundamental and something not available anywhere else in the Island.

'We hope other charities and businesses can find such benefactors if the Isle of Man Government is unable to provide support in a timely fashion.

'Hopefully, the breathing space will allow us to re-engage with stakeholders, including with the Government, to assess our longer-term future.'"

Conclusions

It is accepted by the Working Party that for those experiencing social isolation due to lack of mobility and other factors, a mobile library provides access to books when unable to visit their local public library. This strengthens the case for a unified library service where a mobile library works with public libraries to supply and deliver books to those most in need.

With an aging population and the reality that the geographical spread of those who may be isolated and unable to travel themselves to local services will change over time, the Working Party considers that a mobile library service is a flexible and effective way to provide contact and services for those vulnerable and socially isolated residents across our community. The potential to deliver other services by way of a mobile library service exists and should be harnessed.

It is not possible to ascertain from the Family and Mobile Library Ltd accounts the overall cost to them of providing the mobile element of their service. There is a current Government contribution for the running of the Family and Mobile Library of just under £15,500. On a voluntary basis some (but not all) Local Authorities make a minimal financial contribution to the Mobile Library service.

Without the support from Government and the Scheinberg Family in recent years, those that rely on the Mobile Library would not have had access to this service.

To secure the service of a mobile library for the long term and to ensure compliance with financial regulations, the recent ad hoc funding arrangements need to be regularised.

6. The Future of Libraries on the Isle of Man

6.1 The United Nations (UN) view Libraries as a key institution to help achieve their 17 sustainable development goals. Their Access and Opportunity for All report states that 'Libraries drive progress across the whole 2030 agenda':

- Access to information has been recognised in the UN's sustainable development goals as a target under Goal 16: Promote peaceful and inclusive societies for sustainable development, provide access to justice for all and build effective, accountable and inclusive institutions at all levels

- Culture (Goal 11.4) and ICT (Goals 5b, 9c and 17.8) have also been included –

"Half of the world's population lacks access to information online. In our knowledge society, libraries provide access and opportunity for all."

6.2 The Working Party recognise that if we are to provide Libraries to our residents, and that we have a duty to do so, then there is a need to maximise citizens' ability to benefit from the services provided particularly in the areas of accessibility, opening times, membership fees and availability of a shared catalogue. An all Island Library membership, for example, would mean that not all Libraries have to be open at the same time and would allow more people to access more of the range of services provided. Information on all libraries would be consistently and effectively communicated.

There is potential for sharing resources, and not only books. With the demonstrably good relationships librarians from across the Island have with each other, they could cover absences to ensure consistent services from qualified librarians with volunteers sought to assist the day to day running. It may be that where a library is part time, books from that library can be returned to another library, particularly where opening hours are different. The Working Party commends the work so far of the Libraries Forum and believes there is scope for further co-operation and integration to optimise the access to and range of books, activities and services our Public Libraries can provide.

6.3 Through our engagement with local librarians and as well as their counterparts in the UK, the Working Party has identified the following areas of Government priority where libraries can play a part. These areas already form part of ongoing strategies in different areas of Government, and we note that some libraries are already contributing to them:

- Digital Inclusion
- Wifi access
- Entrepreneurs/Small businesses/Hubs
- Localised NHS services
- Social Care specifically in the areas of loneliness and social isolation
- Mental health services and support
- Education
- Third Sector services
- Local and national cultural information

Knowledgeable and friendly librarians are ideal for delivery of many of the above services, and are assets already present within our libraries.

6.4 **Structure and Funding Options**

The Working Party see a community rate, as part of overall rates reform as a way forward. This community rate could also cover swimming pools and other sports facilities within communities, as well as social enterprises and perhaps non-commercially viable post offices as part of a bigger picture. It has been difficult to attribute a financial value to our public libraries due to the lack of data provided but

ratepayers should feel confident in their value within the community. However, it is accepted that there must be a degree of discretion with this. Local Authorities are elected to represent their parishes. But there should be a minimum expectation to ensure value for money for residents.

It would be wholly inappropriate for all Local Authorities to be expected to provide a library, but access to a library service should be facilitated. This could be through providing a library, funding contribution to a strategically-linked Public Library, or funding contribution to a mobile library service that could provide a library service where a physical library is not feasible.

6.5 The Working Party is in agreement with Mr Lawrie Hooper, MHK, during the Tynwald debate on the 18th July 2018 that the current system is unfair[18]:

"..why are we also asking people living in the towns to contribute to a rural library service through their taxes? I might have a different view of this if the parishes themselves were already contributing a reasonable [sic], or even anything, but it is just not the case. And even after being made aware of the funding issues, which is being described as a vital lifeline for some of their constituents, these parishes are contributing nominal sums - £100, £200. Now that is a token gesture at best, and it is an insult to those authorities that are already stepping up to the mark and are delivering funding for a vital social service."

6.6 **A Manx Libraries Structure**

To include:

Options with outline plans for future funding arrangement to include, but not be limited to, a shared catalogue, all Island lending and return, all Island library membership

Out of Scope:

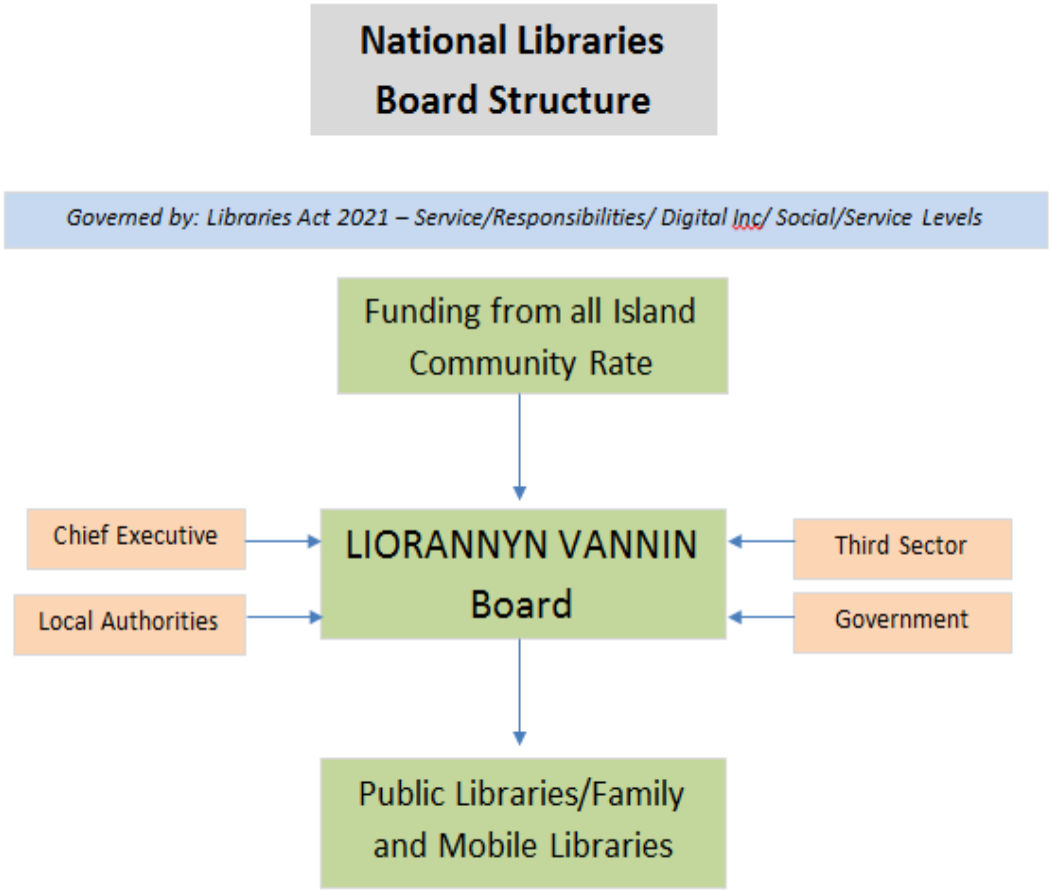
Isle of Man Government Reference and Education Libraries

6.7 A National Libraries Board could also help deliver government services as part of the Government Services Strategy directly into the community. As an example, Ramsey Town Commissioners worked with Government to recently introduce a job centre within the Town Hall. This includes a Job Club with an Employment Advisor twice a week and a benefits office with a Job Seekers Advisor one morning a week. See *Model 1* below.

6.8 The Working Party have provided examples of what a new Libraries Body or Libraries Regional Board could look like and are illustrated below (see *Model 1 and 2*).

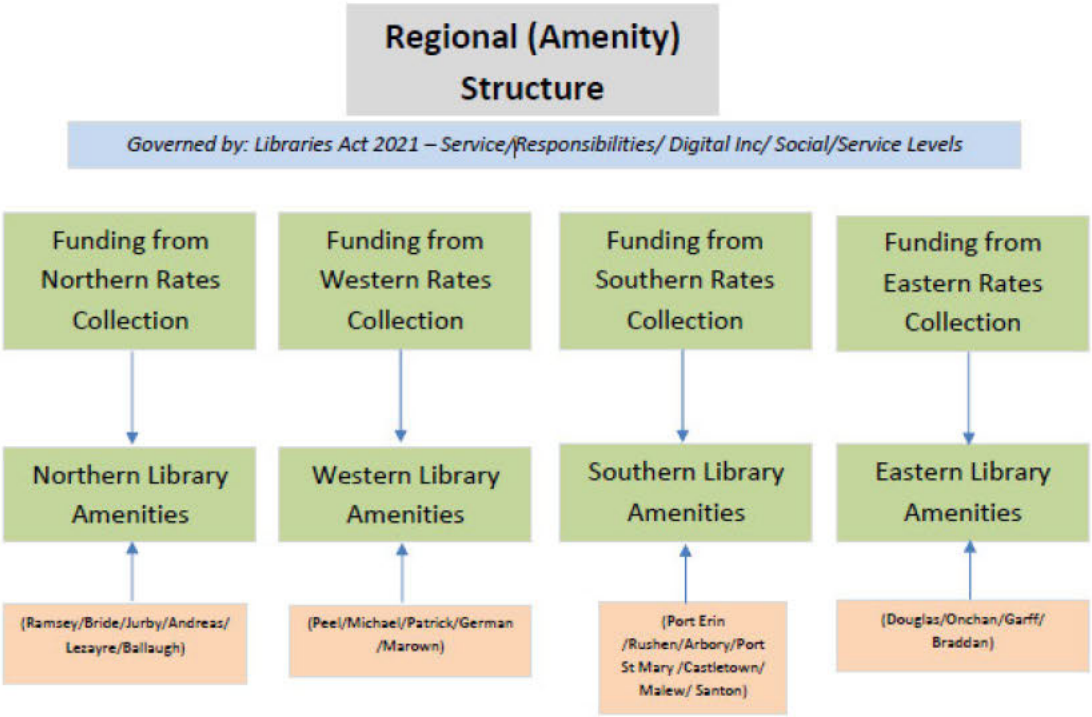
[18] *Para 1655*

PROPOSED NATIONAL LIBRARIES BOARD



Model 1

PROPOSED REGIONAL (AMENITIES) STRUCTURE



Model 2

6.9 We have identified key stakeholders in the future development of policy and legislation relating to library provision:

Key Stakeholders	
INTERNAL	Local Authorities
	Libraries Forum
	Public Libraries
	Public Health
	The Department of Health and Social Care including (but not limited to: Integrated Care/Adult Services/CAMHS/Older Persons Services
	The Department of Infrastructure
	Cabinet Office
	The Department of Education, Sport and Culture including: Corporate Services/Schools/Youth Service/Prison Education/Arts Council**
	Culture Vannin

EXTERNAL	Third Sector
	Public

Conclusions

It is the Working Party's belief that there should not be one library charging for membership in one area and the service being free in others particularly if libraries are effectively paid for through rates. It would seem only fair to the public that library provision and its costs should be open and transparent to the rate and tax payer.

It is accepted that with libraries having different size floor space, with some located within the town civic building and others in standalone premises, it would be a challenge to offer an 'across the board service'. However, outcomes from the workshop and customer engagement would suggest that libraries are not just places to loan books anymore. They provide a free space to members of the public whose expectation is now changing.

We recognise that the presence of a fixed library does not necessarily diminish the need for a mobile library service in that Local Authority area. There is a clear need for a more coordinated approach to library provision and funding across our Island. The Working Party has put forward two possible models for consideration

Library legislation will ensure that all of our libraries are protected from closure and fit for purpose in the 21st Century, that a minimum standard for provision can be expected and delivered to the Manx public, and that costings are open and transparent.

7. CONCLUSIONS AND RECOMMENDATIONS

CONCLUSIONS

The purpose, provision, use and cost of libraries

7.1 Through the information gathered and researched, the Working Party concludes that libraries are about more than loaning books; they can and do provide a range of services and in particular they can play an important role in the support of the most vulnerable in our society.

7.2 Based on the March 2019 workshop outputs and 2018 public survey the Working Party also concludes that there is general consensus amongst Local Authority members, Tynwald members and the public on the value of libraries. The Working Party considers that provision should be underpinned by the principles of equity and accessibility to enable everyone on the Isle of Man to easily access books and services via our libraries (whether mobile or static).

7.3 Due to the lack of data we received in response to requests it is not possible to provide an analysis of the use and cost of our Public Libraries nor to make any comparison as between our Public Libraries in terms of value for money for the ratepayer. From the available information, however, we consider there is scope for Public Libraries to collaborate more in various ways and, by so doing, to increase accessibility and the range of services it is possible to provide as well as improve value for money.

7.4 The Working Party commends the work of the Library Forum and believes that Public Libraries and Local Authorities from across the Island should work together to introduce a universal library membership card which would enable shared membership. The Working Party would also advocate that Public Libraries and Local Authorities working together in a cohesive way will bring huge potential for a shared IT system to support shared stock and multi-site return of books. This then brings the potential to reduce overall costs and provide more space within Public Libraries to provide other functions. Potentially this might include new areas of support and services that are aligned with Government policy on digital inclusion, social inclusion, health and wellbeing and so on.

7.5 Legislation to provide a core, across the board service should be considered. Legislation should also give individual Public Libraries the scope to provide other services dependent on their size and location.

