



## Friends of Greenhill Library

Registered Charity Number 1158656

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### ANNUAL REPORT TO THE 2018 AGM



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## **CHAIR'S SUMMARY** (Patrick Coghlan)

What a great year 2017 -18 has been for Greenhill Library. After an initial dip when Woodseats re-opened, our visitor numbers, at 6000 a month, have remained constant. Behind that figure lays a huge variety of activities, hence the new strapline 'More than just books.'

But first of all, the books. With our constantly renewed stock, thanks to a behind the scenes team, there has been a slight increase in book loans this year. 27,933 Books loaned to 3014 users. People often comment favourably on the welcome they receive and the help that is provided from our frontline teams. Overall the volunteers gave **10,656** hours of service (= 6 FTE). A great team effort from 100 people. Our thanks to all, including those behind the scenes who have made it all possible.

School class visits have continued from Greenhill School and since Easter from Lowedges Academy. This, and other outreach activities, including stalls at both their school fairs, have led to a steady stream of new people (320) joining the library, half and half adult and children.

As well as Chatterbooks, Storytime and Funtime continuing, Friday after school crafts, usually around a book theme, has become well established. This autumn Codeclub, teaching basic programming, has started.

The new Friday coffee morning has quickly become very popular, alongside the Computer skills and CV support both run by Heeley Trust. The Library works with some 10 partners to deliver all its activities

The lease was signed this year after 3 years of protracted negotiations with the Council. This means we have extra freedoms as well as extra responsibilities for the security, and compulsory checks on the building. Library services provided a full grant in 2017 -18. This will now taper down.

The fundraising team has again been very successful in raising £25,000 of diversified income as well as a grant of over £8000.

All our activities are widely publicized through the website and Facebook as well as the Newsletter and posters.

### **Building**

As well as routine maintenance, the trustees have aimed to update the building so that it is fit for the next 25 years while we still receive a council grant. This year the council has renewed the roof and fascia boards and we planned to replace the 55 year old lighting (recently completed).

### **Future**

Back in 2014 we considered how we could make better use of the 'stack' – the area that was once used as book storage for Sheffield libraries. This year a Feasibility

study, paid for by a grant, has been produced by a team of architects and a structural engineer. During 2018 -19 we will apply for grants to take this forward.

Although the Library covers Greenhill, Bradway and Lowedges there are relatively few users from the latter. This has improved a little through engagement with the Lowedges Community centre, Foodcycle, Terminus café and The Academy. We are conducting research to discover the best way to raise use from this area and will apply for a grant for a part-time, short term, Lowedges development worker.

## **LIBRARY OPERATIONS** (Ann Hartley)

The operational team have had another busy and successful year. We have continued to keep Greenhill Community Library open and running for 26 hours a week.

The number of volunteers has remained constant over the year. Although several volunteers have reluctantly left because of other commitments we have been very fortunate in recruiting new volunteers to replace them.

Thank you to everyone for their continued support and commitment in providing a first class library service in a warm, welcoming, friendly, safe and clean environment.

The front desk volunteers have had a challenging few months with the introduction of a web based computer system called KOHA which replaced the “Yellow Sticker Book” Excel spread sheet. A new photocopier has been installed. We have had a few teething problems during the changeover but most of the problems have now been resolved.

### **Achievements**

1: In January 2018 we changed our “Yellow Sticker Book” system running on an Excel spreadsheet to a web-based computer system called KOHA. This is an integrated Library Management System. Chris Brown has spent many hours developing and tweaking the KOHA system to meet the requirements of Greenhill Library. The system is accessible from both front desk computers and both administration computers in the office. The result is a much improved, efficient and managed service. Chris Brown produced 4 KOHA training videos which introduced the system to the volunteers and provided them with an excellent training package.

2: In February/March 2018 Sheffield City Council allocated Greenhill Library £2800 to purchase new books. This money allowed us to purchase 400 new books, 320 adult fiction and non-fiction books and 80 children’s fiction and non-fiction books. Other libraries were also allocated monies to purchase new stock which has resulted in new material being available to loan across Sheffield City Libraries.

3: In May 2018 the Data Protection Regulations changed so Chris Brown produced four data protection training videos. All volunteers who have access to sensitive and confidential information have completed the data protection training.

4: Three successful book sales have been held, two at Greenhill Library's Farmers Markets and one at Greenhill School Summer Fayre.

5: Donated Books. We are still very fortunate in having large numbers of good quality donated books given to us, which help renew and replenish the yellow sticker books and the book shop stock. Thank you to the volunteers, who work hard at sorting the large numbers of books, which are donated.