Statutory provision

7.6 Research into neighbouring jurisdictions shows that the Island is out of step by not having a statutory basis to ensure library provision. If we, as an Island, are committed to ensuring the security of our Public Libraries for future generations, and if we want to bring some consistency to the delivery of a library service, and ensure it is at an equitable cost for our residents, then provision of a Libraries Bill should be considered.

Mobile library service

7.7 The potential to deliver other services by way of a mobile library service exists and should be harnessed.

7.8 With an aging population and the reality that the geographical spread of those who may be isolated and unable to travel themselves to local services will change over time, the Working Party considers that a mobile library service is a flexible and effective way to provide contact and services for those vulnerable and socially isolated residents across our community.

7.9 Both Government and Local Authorities recognise the value of a mobile library service.

There is a current Government contribution for the running of the Family and Mobile Library of just under £15,500, but it is not possible to ascertain from the Family and Mobile Library Ltd accounts the cost to them of providing a mobile library service.

On a voluntary basis some (but not all) Local Authorities make a minimal financial contribution.

Without the support from Government and the Scheinberg Family in recent years, those that rely on the Mobile Library would not have had access to this service.

To secure the service for the long term and to ensure compliance with financial regulations, the recent ad hoc funding arrangements need to be regularised.

7.10 Options for replacement of the Mobile Library bus should be considered as part of any wider commissioning or procurement exercise.

Proposed structure and funding for Libraries Isle of Man

7.11 It is the Working Party's belief that there should not be one Public Library charging for membership in one area and the service being free in others particularly if Public Libraries are effectively paid for through rates. It would seem only fair to the public that Public Library provision and its costs should be open and transparent to the rate and tax payer.

7.12 It is accepted that with Public Libraries having different size floor space, with some located within the town civic building and others in standalone premises, it would be a challenge to offer an 'across the board service'. However, outcomes from the workshop and customer engagement would suggest that Public Libraries are not just

places to loan books anymore. They provide a free space to members of the public whose expectation is now changing.

We recognise that the presence of a fixed library does not necessarily diminish the need for a mobile library service in that Local Authority area. There is a clear need for a more coordinated approach to library provision and funding across our Island. The Working Party has put forward two possible models for consideration

7.13 Library legislation will ensure that all of our libraries are protected from closure and fit for purpose in the 21st Century, that a minimum standard for provision can be expected and delivered to the Manx public, and that costings are open and transparent.

RECOMMENDATION 1

That Tynwald recognises the value of a mobile library service and in the interim supports its continuation via an appropriate level of annual Government subsidy, with Government also to undertake an assessment of needs to enable maximising usage of mobile library services by those most in need.

RECOMMENDATION 2

That the Council of Ministers should legislate to establish a Libraries Board with a National Libraries governance framework in place drawing on a set of national standards and guidelines (see Sections 6.6 – 6.8, page 34). The Libraries Board to be responsible for all Public Libraries and a publicly funded Mobile Library service.

RECOMMENDATION 3

That the newly established Libraries Board be jointly funded by Government subsidy, and formally referred through rates reform as part of a community rate that gives consideration to other socially valuable activities and community hubs. That an established Libraries Board sets out a clear framework for funding to ensure consistency of service provision.

This would ensure service provision, be it a static or mobile library, dependent on the individual Local Authority need.

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APPENDICES

APPENDIX 1 – Libraries Workshop Output

APPENDIX 2 – Integrated Care Recommendations

APPENDIX 3 – Third Sector Responses

APPENDIX 4 – Qualitative Feedback from Henry Bloom Noble Library (Douglas)

APPENDIX 5 – Lease Agreement Between DESC and Family and Mobile Library Ltd.

APPENDIX 6 – January 2020 Family Library Report

APPENDIX 7 – Email from Henry Bloom Noble School

[redacted]

Council of Ministers Working Party on Libraries

Workshop held on Thursday 28th March 2019

Workshop Summary

Introduction

Local Authority Clerks and Commissioners, Librarians and Tynwald Members were invited to take part in a workshop on Thursday 28th March 2019 looking at the future of Library Services on the Island.

The workshop was instigated as part of the Libraries Working Party objectives following recommendations from the Council of Ministers Select Committee Report and the subsequent response to the Report to accept the recommendations which were laid before Tynwald in June 2018.

The Select Committee recommended the following which was accepted by Tynwald:

- **We recommend that the Select Committee on Library Provision continues with the important work of determining the future direction of the Island's Libraries.**

- **The Committee's work should now move forward to establish a working party to undertake a detailed investigation into the provision and purpose of public library services. This investigation should involve all those involved with Library provision on the Island. The Committee should report back to Tynwald no later than December 2019 on:**

    - **The purpose of public library services**

    - **The wider provision of library services across the Island**

    - **Use and cost of Libraries; twelve months of data, to be collated and presented in such a way which is in an agreed and consistent format used by all, re costs for staff, stock, facilities, utilities, training and any other overheads; and usage including membership, footfall, loans, opening hours; additional services; and events**

    - **Options for a statutory requirement for provision**

    - **A Manx libraries' structure to include:**
        - **Options, with outline plans, for a future funding arrangement to include, but not be limited to, an all Island rate**

- **Options and plans for future cooperation to include but not be limited to, a shared catalogue, all Island lending and return, all Island library membership**

- **Tynwald is of the opinion that the Isle of Man Government should provide funding to the Family Library Limited of a total of £125,000 per annum for a maximum of two years**

Overview

The working group agreed that a workshop with Local Authority Clerks and Commissioners, Librarians and Tynwald Members would be held. The purpose of this workshop; to look at the future of library services on the Isle of Man.

There were 36 people in attendance:

- 3 x Libraries Working Party
- 10 x Tynwald Members
- 12 x Members from Local Authorities
- 8 x Librarians (from a range of Libraries across the Island including Government Libraries such as MNH, General Registry and UCM and public libraries including the Family Library)
- 3 X Cabinet Office Staff (including the Facilitator)

Scope

Attendees at the workshop took part in an active discussion focused around the following questions:

1. *What is a Library?*

2. *If money/resource was not a barrier what would an ideal library look like?*

3. *Consider 10/20 years in our future – what will our community be like? How will it be different?*

1. What is a Library?

With no prior seating plan in place attendees were grouped around tables of six. They were asked, what is a Library? What is its purpose? They were asked to capture one or two sentences to describe a library:

- "A Library is a **Community Hub** providing the **public** means of **accessing knowledge** in a **safe**, **welcoming environment** which provides opportunities for **life-long learning, entertainment** and **information"**

- (There are many different kinds of Library – we can't fit on all of their purposes but…) "All Libraries are **important community spaces**. They are **centres of information** where people can find information and be helped by **skilled, qualified staff**. There should be **online access** (generally), **entertainment/leisure** and **events/clubs** if possible. **Local history** should be available. **Accessibility** and appropriate building important – **environment**."

- "A place where people find **knowledge**, **learning** and **expertise** in the community and **sharing ideas** (not necessarily a physical location)"

- "Libraries are an **important service** because they provide **access to information** to all in our **community** in a **socially inclusive** way"

- "A **Community Hub** that enables a **safe exchange of knowledge**, **support**, **engagement** and **brings joy** to people"

- "A **safe space** – a **haven of knowledge**. **Friendly, experienced, approachable, knowledgeable staff** (a friendly face). An **information hub**. What you want it to be. **Space to learn and read"**

- "A **service** whereby members of the public, of all ages and socio-economic strata, can obtain, for a small annual fee, **access to (mainly) printed material** but also **DVD's, CD's, VHS**, perhaps **specialist Libraries information** via the internet and usually take it home. **Immediate access to information** for a small cost"

Some of the key words and phrases have been highlighted. These paragraphs are all very positive with words such as community, learning, knowledge and information appearing to be the important factors.

2. If money/resource was not a barrier what would an ideal library look like?
   For this second question numbers from 1-6 were placed under each seat and groups were then arranged based on number. This enabled the group to be randomly mixed

   A summary of the key words have been captured below:

The groups collectively produced 92 inputs (summarised above) and these have been grouped into the following headers:

- Building/Infrastructure
- On-site Resources
- Staff
- Events
- Technology
- Other

3. The Future Vision for Libraries

   Consider 10/20 years in our future – what will our community be like? How will it be different?

   Attendees were presented with the PESTLE model and asked to consider their answers based on the following factors:

   POLITICAL

   ECONOMIC

   SOCIAL

   TECHNOLOGY

   LEGISLATION

   ENVIRONMENT

   (See **APPENDIX 2** for full output of PESTLE exercise)

The session was concluded by looking towards a long term sustainable strategy based on the outputs from using the PESTLE model. The following suggestions were collected:

- Everyone shares the cost of a Library for a society we would like on our Island
- A place for socialising – human need to belong
- A place to discuss things/someone to aid online/support to help and think
- Technology could take on tasks and free up Librarians to interact and support
- Should it be a choice whether Libraries are provided or not? Should there be legislative change?
- Should be simple – pass robust legislation that weathers administrative changes
- Providing community space
- Coffee shops – paying for coffee vs paying for Libraries
- Value of services are shared and seen as good value for money
- Charges can be discretionary/flexible to support those that can't pay
- All Island Library card
- Possibly people may be working from home or hubs rather than work – Libraries could provide work spaces
- Need to be flexible to respond
- Ageing population – restricted living at home
- Outreach services – taking materials out with volunteers/mobile library – digital
- Different delivery channels
- Co-located space with Post Office
- Using data as business model
- Environmental and ethical restrictions – considering where to source books from
- Providing books to poorer countries
- Push for recycling
- Buildings using passive design – bringing cost savings – future proof buildings

- Legal – move to open access for academic libraries
- Working together more – breaking down political/funding silos
- Best practice from further afield
- Denmark – libraries open 24/7
- Pick up from lockers/online research
- Life-long learning
- Using other buildings eg churches adapt and re-model
- Digital identity through Libraries
- Non-digital space
- Duplications of services eg HBN & Family Library – Government & Local Services
- Purchasing together to achieve discounts – should digital access be free? Digital inclusion

In summary **technology** and **legislation** appear to be the key factors here as well as an option for Libraries to work together and share services where there is duplication and overlap. There is some consensus that Libraries legislation should be considered. There is also recognition of the social value of a Library with consideration given to other uses/services for a Library building. Some examples of this include coffee shop, outreach services and potential for Post Office services.

Next Steps

A statement is to be prepared for December Tynwald outlining the Working Group's progress so far, this is to be followed by a report which will detail the next steps for the future of library provision across the Island.

The continued collection of data as well as narrative on the workings of individual Libraries are important as that will help to shape the report and what is presented and recommended to Tynwald.

APPENDIX 1

The full details of what was captured for Question 2 - If money/resource was not a barrier what would an ideal library look like?

BUILDING/INFRASTRUCTURE

- A Safe place
- Mobile function
- Quiet study areas
- Different types of areas
- Outreach mobile services
- Architecture-inspiring building
- Sundeck/roof garden/playground/views
- Room for meetings
- Booths/communal space/pods
- Welcoming
- Fun
- Separate dedicated spaces
- Building (rebate)
- Functional
- Include learning environment/study
- Accessible – opening hours/location
- Mix of modern and traditional
- Friendly
- Co-locate with Local Authority Office/Post Office
- Deliver loans to housebound and rural
- Versatile/flexible space
- Light and airy
- Free parking
- Space all on one level
- Allotment Kitchen
- 24hr opening
- Mini buses – shuttle
- Light and spacious
- Aesthetic design
- Inclusive
- Safe
- 24/7 access
- Inviting
- Quiet areas/child friendly
- A place to study – open
- Free
- Open at convenient times
- Shared public space

ON SITE RESOURCES

- Creativity (creative resources)
- Storytelling
- Government services
- Unlimited books/movies
- Free coffee/tea/cake
- Huge children's area
- Theatre/cinema/rehearsal
- Space for craft/music/sound studio
- Links to older persons facilities
- Free newspapers/magazines
- E-book packages
- Art Centre
- Signposting to other services
- Multiple copies
- Cultural/community/hub/café/AI
- Different type of learning
- Dynamics
- E-Books
- Community info – hub
- Creche/holiday clubs
- SAD Lamps
- Book reviews
- Entertainment
- WI
- Coffee Shop
- Different computers
- Creativity
- Info hub/learning
- All genres/formats
- Meets customer need

- Hot desking
- Social interactions eg café/refreshments
- Service drop-ins – meeting rooms/private space
- Citizens Advice Centre
- Community info
- Media editing/music
- Coffee shop

STAFF

- Knowledgeable and inspiring staff – friendly
- Well-staffed
- Volunteers who can distribute to rural areas or those who can't access physical library

EVENTS

- Entertainment/Events
- Storytelling

TECHNOLOGY

- Interconnection with other Libraries – inter library loans/IOM software
- Huge online access
- Unlimited online resources (high tech/wifi)
- Global sharing (other countries)
- Accessible (online/mobile)
- Central distribution point for books
- Inter-library scheme – easy to access
- Easy to search catalogue

OTHER

- National Archive
- Increased uptake of members – cross demographic
- Well-used

APPENDIX 2

Below is the collected output from the opener PESTLE exercise to Question 3 – Consider 10/20 years in our future – what will our community be like? How will it be different?

POLITICAL

- Libraries to join up more
- National policy on Libraries, Information Archives and Communities
- Awareness of what happens elsewhere – adopting best practice from other areas
- Centralising services across Government
- Costs arising from other areas such as Care Homes
- Considering more integrated services

ECONOMIC

- Group discount options
- If there is more social deprivation then more use of Libraries
- Assistance with membership funding – all Libraries
- Funding challenges
- Footfall – membership fees
- All Island tax-funded model (current funding model broken)
- Viability of creating certain resources
- Evidence of socio economic value of Libraries
- Interest rates affect international purchases and costs in general
- Pay what you like

SOCIAL

- Seeking social interactions
- Continue to provide mix of traditional and online
- Different centres – different needs
- Ageing population
- Community rate
- What services does a community need? Basic services – community charge
- How do we fund a sustainable library service? (buying stock together)
- Increased population
- Life-long learning for all
- Increased access to self help
- More people in care homes
- People "passing through" on short term jobs/projects
- Restricted mobility
- Travelling pop-up libraries

TECHNOLOGY

- Training – keeping on top of trends
- Robotics will release people to interact with customers more
- Next generation internet
- Increased accessibility – language/mobility/disabilities
- Digital ID
  High speed broadband
- Technology loans from Libraries (laptops etc)
- Free internet
- Digital literacy/digital inclusion
- Internet infrastructure
- More tech options for engaging with users and allowing longer hours of access
- E books/audio books (how they are downloaded)
- VR Library
- Rentable kindles
- Outreach
- Education on new tech
- Competition on Library software industry
- Multiple channels of access. Not assuming only tech wanted or that people live in area they want to use Library in
- Inclusivity of larger print

LEGISLATION

- Change laws to statutory provision if Libraries are to continue (currently a choice)
- Robust legislation on what the service is
- Education Bill
- Lifelong learning Bill
- Information and Libraries Bill
- Breakdown of large publishing companies
- Statutory rights to Library access
- Navigating copyright and open access
- Massive journal suppliers and publishers charging based on their market share

ENVIRONMENT

- Environmental restrictions because of recycling – cost implications of recycling
- Balancing the cost of paper vs eBooks
- Sustainability
- 3rd world provision (through supply chain management)
- Climate change
- Paper/ebooks
- Less people working in offices – hot desking
- Quiet space – wifi free areas in Libraries
- Use of environmentally friendly passive building
-

Proposals that can be achieved in the short term
1. **Review operational hours for core services** including, but not restricted to, District Nursing Service, Home Care, Community Adult Therapies Service and Social Work. Currently District Nurses work 8:30 to 17:00 seven days a week, Home Care work from approximately 7:00 to approximately 21:00 seven days a week, Therapies work 9:00 to 17:00 Monday to Friday, and Social Workers work 9:00 to 17:30 Monday to Friday, with an out of hours service covering hours outside of that period. District Nurses and Home Care have a reduced capacity at the weekends. Both staff and the public have suggested it would be beneficial, and make access to services easier, if core hours were extended. The suggested outcome is that a rota is introduced to cover early evening visits and that operational hours for some services should more closely, but not completely, mirror that of Home Care so that, for example, where people require evening medication it can be covered, to cover palliative care, there is an opportunity to do visits when informal carers are present, and that there is no strict demarcation between service availability and lack of availability.
2. **Tailor directories of services and adapt it to reflect services available in the West.** The Project Team has found that there are lots of services, both statutory and third sector, plus community activities in the West but awareness of them is very low. The proposal is to put together a directory that is themed (including health care services, well being, social and leisure activities, mental health and so on) rather than alphabetical, uses a loose leaf format that can be readily updated and be available online. The physical copy would be available in multiple venues such as local pharmacy, town hall, team offices and anywhere that people access services. At least once a year it would be updated to ensure accuracy.
3. **Streamline referral process** to improve it and enable self referral to services where appropriate. Separate, but closely linked to a single assessment, feedback has demonstrated a frustration with referral processes as being time consuming and restrictive, often only accessible via other professionals or service providers. One such service is the Older Peoples Day Service which requires a Social Work referral followed by a day service assessment by the provider. This represents a duplication of effort by services and a delay in accessing services to the potential client. Therefore, the Project Team propose to map referral processes to a wide range of services and subject them to a lean analysis with a view to eliminating any unnecessary steps. This may result in enabling self referral to some services.
4. **Establish a single point of access to the integrated care team** including a 'front desk' and single phone number for the West to access all health and social care services, including contracted or grant aided services. Currently the Adult Services Access Team provide this facility for adult social care across the Island. The proposal is to establish an access facility for all adult health and social care services in the West, locality based, and accessible both by phone, and in person.

5.	**Foster and support intergenerational work.** Intergenerational work is a simple concept, bringing young and old people together to participate in social activities or mentoring schemes, that has been demonstrated to have a significant impact on well being and bring benefit to young and old alike. It can help de-stigmatise the process of ageing and increase the life experiences of young people, and address social isolation. It will also foster future volunteering and vocational career choices. As a by product it can also raise awareness of health and social care vocations. The third sector have, and are, leading in this. Live at Home are running one currently in the West in conjunction with Queen Elizabeth II High School. The Belfast Care Trust ran a scheme in their Dementia Care Supported Housing Schemes with great success. The Project Team propose to promote this and encourage other schools to get involved, and support third sector organisations to expand the process.
6.	**Ensure all practitioners are aware of the costs, and availability, of respite care** (short term care) in the West. During consultation and engagement it became apparent that some people were not aware that there is a cost associated with respite care and they experienced a shock upon receipt of an invoice, and that some professions were not aware that the facility existed. All details will be included in the proposed directory of services.
7.	**Recruit additional Dementia Home Support Workers** to provide service cover in the West. The Dementia Home Support service has proved very popular and effective in maintaining people in their own home but so far the service is only provided in the East of the Island. Posts already exist to extend cover but recruitment has proved difficult, particularly since the introduction of Public Service new terms and conditions. There is a separate workstream on the harmonisation of terms and conditions.
8.	**Continue to develop Older Peoples Mental Health Services, including the Memory Clinic, and group work currently provided in Douglas, and associated contracted services are delivered in the West.** Currently service users from the West usually are required to travel to Douglas to receive services. This is particularly difficult for carers supporting people with dementia and the person with dementia. While there may not be sufficient demand to base resources permanently in the West it should be possible to run clinics, group activities, and support groups in the West on a regular basis.
9.	**Undertake regular audits and review of service delivery** and **extend the remit of the Review Officer role.** During consultation there was a perception, mainly from the public, that service users retain services, and equipment, when the need for them has passed. The Reviewing Officer role was introduced to ensure regular reviews are undertaken to ensure that services provided are still meeting the needs of the service user, including recognising when that need has diminished. The remit of the team has, so far, been contained to reviewing Home Care and, while it was available, services provided under the Cleaning Contract. The proposal is that the Reviewing Officer should extend the reviewing role to all Department funded care and support, and possibly care funded through the benefits system, to assess whether support is still needed, sufficient or appropriate. With regard to equipment it is accepted that they will not be the appropriate agency to assess that but they if they think it is no longer appropriate or insufficient they can raise an alert with the appropriate agency. To effectively monitor equipment an effective registration and tracking system would be need to be introduced.
10.	**Enable EMIS and RiO users to access each other's record systems.** Currently the Department operates a variety of recording systems but the main systems are EMIS used by Community Nursing and RiO used by Social Care, Mental Health and Community Adult Therapy Service. Access is restricted to these user groups, however it is proposed to offer access to other external agencies. As a short term measure to improve communication and avoid duplication where possible it is the intention to open access to both systems to all members of the integrated care team. Members will still record in their primary system but at least the other will be available to read by all team members. This will require an updated data sharing agreement and the drafting of new role templates for RiO and EMIS.
11.	**Supply all staff with appropriate mobile technology.** Access to mobile technology can prevent the need for practitioners to keep returning to an office base, enable contemporaneous record keeping, be used as a control method to manage risk for lone working, and enable service

users to more fully participate, and be partners, in their support and support planning.

12. **Implement daily integrated care team meetings** to discuss shared caseload. From research, and seeing an integrated care team in action, this is the single most important change that will drive forward integrated care. Regular meetings can be short and focussed. They build up trust and team identity, and enable shared decision making and risk sharing. As the process develops it can incorporate the hospital and Accident and Emergency Department to speed up hospital discharge or prevent admission. This proposal also addresses themes around staff culture and communication.

13. **Liaise with hospital services with regard to outpatient appointments to ensure they meet the needs of people using the services and look at the possibility of clinics being held in locality.** A strong theme running through feedback during consultation was the scheduling of outpatient appointments that made it very difficult to get to hospital in time, or the difficulty in getting to hospital at all. Some of the issues were around practical things like appointments scheduled in the morning where the person using a service is required to leave home before the time a Home Care visit is scheduled to support them to get up. Alternatively, having to stay in the hospital while waiting for the bus back to the West. Many people expressed the view that it would feel more comfortable if they could be seen in the local area. The proposal is to put a system in place whereby the staff making outpatient appointments are aware of any issues that may restrict someone's ability to attend and encouraging the holding of clinics in the West on a regular basis.

14. **Incorporate a focus on an enabling approach in all job descriptions.** During the research phase, and looking at other organisations, it has become apparent that there is reason to significantly change job descriptions or roles. The only change the Project Team is suggesting is that all job descriptions incorporate the adoption of an enabling approach which will promote ageing well, empowerment and a focus on achieving, or maintaining, independence. This process has already been started for Older Peoples Services social care job descriptions for staff working in the community and residential settings.

15. **Implement a shadowing scheme for members of the integrated care team.** By shadowing different practitioners members of the team will gain a greater insight into the roles and challenges faced by other team members, which in turn will improve the appropriateness of internal referrals within the team and lead to less duplication of effort and more co-ordination. It will also help to build trust within the team.

16. **Co-location of a core group of practitioners** including representatives of the third sector. It is proposed that a core group is brought together to form the nucleus of a team, based in the same building or in close proximity. As the team develops other practitioners may be able to join the group. Co-location is not integrated care, but it can underpin integrated working. In the first instance there would be significant benefit in bringing together the Access facility/officer (as proposed above), District Nursing, Social Work, and Home Care, with a view to adding, at a later date, a Long Term Conditions Nurse, Community Pharmacist role (as described below) and a third sector representative (related to wellbeing/self care proposal outlined below).

17. **Create a data sharing agreement** between all service areas participating in the integrated care team including third sector providers. This will facilitate the sharing of all data while remaining within the General Data Protection Regulations.

18. **Create a common consent form** for people accessing services to share data. Currently, each service provider requires a service user to sign a consent form when accessing a service. This means, based on data collected by the Project Team, that a service user could end up going through a consent form and signing up to six times. The common consent form will cover all services provided by the integrated care team, statutory and third sector, covered by the data sharing agreement proposed above.

Proposals that can be achieved in the long term
19. Support recommendations from the Urgent Care Review 2016. Both staff and the public have raised the desire to have 24 hour access to services. However, neither capacity nor demand would make this a cost effective measure to implement, especially in individual localities. However, there are a range of services available out of hours, including services operated by other Departments, that offer 24 hour accessibility such as Police Service, Ambulance, Accident and Emergency Department, Manx Emergency Doctors Service, Crisis Response and Home Treatment Team and Out of Hours Social Work service. In 2016 a report was produced called "Transforming Urgent Care in the Isle of Man" (see appendix x) following research into the Isle of Wight experience of implementing an integrated, multi-disciplinary and agency, control room service for the Island. The Project Team believes implementing the recommendations of this report would address the aspiration for easier 24 hour access to services.
20. Introduce a Local Area Co-ordinator role. Local Area Co-ordination is an approach to building community resilience that focus on local relationships and assistance rather than accessing statutory services (see appendix xi for more detail). It is a strengths based approach focussing on assets rather than needs. The Project Team propose to bring forward a business case to implement this role with funding from the Department and other contributions from other agencies. While this role would liaise with the integrated care team it would not form part of the team. This proposal also addresses issues relating to resource issues, adopting a person centred approach, and staff culture and communication.
21. Develop, or extend, the role of Community pharmacist and introduction of a pharmacy technician role. Medication is a key element in managing health but it can have detrimental side effects, and there are issues with complex poly pharmacy where medications interact with each other causing a negative impact. Many people remain on medications, or use outdated ones, long after their therapeutic benefit is passed. There are two elements to an enhanced community pharmacist role, one is to be available to offer advice to people and avoid unnecessary General Practitioner appointments, one is to review medications for people. It should also be a resource for General Practitioners with regard to medication advice.
22. Implement effective person centred training for staff. Consultation suggests that some people have come away from trying to access services feeling like they are asking for a favour, or disrespected. This should never be the case. Older Peoples Services residential providers have undertaken person centred training called Eden Alternatives. This training will be adapted to a local version for community team members, focusses on attitude and communication, and comes with a registration scheme that encourages reflection on performance. The Project Team recommend using this training with the integrated care team, including making it available to third sector providers. This proposal also addresses issues around person centred care and staff culture and communication.
23. Set up a 'pop up' – 'drop in' shop. During consultation several people said they felt the voice of the community was not heard and the theme running through much of the feedback is that attention needs to be given to building community resilience. While visiting Torbay and South Devon NHS Foundation Trust the Project Team came across a pop up shop set up by one a third sector organisation that brought in other third sector and community organisations to share the space. As well as selling products it ran activities, both in the shop and in the broader community (it was publicising a music festival at the time), and succeeded in getting people to engage. It directly addressed issues of social isolation in a positive, 'non service' orientated way. It would provide an excellent resource for a Local Area Co-ordinator. The proposal is not that the Department set up such a venue but that it encourages, supports and does everything it can to foster its development. It will also address

	resource issues, especially around releasing capacity in statutory services.
24.	**Further develop a co-ordinated volunteer recruitment service.** Nearly all third sector organisations have expressed concerns around their ability to attract and retain volunteers. Volunteers are an essential element of building community resilience, addressing social isolation, and preventing people accessing statutory services when that might not represent the optimum outcome desired. At the moment, as in staff recruitment for the Department, third sector organisations are more often than not in competition to recruit volunteers. The Project Team propose that the third sector are encouraged and supported to form an alliance around the recruitment of volunteers, directing potential volunteers, based on their interests and identified skills, to the most appropriate third sector organisation.
25.	**Make addressing social isolation everyone's business.** The most commonly reported issue raised by staff, service users and the public has been social isolation. Social isolation leads to poor health outcomes, increased contacts with primary, mental and acute health care services, as well as social care. It can lead to admission into long term residential facilities. There is no single measure, alone, that the Project Team can propose to address social isolation but several measures such as introduction of a Local Area Co-ordinator role, 'pop up – drop in' facility, the directory of services, intergenerational work and volunteering will go some way to addressing it. This will build upon the work already being done by the third sector. In addition, as part of the commitment to put enabling as a focus in job descriptions it will be coupled with addressing social isolation and it will be top of the agenda in the review of day service provision.
26.	**Extend the remit of the Shared Lives scheme.** The public, in particular, and staff have suggested that a more flexible approach to the provision of respite care is available that is not based in residential care settings. While Crossroads Caring for Carers and day services provide some options the Shared Lives scheme being developed by Learning Disability Services may provide an opportunity. The Project Team propose that following a successful launch of the scheme it is monitored with a view to extending it to provide support for other groups.
27.	**Review business support services requirements**, including administrative support. It is the perception that practitioners are spending significant amounts of time undertaking business support or administrative tasks that could be better utilised providing direct support with clients. The Project Team propose that an Administrative Officer is placed in the integrated care team in the first instance with a remit to identify administrative tasks that are required and undertake a lean analysis to see how they are best achieved and what, if any, administrative or business support is required on an ongoing basis.
28.	**Work with Community Stores and the Housing Division to improve access to aids and adaptations.** The supply of aids, including what on the face of are very minor pieces such as raised toilet seats, can have a significant impact on a person's ability to maintain independence in their own home. In addition, building adaptations can prevent someone from requiring residential care. It is accepted that some adaptations can be very expensive and a cost benefit analysis for some adaptations may produce borderline results with regard to value for money. The Project Team propose working with Community Stores to open access to their equipment by increasing the number of people with the Trusted Assessors status who have undergone the prescriber training and support the implementing of an equipment registration and tracking system. In addition, as part of the process of holding well being events in the local area some items could be taken to events to demonstrate to people. With regard to adaptations the Project Team will engage with the Housing Division to look at how the process of application could be streamlined, within a means tested framework, and incorporating an element of cost benefit analysis to contrast the cost of an adaptation against the potential cost of long term care. The latter is a much longer term objective.
29.	**Develop an assistive technology strategy and implementation plan.** Assistive technology can enable people to maintain their independence, improve service user safety, and remove dependence from statutory services. In addition, individual items of assistive technology are not expensive but can provide great piece of mind. Devices readily available include pendant and falls alarms, medication dispensers, key safes, gas monitors and tracking devices. This was a workstream carried forward from the Home Care Recommendations Implementation Group

and there was a previous Departmental working group looking at this. Assistive technology also has links with tele health and tele medicine.

30. Develop options for intermediate care. The Department operates a very successful home based Reablement Service but staff have identified a need for an intermediate bed based step up step down facility for people who are either medically fit for discharge from hospital but not quite ready to maintain independence at home, or for those at home but experiencing some difficulty but for who going to hospital would not provide the optimum outcome. It is often the case that such people are offered a residential respite care stay but this often results in deskilling the individual and creating dependency. A step up step down facility would focus on maintaining independence and rehabilitation. The Project Team consider there are two options to address this need:

A– Enter into a partnership arrangement with a care home provider in the West. The main support and rehabilitation process would be led by the integrated care team in concert with the General Practice or the proposed Community Geriatric Service. The care home would provide night time cover and peace of mind during the day, plus some hotel services if they are not part of the rehabilitation programme. We would start the process with two beds but monitor demand carefully to assess future required capacity.
Or
B – Utilise Ramsey District Cottage Hospital to provide the service.

Preferred Option – *The Project Team, while recognising that more development work would be required, recommend that option A, entering into a partnership arrangement with a care home provider in the West, to provide intermediate care best meets the need of the community in the West and the aims of integrated care.*

31. Support the Department of Infrastructure to set up a 'dial a ride' service. Transport has been a recurrent theme during the consultation response. While the Isle of Man has a very good public transport service there are still issues of accessibility and flexibility, particularly for older people. The Project Team support the proposed introduction of a 'dial a ride service' and will offer any assistance requested by the Department of Infrastructure, including inclusion in the proposed directory of services

32. Consider a pooled budget for all community services based on locality. In the United Kingdom Community Care and NHS Act (1991) there was a facility under Section 28 for health services and local authorities to pool their budgets which had the effect of delivering the opportunity to fund services in a flexible and person centred way. In the Isle of Man the setting up of a locality based budget may function to ring fence money to the locality and facilitate more creative use of funding. However, it would then create a need for a locality based budget holder and with the creation of a Community Care Directorate services are now all sharing a common bottom line. This is possibly a concept to consider when integrated care has cascaded to all localities.

33. Develop an integrated care record. The Project Team are represented on the Digital Strategy Group, which is a cross Department group looking at developing a single record, or the architecture to make disparate systems communicate with each other. The Project Team's role will be to ensure that any record system is appropriate to support community care, including functionality on mobile devices.

34. Develop a Single Assessment Process. During consultation staff, service and the public expressed frustration with the number of times they have to tell the same story repeatedly, while staff are frustrated at duplicating work that other practitioners have already collected. This results in dissatisfaction for all participants in the process and is very time consuming. The Project Team propose the development of a Single Assessment Process where all relevant core data is collected on first contact, that avoids use of jargon, and focusses on the service users desired outcome from contact with services, rather than being service led.

35. Introduce a care co-ordinator role. The complexity of service provision was raised in consultation both by service users and staff. Even

practitioners with many years experience find it difficult to navigate the care and support system if something happens in their personal life leading them, or a family member, to need such services. Therefore, for people without this experience it must be doubly difficult, especially if they have complex needs. The Project Team propose the establishment of a care co-ordinator role, a person who is identified as the first point of call for a service user to help them navigate through the system. The Project Team consider there are two options to address this need:

A – Create a new role, or team, to support people with complex needs to navigate the care and support system. The role, or team, would be based within the integrated care team and would function as a first point of call, for service users already receiving services, to support them to access different services as need fluctuates.

Or

B – Introduce a community keyworker role and allocate keyworking responsibility to the practitioner who is addressing the primary support need. Service users with complex needs, or accessing multiple services, will generally have a primary support need. The proposal is that the practitioner addressing the primary care need becomes the allocated community keyworker responsible for co-ordinating all services received, and is the first point of contact for the service user to provide advice, or support, and assist them to manage their way through the care system. For example, if the service user required a hospital admission the keyworker would be the person the hospital liaise with, would be the integrated care team point of contact for the hospital, and would ensure services are notified and in place for their discharge. If the primary need of the service user changes the keyworker would be responsible for handing over all relevant information to a new keyworker, and introducing the new keyworker to the person. The keyworker could be drawn from any member of the integrated care team, including the third sector. For example if the primary need is around personal care and independence it would be a member of the Home Care Team who take this role on, if it around a chronic illness it may well be the Long Term Condition Nurse, if the need is around social issues or isolation it would be a social worker, or possibly a day service team member, and so on.

Preferred Option – *The Project Team recommend that option B, introducing a community keyworker role best meets the objective of achieving a more co-ordinated delivery of service and ensuring continuity of care and support provision. It meets the criteria for achieving successful integrated care for those with complex needs or receiving services from multiple agencies.*

36. Remove the practice of closing cases (or develop a team, or dormant, caseload process). During consultation one issue raised was the frustration felt when someone has accessed a service, received an input, but at a later time require a further service and they are back to the start of the process to gain access to services. This results in duplication of effort by practitioners, lack of continuity of care for the service user, and delay in accessing services. For example, a person can be open to the Older Peoples Community Social Work Team, be admitted to hospital, then on discharge transferred to the Older Peoples Hospital Social Team, and then following a period of time require some support requiring going through the Adult Services Access Team and then allocated a Social Worker from the Older Persons Community Social Work Team. This is far from a lean process for the organisation, and frustrating for the potential service user. A similar scenario exists for other services. The Project Team propose that either practitioners keep cases open so that if need re-arises the original practitioners involved can pick up the case without having to undertake the preliminary processes involved in accessing the service, or the creation of a new definition of a case that is pending, or dormant, or on a team caseload, but may become live at a future date. A criteria could be adopted based on risk, or complexity, so that cases that are clearly resolved are closed. The community practitioner would retain the service user on their caseload in the event of hospital admission.

37. Promote use of tele health and tele medicine approaches. The opportunity exists to use technology to remotely monitor long term conditions, provide advice and hold consultations with consultants by skype type technology. Along with assistive technology this can empower

service users and let them take control of managing their conditions. The Project Team propose that this type of technology is included in the development of an assistive technology strategy.

38. **Set up local health and social events or drop in sessions.** Currently, Social Work operate a weekly clinic in the General Practice which is well utilised and popular. The Project Team propose that similar events or sessions are held, including health promotion events attended by members of the multi-disciplinary team, and weekend drop in surgeries attended by a General Practitioner, Pharmacist and District Nurse. The weekend drop in sessions is a model successfully used in the United Kingdom that has been proven to reduce demand for early week General Practitioner appointments.

39. **Implement the Patient Activation Measure (PAM) tool and Help to Overcome Problems Effectively (HOPE) course.** A key theme from stakeholder feedback was the need to promote ageing well (which is also a main component of 'Delivering Longer Healthier Lives'). The PAM tool and HOPE course would be instrumental in helping to achieve this. The PAM tool assesses an individual's risk factors and awareness of any conditions they may have and helps to identify those who will manage conditions effectively, and those who have not come to terms with conditions they are living with and therefore present a higher risk. It will allow the integrated care team to effectively target their resources to where they are most required. The PAM tool also acts as a screening tool for the HOPE course.

    The HOPE course is a self-care, or self-management, programme that empowers people and supports them to take control of their own conditions and support requirements (see appendix xii). In the Torbay and South Devon NHS Foundation Trust this course was provided by a third sector organisation who employed a Wellbeing Co-ordinator (the organisation was called Volunteers in Health). The Wellbeing Co-ordinator sat in the integrated care team and managed the HOPE course, although the course was run by health and social care professionals and volunteers. The course also 'grew their own' volunteers from people who attended courses so it is also self-sustaining. This is a major step towards creating individual and community resilience. People who undergo the HOPE course can then be re-assessed using the PAM tool to see if their risk factors have reduced

40. **Eliminate professional jargon.** The use of jargon, whether consciously or not, functions to set up barriers around professionals and forms a protection for those professions. Unfortunately that leads to misunderstanding between professionals, and lack of clarity for service users. Jargon in use ranges from use of Latin to describe dose times for medications to use of abbreviations. The Project Team propose that no abbreviations, or acronyms, are used in records, or assessments, that assessments incorporate plain English at all times, and that a glossary is compiled for some language that cannot be changed, that is available in both hard and electronic copies.

41. **Further develop an admission and discharge process between community and hospital services.** During consultation a constant topic raised was around the admission, but particularly the discharge process from hospital, including via the Accident and Emergency department. Issues were around lack of communication, discharge late at night or over the weekend, and practical difficulties such as lack of, or insufficient, medication on discharge. This was an issue for community based staff and the public. The Project Team proposes working with hospital services to devise a process that addresses these issues. It will include making sure all agencies are aware of what is actually available, both in the community and the hospital, and at what times, providing hospital services with a single point of access and ensuring they know who is the named community keyworker where appropriate, and making sure records and care plans are accessible by hospital services.

42. **Implement localised first stage on call arrangements** for the integrated care team. Currently teams that work outside of normal office hours have on call arrangements in place on a service by service basis. For example, Home Care have a supervisor on call rota up to 22.00 hours during the week and at the weekend, and District Nursing have an on call lead nurse at the weekend. The Project Team propose that following changes to core hours appropriate shared on call arrangements are put in place to cover the integrated care team.

Third Sector Service	Please define core services you provide	How many members/clients do you have signed up to your organisation?	What social activities are provided by your organisation?	What current support do Libraries offer your organisation?	Do you have any suggestions of where Libraries could further support your organisation?	Do you have any suggestions of where your organisation could support Libraries in future?	Do you have any other comments for consideration
Café Lingo	Cafe Lingo is aimed at people of any nationality, age, faith or no faith for whom English is not their native language and meets on Saturday mornings at Promenade Methodist Church in Douglas. At Café Lingo we provide a weekly session from October-May for all ability levels where English is taught in a structured but informal way in a safe, friendly environment, also providing the opportunity to meet people and make friends over tea, coffee, biscuits and usually cake. We also provide information e.g. how to get help from emergency services, work permits and community events and invite guest speakers to talk, as appropriate.	Since we began in October 2016, we have had 150+ 'students' overall from 30+ different countries, with approximately 15-20 attending each week. We also welcome students' children, whose numbers have ranged from 0-5.	Each Café Lingo session is a social occasion as well as a lesson. During the summer break from the end of May till October, we run weekly 'Meet and Chats' at the Prom, where people can practise conversing in English with friendly people. From tomorrow morning, we're trialling monthly, mid-week 'Meet and Chats' at Windsor Coffee Co, aimed at those who cannot do Café Lingo on Saturday mornings or Café Lingo members looking for more opportunities to socialise. We also run 'Specials' e.g. Meet and Eat on Christmas Eve, our International Food Fest in November and this year we're having a preLent/ Mardi Gras/ Carnival themed Spring Fest in March.	The Family Library has worked with [redacted] who supports Polish people living on the Island, and I understand that there is now a collection of Polish books available for loan from there.	Yes it would be good if there could be more collections of books from other countries in other languages that were available for borrowing. This may also encourage foreign people to borrow books written in English and/or to use other services that the libraries provide, and would be available to 3 English speakers seeking to improve their own understanding of a foreign language.	We are happy to publicise libraries and the services they offer and also to help libraries to link up with people of specific nationalities when provision for them is being considered / set up	An observation: Libraries such as the Family Library also serve the community by providing inexpensive children's activities, including those for pre-schoolers. I feel that this is particularly important for the enrichment of the Island's children and the mental well-being of parents/ carers in our climate, where there are many days of inclement weather and a need for indoor places to go to take part in constructive activities
Graih	We serve those who are homeless and in insecure accommodation, primarily through a drop-in and night shelter (currently a pilot only), as well as pastoral visiting in the community.	A volunteer team of 20 30, a staff team of 6. In 2018 we had contact with 225 different individuals.	A safe social space at the drop-in and multiple meals, games and social trips in volunteer homes and a support group.	Libraries offer a rare, free, peaceful place open during the day where vulnerable people can sit and be without spending money. This is often crucial when people have nowhere else to go.	Free use of computers rather than time-limited may help. Evening opening hours would also help those with nowhere to go until services like the shelter open (9pm).	We're always happy to talk to people about welcoming and serving vulnerable adults.	We work with a very vulnerable and niche group who are often overlooked. Safe, free, social spaces such as libraries are crucial for those who are vulnerable and suffering from mental ill health.

Library	Feedback/Comments
Henry Bloom Noble Library	'I just wanted to send you a quick e-mail to let you know that a lady that we interviewed earlier today is a regular user of the library. She spoke for about five minutes about how much she like the place and how fantastic the facilities are. She said that the staff are all so helpful & friendly and the events that you guys put on are brilliant and very good value for money. She attended the Murder Mystery recently and said that it was excellent!'
Henry Bloom Noble Library	'I have been given your email as the appropriate person to whom to express my comments. During the past several weeks I have spent four days each week working in the Henry Bloom Noble library in Douglas gathering research material. I would like to place on record that I have found the library to be an excellent workplace. The staff are invariably welcoming, and extremely helpful. Indeed they have created a very pleasant atmosphere which is conducive to a wide range of users, from serious academics to regular lenders to young mums with toddlers. The Library is a credit to the staff and to Douglas. I would be very grateful if you would convey my appreciation to those concerned'.
Henry Bloom Noble Library	'Thank you so much for your lovely email and thanks also to you and Sophie for coming along and leading our assembly this morning. Special thanks for being our guest judges too! The children really enjoyed finding out about the library and I'm sure that lots will sign up to the fantastic services you offer. I'll be in touch very soon about our pupil librarians. Thank you again for your support, it was lovely to meet you both this morning'.
Henry Bloom Noble Library	I want to thank you all at the library for responding to my recommendations. The third Millenium book by Steig Larson, I loved being able to listen to all three Millenium audio books, one after another and complete the journey with Lisbeth Salander. There have been others, paper, ebook and audio which I have really enjoyed, appreciated and benefitted from. Douglas library really is an excellent resource.

THIS LEASE is made the 19 day of September 2018 between

1) the **DEPARTMENT of EDUCATION SPORT and CULTURE** (a Department of the Isle of Man Government) of Hamilton House Peel Road Douglas Isle of Man IM1 5EZ (hereinafter called "the Landlord" which expression shall include its successors and any government department taking over its functions and assigns) of the one part and

2) the **FAMILY LIBRARY LIMITED** a Company incorporated in the Isle of Man (Registration Number 008654V) whose registered office is situate at First Floor, Jubilee Buildings, Victoria Street, Douglas, IM1 2SH (hereinafter called "the Tenant" which expression shall include their successors and permitted assigns)

WITNESSETH as follows:

1. Particulars

1.1.	"Landlord"	Department of Education and Children as aforesaid
1.2.	"Tenant"	Family Library Limited as aforesaid
1.3.	"Premises"	ALL AND SINGULAR a piece or parcel of land situate at Douglas in the Parish of Braddan being delineated (for the purposes of identification only) edged red on the plan annexed hereto ("the Plan")TOGETHER the building called and known as the Noble's Hall Children's Library
1.4.	"Contractual Term"	The period of **TWO (2)** years from (and including) the 1st day of September 2018 (subject to prior determination as hereinafter provided)
1.5.	"Rent"	The sum of **FIFTY POUNDS (£50.00)** per annum payable in advance on the 1st day of the Contractual Term
1.6.	"Permitted Use"	For a mobile and fixed library service with ancillary services and appropriate activities for users of the service only
1.7.	"Nobles Hall Children's Library"	The library run from the Premises at the commencement of the contractual term
1.8.	"The Agreement of Hire"	means the agreement dated 19 day of September 2018

2. Definitions

2.1. For all purposes of this Lease the terms defined in clauses 1 and 2 have the meanings specified

2.1.1. "Adjoining Property" means any neighbouring or adjoining land or premises in which the Landlord or any other Government Department or Statutory Board has a freehold or leasehold interest or in which during the Term the Landlord or such a Government Department or Statutory Board shall have acquired a freehold or leasehold interest and every part thereof

2.1.2. "Building" means the building or buildings (including the Noble's Hall Children's Library Building) erected on the Premises and other buildings and facilities now or at any time during the Term erected on the whole or part of the Premises

2.1.3. "Insured Risk" means fire lightning explosion aircraft (including articles dropped from aircraft) riots civil commotion earthquake storm tempest flood bursting and overflowing of water pipes tanks and other apparatus and impact by road vehicles and such other risks as the Landlord from time to time in consultation with the Tenant may reasonably and properly think fit for the Tenant to insure against

2.1.4. "Month" or "Months" means a calendar month or months

2.1.5. "Other Buildings" means any building or buildings now or at any time during the Term erected on the whole or part of the Adjoining Property

2.1.6. "Parking Areas" mean the areas on the Premises shown (for the purposes of identification only) edged blue on the Plan

2.1.7. "Pipes" means all pipes sewers drains mains ducts conduits gutters watercourses wires cables channels flues and all other conducting media and includes any fixings trenches cowls and any other ancillary apparatus

2.1.8. "the Plan" means the plan and/or plans annexed to this Lease

2.1.9. "the Planning Acts" means the Town and Country Planning Act 1999 for the time being in force amending or replacing the same and all regulations and orders made thereunder

2.1.10. "Rent" means the rent ascertained in accordance with clause 1.5

2.1.11. "the Surveyor" means any person or firm appointed by the Landlord to perform any of the functions of the Surveyor under this Lease (including an employee of the Landlord or a Government Department or Statutory

Board and including also the person or firm appointed by the Landlord to collect the Rent)

2.1.12. "VAT" means value added tax or other tax of a similar nature and unless otherwise expressly stated all references to Rent or other sums payable by the Tenant are exclusive of VAT and any VAT charged thereon is payable in addition

2.2 Interpretation

2.2.1 The expressions "the Landlord" and "the Tenant" wherever the context so admits shall include the person or persons for the time being entitled to the reversion immediately expectant on the determination of the Term and the Landlord's and Tenant's successors in title and in the case of the Landlord any government department taking over any of its functions and permitted assigns respectively

2.2.2 Where the Landlord and/or the Tenant for the time being are two or more persons obligations expressed or implied to be made by or with such party are deemed to be made by or with such persons jointly and severally

2.2.3 Reference to a person includes a company corporation or other body having a legal personality Words importing one gender include all other genders and words importing the singular include the plural and vice versa

2.2.4 The expression "the Premises" includes:

2.2.4.1 the Building

2.2.4.2 all alterations additions and improvements to the Premises

2.2.4.3 all the Landlord's fixtures and fittings of every kind and all books and other Library materials and equipment including computer hardware and software which shall from time to time be in or upon the Premises (whether originally affixed or fastened to or upon the Premises or otherwise) as reflected in detail in the Third Schedule

2.2.4.4 all Pipes that are in on under or over the Premises and that exclusively serve the Premises

2.2.4.5 all external walls and fences (if any) forming the boundaries of the Premises

2.2.4.6 references to "the Premises" in the absence of any provision to the contrary include any part of the Premises

2.2.5 The expression "the Term" includes the Contractual Term and any period of holding-over or extension or continuance of the Contractual Term whether by statute or common law

2.2.6 References to "the last year of the Term" include the last year of the Term if the Term shall determine otherwise than by effluxion of time and references to "the expiration of the Term" include such other determination of the Term

2.2.7 References to any right of the Landlord to have access to the Premises shall be construed as extending to all persons authorised by the Landlord (including agents professional advisers contractors workmen and others)

2.2.8 Any covenant by the Tenant not to do an act or thing shall be deemed to include an obligation not to permit or suffer such act or thing to be done by another person

2.2.9 References to "consent of the Landlord" or words to similar effect mean a consent in writing signed by or on behalf of the Landlord and to "approved" and "authorised" or words to similar effect mean (as the case may be) approved or authorised in writing by or on behalf of the Landlord

2.2.10 The terms "the parties" or "party" mean the Landlord and/or the Tenant

2.2.11 Any references to a specific statute include any statutory extension or modification amendment or re-enactment of such statute and any regulations or orders made under such statute and any general reference to "statute" or "statutes" includes any regulations or orders made under such statute or statutes

2.2.12 References in this Lease to any clause sub-clause or schedule without further designation shall be construed as a reference to the clause sub-clause or schedule to this Lease so numbered

2.2.13 The clause paragraph and schedule headings do not form part of this Lease and shall not be taken into account in its construction or interpretation

3. Demise

In consideration of the Rent and covenants hereinafter reserved and contained the Landlord hereby demises unto the Tenant the Premises TOGETHER with the rights specified in the First Schedule TO HOLD the Premises to the Tenant for the Contractual Term (but subject

to prior determination as hereinafter mentioned) EXCEPTING AND RESERVING unto the Landlord and all persons now or hereafter authorised by the Landlord and all other persons now entitled or who may become entitled there to the rights and matters specified in the Second Schedule YIELDING AND PAYING to the Landlord the Rent payable without deduction in accordance with clause 1.5 AND PROVIDED ALWAYS that the Tenant shall not be or become entitled to any right of access to light or air to the Premises or to any other rights privileges or easements which would restrict or interfere with the user of any adjoining or neighbouring land for building or any other purpose other than hereinafter contained and further that no estate or interest in the soil of the roads or footpaths adjacent to the Premises is or shall be deemed to be included in the demise hereinbefore contained

AND PROVIDED ALSO that the Agreement of Hire between the Landlord and Tenant respectively as Owner and Hirer shall be read as supplementary to this Lease

4. The Tenant's Covenants

4.1. The Tenant covenants with the Landlord to pay the Rent

4.2. To pay and to indemnify the Landlord against:

4.2.1. All rates taxes assessments duties charges impositions and outgoings which are now or during the Term shall be charged assessed or imposed upon the Premises exclusively or upon the owner or occupier of them

4.2.2. VAT (or any substituted or similar tax) which may from time to time be charged on Rent or any other sums payable by the Tenant under this Lease

4.3. To pay to the suppliers and to indemnify the Landlord against all charges for telephone (including rental) electricity gas and other services consumed or used at or in relation to the Premises (including meter rents) AND for the cost of installing and/or relocating any services or alternative ducting which must be carried out to the satisfaction of the Landlord

4.4. During the Term well and substantially to repair cleanse and maintain the interior of the Premises including windows and skylights (including the frames and the glass) doors (including the frames and glass) all locks latches and other fasteners and the sanitary water heating and electrical apparatus thereof including fire precautions installations and testing thereof and the appurtenances thereto AND the exterior of the Building on the Premises including roof main structure doors windows and skylights (including the frames and the glass) AND to keep the same so repaired

cleansed and maintained (fair wear and tear and accidents by fire and the elements only excepted) to the reasonable satisfaction of the Landlord **PROVIDED** that the Tenant shall not be required to repair or maintain any part of the Premises which shall be damaged or in want of repair if such damage and repair is due to the failure of the lintels situate in the Premises and nothing in this clause shall require the Tenant to repair or replace the lintels ALSO PROVIDED that the Tenant shall be required to maintain the lintels in a condition which the lintels are in as at the date of this Lease

4.5. To replace from time to time the Landlord's fixtures and fittings in the Premises which may be or become beyond repair at any time during or at the expiration of the Term

4.6. As and when need shall require during the Term to renew the bulbs of the lighting from time to time affixed to the interior and exterior of the Premises

4.7. At least in the last year of the Term (whether determined by effluxion of time or otherwise) to prepare and paint all the internal walls wood metal brick and other parts of the interior of the Premises of the kind usually or properly required to be painted and to grain varnish French polish distemper wash stain whiten and colour (if applicable) all parts as have previously been so dealt with or ought to be so dealt with in all cases with appropriate materials of good quality and in a good and workmanlike manner PROVIDED that this covenant relating to the last year of the Term shall not apply where the Tenant shall have performed the obligation in question less than eighteen (18) months prior to the expiry of the Term

4.8. At least in the last year of the Term (whether determined by effluxion of time or otherwise) to prepare and paint all the external walls wood metal brick and other parts of the exterior of the Premises of the kind usually properly required to be painted and to grain varnish French polish distemper wash stain whiten and colour (if applicable) all parts that have previously been so dealt with or ought to be so dealt with in all cases with appropriate materials of good quality and in a good and workmanlike manner PROVIDED THAT this covenant relating to the last year of the Term shall not apply where the Tenant shall have performed the obligation in question less than eighteen (18) months prior to the expiry of the Term

4.9. To keep the Premises including any land not within a fully enclosed building and particularly any forecourt space between any buildings and the adjoining roads in a clean and tidy condition and free from noxious weeds deposits of materials and

refuse and not to bring or keep or suffer to be brought or kept upon any land as aforesaid any materials equipment or plant or anything which is or may become in the reasonable opinion of the Landlord untidy unclean unsightly or in any way detrimental to the amenity of the district

4.10. To only allow the parking of vehicles on or at the Premises within the Parking Areas when used in connection with the business of the Tenant

4.11. Not to cause any land or roads abutting or affording access to the Premises to be untidy or in a dirty condition and in particular (but without prejudice to the generality of the above) not to drop or deposit on them refuse or other materials

4.12. Where the use of Pipes boundary structures or other things is common to the Premises and other property to be responsible for and to indemnify the Landlord against all sums due from and to undertake all work that is the responsibility of the owner lessee or occupier of the Premises in relation to those Pipes or other things

4.13. To permit the Landlord and the occupiers of Adjoining Property if authorised in writing by the Landlord at any time and from time to time after giving the Tenant reasonable notice (except in cases of emergency) and subject to such reasonable conditions as the Tenant may specify to enter upon the Premises to build or execute repairs alterations painting redecoration or other works to any adjoining property and also to construct lay down connect alter repair cleanse empty or maintain any electric cables gas pipes sewers drains gutters and other pipes in or under the Premises for the accommodation of any adjoining property the person or persons exercising such right causing as little inconvenience to the Tenant as reasonably possible and making good all damage to the satisfaction of the Tenant thereby occasioned (whether to the Premises or the fixtures and fittings or other property of the Tenant) without any unreasonable delay but without making any compensation for any temporary damage or inconvenience to the Tenant

4.14. To permit the Landlord at reasonable times after giving the Tenant reasonable notice to enter upon the Premises for the purpose of ascertaining that the covenants and conditions herein contained have been duly observed and performed and in particular to view the state of repair and condition of the Premises

4.15. At the time of completion or following alterations if called upon to do so to produce to the Landlord or the Surveyor all plans documents and other evidence as the Landlord may reasonably require in order to satisfy itself that the provisions of this Lease have been complied with

4.16. At the expense of the Tenant to do and execute such reasonable works and things to comply with all such reasonable requirements as under or by virtue of any existing or future Act or Acts of Tynwald Act or Acts of Parliament applicable to the Isle of Man Statutory Instrument Byelaw Rule Regulation Order or Direction or Permission passed made or granted and any conditions attaching thereto in particular in respect of the Premises and without prejudice to the generality of the foregoing to comply in all respects with the provisions of the Isle of Man Health and Safety at Work Act 1977 (as amended) and for the time being in force as or may be directed by the Health and Safety Executive of the Department of Local Government and the Environment or necessary to be done to the Premises whether by the owner or occupier thereof and whether directed by any Government Local fire sanitary gas electricity or water supply Authority or other competent Authority or otherwise howsoever including but not limited to requirements to be complied with in respect of the user from time to time being made of the Premises or for the benefit of the persons using and/or employed in or about the Premises and at all times to indemnify and keep indemnified the Landlord against any breach or non-performance or non-observance thereof and to pay to the Landlord on demand all damages penalties costs charges expenses liabilities whatsoever which may be incurred by the Landlord in abating any nuisance and/or executing all works that may be necessary for abating any nuisance or remedying or undertaking any other matter in connection with the Premises in obedience to a notice served by any competent person persons or body corporate or authority

4.17. Not at any time during the Term to use or permit or suffer the Premises or any part thereof to be used for any purpose other than for the Permitted Use without the previous consent in writing of the Landlord whose decision in this respect shall be final and binding

4.18. Without prejudice to the generality of clause 5.17 not to commit any breach of planning control (such term to be construed as it is used in the context of the Planning Acts) and to comply with the provisions and requirements of the Planning Acts that affect the Premises whether as to the user thereof or otherwise and to indemnify (both during or following the expiration of the Term) and keep the Landlord indemnified against all liability whatsoever including costs and expenses in respect of any contravention

4.19. At its own expense if the Tenant wishes to affix to the front exterior of the Premises a sign of size construction design and position to be first approved in writing by the Landlord (acting reasonably) indicating the name or title of the Tenant

4.20. Not without the previous consent of the Landlord (such consent not to be unreasonably withheld or delayed) to make any alterations in the elevation or structure of any buildings being part of the Premises or erect any other building or buildings on the Premises or to affix to the interior of the Premises any matter or thing which might permanently damage the said interior

4.21. In respect of any such matters referred to in clause 5.20 notwithstanding any consent which may be granted by the Landlord under this Lease not to carry out or make any such alteration or addition to the Premises or any change of use until:

4.21.1 All necessary notices under the Planning Acts have been served and copies produced to the Landlord

4.21.2 All necessary permissions under the Planning Acts have been obtained and produced to the Landlord and

4.21.3 The Landlord has acknowledged that every necessary planning permission is reasonably acceptable the Landlord being entitled (acting reasonably) to refuse to acknowledge its acceptance of a planning permission on the grounds that any condition contained in it or anything omitted from it or the period referred to in it would be (or would be likely to be) prejudicial to the Landlord's interest in the Premises or Adjoining Property or Other Buildings whether during or following the expiration of the Term

4.22. Not without the prior consent of the Landlord (which will only be given after adequate safety precautions have been taken) to load the ground of the Premises within or without the Building with a greater load than allowed under the current legislation

4.23. Having regard to the Permitted Use of the Premises not to do anything upon the Premises which may render any policy or policies of insurance taken out by the Tenant void or voidable or whereby the premium payable under any such insurance is liable to be increased

4.24. Having regard to the Permitted Use of the Premises not to permit any grit or noxious or offensive effluvia to be emitted from any apparatus on the Premises nor to permit anything which may cause damage nuisance or inconvenience to the Landlord its lessees or the owners tenants or occupiers of Adjoining Property Other Buildings or

other adjoining or neighbouring property and shall on written notice being served on the Tenant by the Landlord requiring the abatement of any nuisance caused by vibration noise or offensive smell or by any undue emission of smoke vapour or dust with all reasonable dispatch after the service of such notice abate such nuisance accordingly

4.25. Not to form any refuse dump rubbish or scrap heap on the Premises

4.26. To take all reasonable measures not to permit any oil or grease or any deleterious objectionable dangerous poisonous or explosive matter or substance to be discharged into the ditches watercourses culverts drains or sewers and to take all reasonable measures ensuring that any effluent so discharged will not be corrosive or otherwise harmful to the said ditches watercourses culverts drains or sewers or cause obstruction or deposit therein

4.27. Assignment

Not to assign underlet or part with possession of the Premises or any part thereof nor remove the Landlord's fixtures (if any) or any of them from the Premises without the consent of the Landlord (such consent not to be unreasonably withheld or delayed) and PROVIDED that on any permitted assignment or under letting the Tenant acts as Guarantor and shall procure that the assignee or under lessee enters into direct covenants with the Landlord:-

(a) to observe and perform the covenants and conditions on the part of the tenant contained in this Lease other than (except in the case of an assignment) the covenant to pay Rent and

(b) not to assign underlet or part with possession of the Premises or any part of them without the prior written consent of the Landlord not to be unreasonably withheld and

(c) (in the case of an Assignment) to pay the Rent

4.28. To give notice to the Landlord of any defect in the Premises of which it becomes aware and which might give rise to an obligation on the Landlord to do or refrain from doing any act or thing in order to comply with the provisions of this Lease or the common duty of care or otherwise and at all times to display and maintain all notices which the Landlord may from time to time reasonably require to be displayed at the Premises

4.29. To pay all expenses (including advocates' costs and surveyors' fees) reasonably incurred by the Landlord incidental to the preparation and service of a notice on the

Tenant of any breach of any of the covenants on the part of the Tenant contained in this Lease notwithstanding that forfeiture is avoided otherwise than by relief granted by the Court

4.30. To be responsible for and to keep the Landlord fully indemnified against all damage damages losses costs expenses actions demands proceedings claims and liabilities made against or suffered or incurred by the Landlord arising directly out of:

4.30.1 any act omission or negligence of the Tenant or any person at the Premises expressly or impliedly with the Tenant's authority or

4.30.2 any breach or non-observance by the Tenant of the covenants conditions or other provisions of this Lease or any of the matters to which this Lease is subject

4.31. At the expiration of the Term (whether determined by effluxion of time or otherwise) to remove any name plate or name plates from the Premises the Tenant making good all damage sustained to the Premises by such removal

4.32. During the three (3) months immediately preceding the determination of the Term to permit persons with written authority from the Landlord or its agents at reasonable times and upon reasonable prior notice during the day to view the Premises

4.33. To maintain the books and other library materials and equipment as detailed in the Third Schedule at the commencement of the Contractual Term replacing such books library materials and equipment as are lost or damaged beyond repair

4.34. To yield up the Premises with all fixtures fittings and additions alterations and improvements thereto and all books and other library materials and equipment at the expiration or sooner determination of the Term in tenantable repair and condition (Landlord's fixtures fittings and additions alterations and improvements thereto and all books and other library materials and equipment replaced) in accordance with the several covenants hereinbefore contained and to give up all keys of the Premises to the Landlord PROVIDED THAT if Tenant purchases additional fixtures, fittings, books and other library materials during the Term and it elects in writing to the Landlord to retain them at the end of the Term, then it may retain the said additional items

4.35. Within sixty (60) days of the death during the Term of any guarantor appointed under clause 4.27 or of such person becoming bankrupt or having a receiving order made against him or having a receiver appointed under the Mental Health Act 1998 or being a company passing a resolution to wind up or entering into liquidation or

having a receiver appointed to give notice of this to the Landlord and if so required by the Landlord at the expense of the Tenant within sixty (60) days to procure some other person acceptable to the Landlord such acceptance not to be unreasonably withheld or delayed to execute a guarantee in respect of the Tenant's obligations contained in this Lease in the form of the surety's covenants contained in this Lease

4.36. To give full particulars to the Landlord of any notice direction order or proposal for the Premises made given or issued to the Tenant by any local or public authority within fourteen (14) days of receipt and if so required by the Landlord to produce it to the Landlord and without delay at the Tenant's expense to take all necessary steps to comply with the notice direction or order and at the request of the Landlord and at the Landlord's expense to make or join with the Landlord in making such objection or representation against or in respect of any notice direction or proposal of the Landlord shall deem expedient to take all necessary steps to comply with the notice direction or order and at the request and cost of the Landlord to make or join with the Landlord in making such objection or representation against or in respect of any notice direction order or proposal as the Landlord shall deem expedient

4.37. To ensure that at all times the Landlord has and the Isle of Man Constabulary has written notice of the contact details for the Tenant

4.38. Not to install any fixed or mobile floodlighting signs or other external lighting whatsoever without the prior approval in writing of the Landlord

4.39. Not to do or suffer to be done on the Premises or any part thereof any act matter or thing whatsoever which may be or tend to be of disturbance interference or damage of or to the operation of the Landlord of adjoining premises and to indemnify and keep indemnified the Landlord from and against all costs claims proceedings actions and demands occasioned by or arising out of the non-compliance by the Tenant of the covenant contained in this sub-clause

4.40. To comply with the Planning Acts and all applicable regulations, orders and bylaws

4.41. Not to obstruct the access to any fire equipment or the means of escape from the Premises

4.42. To give notice to the Landlord as soon as possible in a timely manner upon the happening of any event which might affect any insurance policy on or relating to the Premises or upon the happening of any event against which the Tenant or Landlord may have insured under this Lease

4.43. If at any time the Tenant shall be entitled to the benefit of any insurance on the Premises (which is not effected or maintained in pursuance of any obligation contained in this Lease) to apply monies received by virtue of such insurance in making good the loss or damage in respect of which such money shall have been received unless in the Landlords or tenants opinion circumstances do not justify rebuilding then the Tenant may determine the lease and must restore the site to its original condition

4.44. At the end of the Contractual Term to hand over the Nobles Hall Children's Library to the Landlord as a going concern

5. Landlord's Covenants and grant of Option

5.1. The Landlord HEREBY covenants with the Tenant that (subject to the payment by the Tenant of the rents and provided that the Tenant has complied with all covenants and obligations on the Tenant's part to be performed and observed) the Tenant shall peaceably hold and enjoy the Premises during the Term without any interruption by the Landlord or any person rightfully claiming under or in trust for it

5.2. The Landlord FURTHER HEREBY grants to the Tenant an option to renew this Lease and the Agreement of Hire which is supplemental to this Lease on terms and conditions to be agreed in writing not later than six months prior to the last day of the Contractual Term Notwithstanding that the Landlord shall not be obliged to grant the option to renew if the Tenant is breach of any of it covenants and or obligations under this Lease

6. Insurance Suspension of Rent Reinstatement and Termination

6.1. Tenant to Insure

The Tenant covenants with the Landlord at its own expense to insure and keep insured the Premises including all fixtures fittings books and other library materials and equipment and other contents of the Premises as specified in the Third Schedule AND in respect of third party risks employers risks and public liability in some insurance office of repute against loss or damage by fire and Insured Risks and such other risks as the Tenant may require AND to keep the Premises supplied with such fire fighting equipment as the insurer may properly require and to maintain such equipment to the said insurer's satisfaction

6.2. Insurance shall be effected by the Tenant:

6.2.1. in such insurance office or with such underwriters and through such agency as the Tenant may from time to time reasonably select

6.2.2. for the following sums:

(a) such sum as the Landlord and the Tenant shall from time to time agree as being the full cost of rebuilding and reinstatement including architects' surveyors' and other professional fees or fees payable upon any applications for planning permission or other permits or consents that may be required in relation to the rebuilding or reinstatement of the Premises the cost of debris removal demolition site clearance any works that may be required by statute and incidental expenses

(b) against damage or destruction by the Insured Risks to the extent that such insurance may ordinarily be arranged for properties such as the Premises with an insurer of repute and subject to such excesses exclusions or limitations as the Tenant or the insurer may require

6.2.3. To produce to the Landlord on demand reasonable evidence of the terms of the policy and the fact that the premium has been paid

6.2.4. To notify the Landlord of any material change in the risks covered by the policy from time to time

6.3. Suspension of Rent

6.3.1. If and whenever during the Term:

(a) the Premises are damaged or destroyed by any of the Insured Risks so that the Premises are unfit for occupation or use and

(b) payment of the insurance money is not refused in whole or in part by reason of any act or default of the Tenant or anyone at the Premises expressly or by implication with the Tenant's authority

the provisions of clause 6.4 shall have effect

6.4. When the circumstances referred to in clause 6.3.1 arise the Rent or a fair proportion of the Rent according to the nature and the extent of the damage sustained shall cease to be payable until the Premises or the affected part shall have been rebuilt or reinstated so that the Premises or the affected part are made fit for occupation or use (the amount of such proportion and the period during which the Rent shall cease to be payable to be determined at the joint expense of the parties hereto in the case of dispute in accordance with the Arbitration Act 1976 as amended or superseded by an arbitrator to be appointed by agreement between the parties or in default by the President for the time being of the Isle of Man Law Society on the application of either party)

6.5. Reinstatement and Termination if prevented

6.5.1. If and whenever during the Term:

(a) the Premises are damaged or destroyed by any of the Insured Risks and

(b) the payment of the insurance money is not refused in whole or in part by reason of any act or default of the Tenant or anyone at the Premises expressly or by implication with the Tenant's authority

the Tenant shall subject to clause 4.40 use all reasonable endeavours to obtain all planning permissions or other permits and consents that may be required under the Planning Acts or other statutes (if any) to enable the Tenant to rebuild and reinstate the Premises ("Permissions")

6.5.2. Subject to the provisions of clauses 6.5.3 and 6.5.4 the Tenant subject to clause 4.43 shall as soon as the Permissions have been obtained or immediately where no Permissions are required apply all money received in respect of such insurance (except sums in respect of loss of Rent) in rebuilding or reinstating the Premises so destroyed or damaged either in the form in which they were immediately before the occurrence of the destruction or damage or in that form with such modifications as:

(a) may be required by any competent authority as a condition of the grant of any of the Permissions and/or

(b) the Tenant may reasonably make to reflect the then current good building practice and/or

(c) the Tenant may otherwise reasonably require but so that the Tenant shall in any event provide in the Premises as rebuilt and reinstated accommodation for the Tenant no less convenient and commodious and ancillary facilities no less convenient than those which existed immediately before the occurrence of the destruction or damage unless in the Landlords or tenants opinion circumstances do not justify rebuilding then the Tenant may determine this Lease and must if required restore the Site to its original condition

6.5.3. For the purposes of clause 6.5.4 the expression "Supervening Events" means any one or more of the following:

(a) the Tenant has failed despite using all reasonable to obtain the Permissions

(b) any of the Permissions or other permits and consents which may be required under the Planning Acts or other statutes to enable the Tenant to rebuild and reinstate the Premises or any such part or parts thereof have been granted subject to a lawful condition with which in all the circumstances it would be unreasonable to expect the Tenant to comply

(c) some defect or deficiency in the Premises upon which the rebuilding or reinstatement is to take place would mean that the same could only be undertaken at a cost that would be unreasonable in the circumstances

(d) the rebuilding or reinstatement is prevented by war act of God Government action strike lockout or

(e) any other circumstances beyond the reasonable control of the Tenant

6.5.4. The Tenant shall not be liable to rebuild or reinstate the Premises if and for so long as such rebuilding or reinstating is prevented by the Supervening Events

6.5.5. If upon the expiry of a period of Two (2) years commencing on the date of the damage or destruction the Premises have not been rebuilt or in the process of reinstatement so as to be fit for the Tenant's occupation and use either party may by notice served at any time within six (6) months of the expiry of such period invoke the provisions of clause 6.5.6

6.5.6. Upon service of a notice in accordance with clause 6.5.5

(a) the Term will absolutely cease but without prejudice to any rights or remedies that may have accrued to either party against the other

(b) any obligation of the Tenant to reinstate or rebuild the Premises in accordance with the terms of this Lease or otherwise shall cease

(c) all money received in respect of the insurance effected by the Tenant pursuant to this clause shall belong to the Landlord

7. Provisos

7.1. If and whenever during the Term:

7.1.1. The rents (or any of them or any part of them) under this Lease are outstanding for 2 months after becoming due whether formally demanded or not or

7.1.2. There is a breach by the Tenant of a covenant or other term of this Lease or any document expressed to be supplemental to this Lease or

7.1.3. An individual tenant becomes bankrupt or

7.1.4. A company tenant

7.1.4.1. enters into liquidation whether compulsory or voluntary (save for the purpose of reconstructing or amalgamation or other similar purpose not involving a realisation of assets) or

7.1.4.2. has a Receiver appointed or

7.1.5. The Tenant enters into an arrangement for the benefit of its creditors or

7.1.6. The Tenant has any distress or execution levied on its goods in the Isle of Man which is not satisfied within two (2) months

then the Landlord may re-enter the Premises (or any part of them in the name of the whole) at any time (and even if any previous right of re-entry has been waived) and the Term will absolutely cease and in the event of such re-entry the Landlord shall be entitled to recover the whole of the current years rent down to (and including) the next quarter day when rent is due following such re-entry and such re-entry shall be without prejudice to the rights and remedies of the Landlord in respect of any rent in arrears or any breach non observance or non performance of any of the Tenants covenants herein contained

7.2. 7.2.1 The Tenant shall not be or become entitled to any right of access to light or air to the Premises which would restrict or interfere with the user of any Adjoining Property or Other Buildings for building or any other purpose and no estate or interest in the soil of the roads and paths adjacent to the Premises is or shall be deemed to be included in the demise hereinbefore contained

7.2.2 Nothing contained in or implied by this Lease shall impose or be deemed to impose any restrictions on the user of any land or buildings not comprised in this Lease or give the Tenant the benefit of or the right to enforce or to have enforced or to prevent the release or modification of any covenant agreement or condition entered into by the Landlord or tenants or licensees of the Landlord in respect of any Adjoining Property or Other Buildings or to prevent or restrict in any way the development or use of any Adjoining Property or Other Buildings

7.3. The provisions of section 4(1) of the Tenancies (Implied Terms) Act 1954 and of the First Schedule to such Act shall not apply to this demise

7.4. Any dispute arising as between the Tenant and the tenants or occupiers of any Adjoining Property or Other Buildings belonging to the Landlord as to any easement right or privilege in connection with the use of the Premises and any Adjoining Property or Other Buildings or as to the party or other walls separating the Premises from any Adjoining Property or Other Buildings or shall be decided either by the Landlord acting reasonably whose decision shall be binding upon all parties to the dispute or shall be settled in such manner as the Landlord shall reasonably direct

7.5. In the event of any dispute or difference arising between the parties hereto as to the construction of this Lease or as to the rights duties or obligations of the parties hereunder or as to any other matters in anywise arising out of or connected with the subject matter thereof the same shall at the joint expense of the parties hereto be referred to the arbitrator or decision of an independent arbitrator being an advocate barrister or chartered surveyor (as the subject matter of the said dispute may require) to be appointed as the parties hereto may agree or failing such agreement to be appointed by the President for the time being of the Isle of Man Law Society (these presents being deemed to be a submission to arbitration within the meaning of the Arbitration Act 1976) and IT IS HEREBY AGREED AND DECLARED that the decision of such arbitrator as aforesaid shall be final and binding

7.6. If after the Tenant has vacated the Premises on the expiry of the Term any property of the Tenant remains in or on the Premises and the Tenant fails to remove it within thirty (30) days after being requested in writing by the Landlord to do so or if after using its best endeavours the Landlord is unable to make such a request to the Tenant within two (2) months from the first attempt so made by the Landlord:

7.6.1. The Landlord may as the agent of the Tenant sell such property and the Tenant will indemnify the Landlord against any liability incurred by the Landlord to any third party whose property shall have been sold by the Landlord in the mistaken belief held in good faith (which shall be presumed unless the contrary be proved) that such property belonged to the Tenant

7.6.2. If the Landlord having made reasonable efforts is unable to locate the Tenant the Landlord shall be entitled to retain such proceeds of sale absolutely unless the Tenant shall claim them within six months of the date upon which the Tenant vacated the Premises and

7.6.3. The Tenant shall indemnify the Landlord against any damage occasioned to the Premises and any actions claims proceedings costs expenses and demands made against the Landlord caused by or in relation to the presence of such property in or on the Premises

7.7. At the expiration of the Term or sooner determination of this Lease the Premises and the Building shall revert to the Landlord absolutely

7.8. Any statutory right of the Tenant to claim compensation from the Landlord on vacating the Premises shall be excluded to the extent that the law allows

7.9. Any notice required to be served hereunder shall be sufficiently served on any party hereto if sent by prepaid recorded delivery post to the addressee at their his or its principal place of business or registered office or last known place of abode in the Isle of Man and any notice so served shall be deemed to be given at the time when it ought in due course of post be delivered at the address to which it is sent and in the case of any notice to be served on the Tenant the same may be left at the Premises

7.10. All licences consents approvals and notices required to be given by the Landlord shall be sufficiently given if given under the hand of the Minister for the relevant Government Department or a duly authorised officer of the Landlord

7.11. Each of the Tenant's covenants shall remain in full force both at law and in equity notwithstanding that the Landlord shall have waived or released temporarily any such covenant or waived or released temporarily or permanently revocably or irrevocably any similar covenant or covenants affecting any other Adjoining Property or Other Buildings

8. Guarantor's covenant

Any guarantors (hereinafter referred to as "the Guarantor") required by the Landlord pursuant to clause 4.27 will covenant with the Landlord that:-

8.1. The Tenant shall pay the Rent and all other sums and payments herein covenanted to be paid by the Tenant at the respective times and the manner specified above and perform and observe all Tenant's covenants and conditions contained in this Lease, and

8.2. In case of default of the payment of the Rent or any other sums and payments herein covenanted to be paid by the Tenant or the performance or observance of the Tenant's covenants during the Term of this Lease and afterwards during such period as the Tenant remains in occupation of the Premises the Guarantor will pay and make good to the Landlord on demand all reasonable losses damages costs and

expenses (including legal costs) whatsoever of the Landlord arising from or incurred as a result of the default

PROVIDED THAT any neglect or forbearance by the Landlord in endeavouring to obtain payment of the Rent or any other sums and payments herein covenanted to be paid by the Tenant when the same shall fall due or to enforce performance of the Tenant's covenants and any time which may be given to the Tenant by the Landlord shall not release or exonerate the Guarantor or in any way affect the liability of the Guarantor under this covenant

IN WITNESS WHEREOF the parties hereto have executed these presents this the day month and year first before written

FIRST SCHEDULE

(Rights granted)

So far as the Landlord lawfully can or may (but not further or otherwise) the Landlord grants the Tenant (in common with the Landlord and all other persons now or hereafter authorised by the Landlord and all other persons now entitled or who may hereafter become entitled):-

1. The right for the Tenant and all persons expressly or by implication authorised by it to pass and repass to and from the Premises over and along the Parking Areas and all roadways to and from the public highway at all times subject to compliance at all times with the Landlord's requirements from time to time in force with or without vehicles of any description for all purposes connected with the use and enjoyment of the Premises
2. The right to free and uninterrupted passage and running of water sewage gas electricity telephone and other services or supplies to and from the Premises in and through the pipes presently laid in on over or under the Adjoining Property now serving the Premises TOGETHER with the right to enter on such Adjoining Property or Other Buildings after giving the Landlord or the occupier thereof reasonable notice (except in cases of emergency) and subject to such reasonable conditions as may be specified for the purpose of repairing cleansing maintaining and renewing any such pipes wires or cables and to view the state and condition of the Premises and to execute works and repairs to the Premises which would not otherwise be reasonably

practicable subject to the Tenant causing as little damage or inconvenience as possible and making good all damage caused

SECOND SCHEDULE

(Exceptions and Reservations)

There are accepted and reserved unto the Landlord its tenants and other the owners and occupiers for the time being of Adjoining Property or Other Buildings:-

1. The right to the free and uninterrupted passage and running of water and sewage gas electricity and other services or supplies from and to the Adjoining Property and Other Buildings in and through the pipes which are now or may during the Term be in on under or over the Premises TOGETHER with the right to enter on the Premises after giving the Tenant reasonable notice (except in cases of emergency) and subject to such reasonable conditions as may be specified for the purpose of repairing cleansing maintaining and renewing any such pipes wires or cables and to view the state and condition of the Adjoining Property and Other Buildings and to execute works and repairs to the Adjoining Property and Other Buildings which would not otherwise be reasonably practicable subject to the person or persons exercising such right causing as little damage or inconvenience as possible and making good all damage caused whether to the Premises or the fixtures and fittings or other property of the Tenant without any unreasonable delay but without making any compensation for temporary damage or inconvenience to the Tenant
2. The right to construct and maintain in on under or over the Premises at any time during the term any pipes wires or cables for the provision of services or supplies to Adjoining Property or Other Buildings after giving to the Tenant reasonable notice (except in cases of emergency) and subject to such reasonable conditions as may be specified to enter the premises for the purposes of such construction and maintenance subject to the person or persons exercising such right causing as little damage or inconvenience as possible and making good all damage caused whether to the Premises or the fixtures and fittings or other property of the Tenant without any unreasonable delay
3. Full right and liberty at any time after the date of this Lease:-

3.1 To alter raise the height of or rebuild Other Buildings

3.2 To erect any new buildings or buildings of any height on an Adjoining Property notwithstanding the fact that the same may obstruct affect or interfere with (but

would not prevent) the amenity of or the access to the Premises or the passage of light and air to the Premises

THIRD SCHEDULE

Landlord's fixtures and fittings

1. The Landlord's fixtures and fittings shall comprise all books and other Library materials and equipment purchased by the Landlord and replaced like for like by the Tenant up to and including the commencement date of the Contractual Term during its prior occupation of the Premises as set out on the attached report.
2. Following the commencement of the Contractual Term, the book stock including other library materials within the Premises and the Mobile Library (as referred to in the Agreement for Use) shall be referred to in this Schedule as the Landlord's Book Stock which shall remain the property of the Landlord save that if the Tenant shall continue in the provision of a library from alternative premises following the termination of this Lease for at least 12 months following the Landlord shall offer for nominal value the Landlord's Book Stock.
3. Any materials replaced during the Contractual Term and recorded and reported by the Tenant to the Landlord as purchased during the Contractual Term shall be the Tenant's Book Stock.
4. The Tenant shall cause a written report of any of the Landlord's Book Stock which is replaced by the Tenant's Book Stock during the Contractual Term to be provided to the Landlord within a reasonable time from the acquisition of the replacement book stock during the Contractual Term.
5. The Landlord's Book Stock that is replaced or removed from the provision of the library from the Premises during the Contractual Term shall be first offered to the Landlord for retention or redeployment as the Landlord thinks fit, or otherwise disposed of on terms acceptable to the Landlord.
6. The Landlord's Book Stock shall be delivered up to the Landlord at the determination of this Lease save that any of the Landlord's Book Stock which has been replaced like for like during the Contractual Term by the Tenant's Book Stock which shall remain the property of the Tenant.
7. The Tenant shall retain the Tenant's Book Stock absolutely on the termination of this Lease, but in the event that the Tenant seeks to dissolve or otherwise cease provision of a library as set out in this Lease in alternative premises on the Isle of

Man that the Tenant shall offer to the Department the Tenant's Book Stock for sale at the prevailing market rate, to be determined by arbitration if not agreed within 28 days of the offer for sale of such Tenant's Book Stock being made.

EXECUTED on behalf of the Landlord by the Minister or a person duly authorised by the Minister for Education Sport and Culture in the presence of:- : [redacted]

Witness Signature: [redacted] : *Print name:* GRAHAM CREGEEN MHK

Witness Full Name: [redacted] : *Position:* MINISTER

Witness Address: DESC :

HAMILTON HOUSE, DOUGLAS :

Witness Occupation: CIVIL SERVANT :

EXECUTED on behalf of the Tenant by its authorised officials in the presence of:- [redacted] :

.....

Director

: *Print name:* SHARON KISSACK

:

[redacted] :

.....

Director/Company Secretary

: *Print name:* Kurt Roosen

Isle of Man Land Registry
BOUNDARY MAP

Plot Scale: 1 : 500

Note

Map accuracy is dependant upon the scale at which land was surveyed.
For more information and a guide to the map symbols used, please refer to information sheets available from the Land Registry.

Issued on:
-
for Application no.

For Registry Use Only

App No.

Date:
Time:

Signatures(s)	Box 1	Signatures(s)	Box 2
Witness(es)	Date:	Witness(es)	Date:

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DATED 19 September 2018

DEPARTMENT OF EDUCATION SPORT AND CULTURE (1)

and

FAMILY LIBRARY LIMITED (2)

LEASE
Noble's Hall Children's Library
Douglas
BRADDAN

Attorney General's Chambers
Douglas

Isle of Man Land Registry
BOUNDARY MAP

Plot Scale: 1 : 500

Note

Map accuracy is dependant upon the scale at which land was surveyed.
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Mobile Library Report January 2020

Numbers on the Mobile remain stable at around 400 borrowers at any time, including some organisations (Libraries, Retirement Homes, Dementia Units, Prison, Playgroups). The majority of our borrowers are adults, although we do have some stops which are after school so pick up children there, or their parents come to borrow books for them. c250 adults pay a subscription, some of these are also housebound, c40 adults do not pay, almost all are housebound, a couple are on low incomes. 51 children are registered, all pay except for some who already belong to the Family Library and pay a subscription there. The balance of borrowers are organisations and dormant accounts. Membership of the Mobile Library is more fluid than at a static library as attendance is required at a specific date/time, which doesn't always accord with the borrower's diary, and our demographic (mostly retired) means that we often have bereavements. Children also stop coming once they go to High School (not cool). Notwithstanding that, we have, since 2006 when we started using AccessIT, turned over more than 1,000 borrowers, which is a good illustration of the fluidity already mentioned. Our borrower numbers are good when compared to UK LA Mobile Libraries – Hackney has a population of c280,000 and their Home Library Service reaches around 750 borrowers, including organisations. Wakefield has a population of 327,000 and 556 active borrowers over 3 mobile vehicles. Of course, we also offer our Bibliotherapy Service which other Mobile Libraries do not (although many static libraries will offer a monthly Reminiscence session). Our issues are around the 25,000 mark, pa, as much as any reasonably sized public library.

Following my attendance at the CILIP Home Libraries Conference in October we have reviewed and re-organised our Home Library Routes to make them more efficient, freeing up some of [redacted] time each month. [redacted] now has 4 very full routes, [redacted] sees only a few people and I do 3 routes. One of these is timed to coincide with [redacted] Gansey Dementia Unit Bibliotherapy so we can have 2 of us in attendance. [redacted] is also able to do my Home Library Service Routes and the intention is to send her out with [redacted] to see the rest. We currently have 88 Home Library/housebound borrowers, with 14 of these being seen on the Mobile Library routes every two weeks, rather than the Home Library

Service, and 12 of mine who also have fortnightly visits. This totals around 140 Home visits per month.

We would also like to explore the possibility of taking Mobile Library Services to more Homes and Sheltered accommodation complexes, and have already been to see residents at Millhope in Castletown, and have a meeting with Local Authority Wardens at the end of the month to see what we can feasibly offer. Elder Grange would also like to restart a delivery of Large Print for the residents as they have a more pro-active Activities Organiser to oversee the books.

Attending the Home Library Conference was extremely beneficial, not only offering an insight to how other LA's deliver to the housebound, but also to see what a great service we already offer. The IOM is lucky to have a funded service – more commonly this is tendered out by the LA, if they do not have staff to run it, often taken up by the WVS or other organisations who then co-ordinate volunteers. They, in turn, can borrow books from the nearest library and deliver to their chosen recipients. One LA has, for example, around 200 volunteers delivering to 300 people, and the paid staff member co-ordinates them, but doesn't chose the books. It is a purely man-management role. Of course, that works when the books can be returned across the county, which is not the case here as we're not centralised. Through the Library Forum I am trying to get the LA libraries on-board to refer their borrowers who can no longer access their sites, and we already receive referrals through the Northern Networking Committee, Social work teams, other agencies and relatives.

We have been fortunate this year in receiving significant cash credit from our audiobook supplier, Bolinda. They have actually given us more back than we expected so we have shared this with the Family Library so they also have some new audio books. We received a total of £2,000 worth. I believe that the Mobile Library now has a great audiobook collection, so much so that we are not yet stumped fulfilling the demands of our 10/12 audios every 2 weeks borrowers. Douglas HBN Libraty has also very generously made a number of donations to us of both CD and Playaway audiobooks.

The Mobile vehicle was off the road for a significant part of the autumn, some days through driver illness/relief driver unavailability, and subsequently the lift/steps being deemed unfit for purpose. This was entirely down to the original coachbuilders' installation and no reflection on any of the Mobile staff. However, it did mean in October around 5 weeks of

operating from the small Biblio van, and I have to praise all the staff for their dedication and tenacity in difficult, wet and windy circumstances. Needless to say it was appreciated by the borrowers who received a tailor made service during this time, with door-to-door deliveries. [redacted] and I attended Ellerslie yesterday to go over the operation of the lift, the inspector raised one extra concern over its use but I am contacting a Mobile Libray across who uses same system to ask for their user info before changing what we do.
We may also have to register as Goods Vehicle Operator due to changes in the Road Act but I am communicating with the Committee and Fleet Services over this.

[redacted] has recently undertaken training to get the C1 classification needed to drive the Mobile, she has been out with [redacted] on one route and now needs to navigate in and out of the yard. Will take some practice but she is a welcome addition to the relief driving list.

The Mobile Library is now being serviced and maintained by IOM Govt Fleet Services, which is an incredible saving for us, and timely as we had reached the end of [redacted] £10,000pa funding for the vehicles. We also receive free fuel. We need only to maintain and fund the two smaller vehicles, which are well used and a great asset.

Yesterday the Offline laptop screen stopped working. This laptop is around 5-6 years old. MannageIT have identified that it is still functioning apart from the screen, if we can link it to another monitor through an HDMI cable we can take the data from it. They would be prepared to check the circuit board and connections but if the screen is kaput then it's around £500 fro a new one. I have now emaile AccessIT to ask about the ease and cost of building an offline system for a PC laptop which wwould be a cheaper replacement. We need to know what size memory etc also. Addendum: Screen started to work again the following day, may suggest a cable/connection problem. Will monitor it. At least we do know now that it is not completely broken. May still need to go to MannageIT as they deal with Apple products?

Bibliotherapy Report 2020 – [redacted]

In the period from July to December, we ran 55 bibliotherapy sessions, with a total of 404 attendees. This breaks down to an average of approximately 9 sessions a month, with about 7-8 attendees for each session (these totals do not include staff or volunteers).

The service has run sessions at 17 separate locations since July. Breakdown of this is: 11 residential/retirement homes, 1 sheltered housing, and 5 organisations (such as MBWS, Decaff, and the Family Library). There are also 2 new locations (Live At Home and Millhope Court) where we intend to run sessions in the new year. Prior to July, we were running regular sessions at 14 locations, so there has been significant expansion to the service.

At present, the majority of our Bibliotherapy sessions are aimed at older people, retirement homes, and dementia units. We would love to expand our service to include younger people as well, for example by offering sessions designed for people with Autism, dyslexia, mental health difficulties, etc. We have run a successful session at Eastcliff Centre for adults with learning disabilities, and would love to build on this further, perhaps with the involvement of other organisations such as Praxis.

We have spoken to a number of outside organisations about our Bibliotherapy work, such as the Rotary Club. At Manx Litfest in September 2019, we ran an Introduction to Bibliotherapy event, which was very successful.

We are very grateful to the WI for the donations of reminiscence boxes, which have been catalogued and are all in use at sessions. We would like to expand our range of boxes to include other subjects. The 'thank you' evening is organised for Thursday 31st January 2020.

We have been able to expand the scope of what we offer by including more photos and laminated pictures. We hope to expand our sensory range to offer more tactile items, specifically touch and smell items. We have some prototype scent pots and are looking at ways of making or acquiring more.

We are also putting together an information pack, containing leaflets about Bibliotherapy and examples of some of the pictures/items we provide at each session. These will be provided to organisations etc. who are interested in us coming to them for a session.

At present, all our sessions are booked for afternoons, as this is when most residential homes can accommodate us. This unfortunately means we can only fit a certain number of sessions into a month (for example, in January we have 16 afternoons booked, out of a possible 19). We hope to encourage some organisations (for example sheltered housing or organisations working with younger people) to book sessions for the mornings (for example as a coffee morning), which would allow us to see additional people.

We ask the organisations and retirement homes for a donation to cover the costs of each session, however this does not often happen. We have suggested we would be happy to help them with coffee mornings or other fundraising events in order to cover our costs (this will be something that is covered by the information pack we intend to provide to organisations, as above).

There are several volunteers who help us with some sessions. However, some sessions are more challenging than others (for example, Springfield Grange sets up its attendees on two separate tables, so it is very difficult to run the session with only one person), requiring an extra member of library staff to help. Also, while most locations provide a member of staff who stays in the room to assist with the session, this is not always the case (when contacting the locations we always specify that a member of staff should be present).

A lot of the sessions take place out of town, which means there are significant travel times associated with each session, and we require the use of one of the vans to get there.

However, we try to mitigate this where possible by including home library visits before or afterwards where possible.

There are sometimes issues at the locations we visit, the most common being that the staff were not aware we were due to attend. This often happens because the staff work different shifts and information is not always passed between them. Some homes also have a high turnover of activities coordinators. We have tried to combat this issue by giving out Next Visit posters to go on their notice boards, sending emails after each visit to thank them for their help and confirm the next date, and (when it is a frequent problem), telephoning the home on the day before the session to remind them. Occasionally there are other difficulties, such as a member of staff not being present (see above), tables not being set out or inadequate table space being made available, and lack of refreshments. In these cases, a follow-up email is sent to ask that the problems are rectified for the next session.

Sessions occasionally are cancelled by the organisation/home, usually due to staffing issues or outbreaks of illness. Since August 2019, 9 sessions were cancelled by the homes, and 1 was cancelled by us due to ill health.

From: Ashley, Rachel
To: Goldsmith, Anna Marie (CO)
Cc: [redacted]
Subject: Re: IOM Library Provision
Date: 03 March 2020 14:11:26
Attachments: image001.jpg
image002.jpg

Good afternoon Anna,

I would like to clarify the position regarding our library provision and our work with the Family Library.

We **haven't** opted to close our library in favour of attending the Family Library but we are working with them to add to what we do in school.

In September we reorganised how our within school library resources are provided. The space that was the library was needed as a classroom so we have put all our library books into class or year group libraries. These spaces are well used and have provide additional books in the classrooms as part of our whole school push on developing reading for pleasure.

To go alongside this within school provision we are working with the Family Library to enhance the experiences for our children. It is so geographically close and such a lovely resource that we wanted to support it. We want partnerships with providers in our local area and the Family Library is one such provider. We are sending a couple of classes each week so they can experience how it is set up. We also hope that by attending with school they will also use it out of school and with their family. We aware that a number of children have joined the library since we started our trips.

The Family Library have asked that we raise some money for them in return for this service and we are doing a fund raising effort in the summer term.

We don't have a formal agreement but we have agreed the number of sessions in advance. We send 4 classes a week. This equates to 2 hours a week. We started this arrangement in January.

Please don't hesitate to contact me if you need further information.

Kind regards,

Rachel

Rachel Ashley (Headteacher)
Henry Bloom Noble Primary School
Douglas
ISLE OF MAN
Tel: 01624 675835
E-mail: rachel.ashley@sch.im

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addressee of this e-mail, please delete it and notify the sender as soon as possible.

From: "HBN, Enquiries" <HBNEnquiries@sch.im>
Date: Tuesday, 25 February 2020 at 16:13
To: [redacted]
Subject: FW: IOM Library Provision

[redacted]

[redacted]

****
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From: "Goldsmith, Anna Marie (CO)" <Anna.Goldsmith@gov.im>
Date: Tuesday, 25 February 2020 at 15:47
To: "HBN, Enquiries" <HBNEnquiries@sch.im>
Cc: "Moorcroft, Geoff" <Geoff.Moorcroft@sch.im>
Subject: IOM Library Provision

Dear Mrs Ashley,

I am acting on behalf of a Council of Minister's Working Party made up of two MHK's and one MLC (Clare Barber MHK, Ann Corlett MHK and Jane Poole-Wilson MLC). They have been tasked with looking at Library provision around the Island. This includes all public libraries and the Family and Mobile Library. The full details of the Working Party's remit can be found HERE

The Working Party has received correspondence from the Family Library stating that they are providing your school with a library service and that you have opted to close your school library in favour of this service.

The Working Party have enquired as to whether a formal agreement for provision of this service exists: what, if anything is charged for; what the service looks like and how regular it is.

I look forward to hearing from you

With best wishes

Anna

Anna Goldsmith
Change and Reform Project Manager
Cabinet Office
Government Office, Bucks Road, Douglas, IM1 3PN, ISLE OF MAN, BRITISH ISLES
Tel: (01624) 686620
Email: Anna.goldsmith@gov.im
Website: www.gov.im/co

cabinet office

Win-PubSectorCol

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RAAUE: S'preevaadjagh yn çhaghteraght post-l shoh chammah's coadanyn erbee currit marish as ta shoh coadit ec y leigh. Cha nhegin diu coipal ny cur eh da peiagh erbee elley ny ymmydey yn chooid t'ayn er aght erbee dyn kied leayr veih'n choyrtagh. Mannagh nee shiu yn enmyssagh kiarit jeh'n phost-l shoh, doll-shiu magh eh, my sailliu, as cur-shiu fys da'n choyrtagh cha leah as oddys shiu.

Cha nel kied currit da failleydagh ny jantagh erbee conaant y yannoo rish peiagh ny possan erbee lesh post-l er son Rheynn ny Boayrd Slattyssagh erbee jeh Reiltys Ellan Vannin dyn co-niartaghey scruit leayr veih Reireyder y Rheynn ny Boayrd Slattyssagh t'eh bentyn rish.

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