We have also been very fortunate in having a lot of good quality children's books donated again this year. In 2017 we had several hundred brand new children's non-fiction books donated to us, which have all been given a Dewey classification number, entered onto the "Yellow Sticker Book" system and integrated into the children's non-fiction section in the library. This is the reason most of the £2800 allocated by Sheffield City Council was spent on adult books.

6: The yellow sticker book team work hard in selecting new material to keep the yellow sticker book stock interesting, renewed, and in good condition. Thank you for all your hard work.

7: The book shop continues to be very popular contributing a consistent and steady income for the library each year. The success of the book shop is due to the hard work of the volunteers who keep the book shop looking clean and tidy and well stocked. Thank you.

8: Stock taking. To make room for the 400 new books we have removed books from the library shelves (books which have not been loaned for more than 2 years); these have been booked out to "overflow" on the LMS council computer system and they are now stored in the storeroom at the back of the library known as the "stack".

9: A project to develop a system to sell some of our excess/duplicated donated books via the internet has been looked at. A volunteer visited St Luke's, who sell their donated books via e-bay. We found that they devote 50 plus volunteer hours a week to this system. It was decided that Greenhill Library does not have the resources to operate such a system. We are still researching ways to generate extra income from our donated books.

10: The Summer Reading Challenge topic this year was "Mischievous Makers". The start date was Saturday July 14<sup>th</sup>. finishing mid- September. 161 children took part, of whom 64% read all 6 books; there was some very positive feedback.

11: Friday Coffee Morning. In January we introduced a weekly Friday coffee morning from 10.00am-11.30am where members of the community can meet up for a chat in a safe, friendly and welcoming environment. The coffee morning has proved to be

very successful with some heart-warming results. Thank you to the volunteers who have made this event such a success.

### **Future Projects**

- 1: Purchase new large print books and audio books.
- 2: Exchange some of our large print and audio books with Totley Library to refresh our stock.
- 3: Purchase more book cases.
- 4: Feature and highlight a display of books on a chosen subject on a monthly basis.
- 5: Research ways to increase income from our excess/duplicated book donations.

## **CHILDREN'S ACTIVITIES**

### **CHATTERBOOKS (Clive Opie)**

In last year's report I noted that taking on Chatterbooks, developed with the aim of encouraging 7-11-year olds to develop a keen interest in reading, had been hard, but enjoyable, mainly due to the enthusiasm of the children in the group. I also noted that I had been delighted to be joined by Janet Black and Christina Edwards which meant a wider range of activities could be offered as well as much more focussed support for smaller groups.

Janet and Christina's invaluable and enthusiastic input has seen the development of a range of activities, making sessions even more enjoyable and fun, with the result that Chatterbooks popularity and success has continued to grow over this year. Their input has also meant that I have been able to lessen my involvement and concentrate more on my work encouraging visits from classes from local schools. I will still be around to help out where I can, but I am pleased to say they have agreed to take responsibility for Chatterbooks for 2018-19. Apparently, my interest in music (fiddle playing) and origami (Japanese paper folding) will still be in demand so I will not be completely out of the picture.

The last two years running Chatterbooks has been a pleasure and I think it worth noting that it is also the children's enthusiasm which has made it so. On this note we said farewell to two attenders and wished them all the very best in their future as they start secondary school.

Chatterbooks meets on Mondays from 3.30 – 4.30 during term-time and, whilst although there is a limit to numbers, if anyone has a child who might be interested in joining please contact the library who will put you in touch with either Christina or Janet.

## **STORY TIME (Gill Coghlan)**

Since September 2017 Liz Green & I have been joined by Janet Black, our third Leader. Together we enjoy welcoming the 2-4 year olds during Term Time on alternate Fridays between 10.00-10.45hs. A parent or adult carer always accompanies them.

Janet has brought vivacity to Story Time; she has the gift of enabling the children to fully 'enter into' the story, much enhanced by the never-ending selection of toy animals and props that come from her attic! Janet's Amateur Dramatic skills are appreciated by us all.

Liz continues to create Crafts that the children like making and taking home.

Some of the children have very young siblings who come with them; we are able to cater for a small number of these. Over this past School year, the parents/carers have asked if siblings could please come to Story Time when the School holiday dates and Story Time occasionally overlap. We have trialled this twice, and with the parents' co-operation, it has worked well.

Since September 2017 our average attendance has been 6 children aged 2-4 years.

As a number of the current children are, or will be 4 years old by September 2018, they may well progress on to Nursery. We are grateful to Chris Brown for advertising Story Time via Face Book & the next Library Newssheet. We look forward to welcoming existing children and new ones on 07 September 2018 at 10.00hs. We have a suggested donation of £1 for one child, 50p for each additional child.

## **FUN TIME (Maz Raj)**

FUN TIME for 0-4 year olds and their carers is held on the second Monday of the month during term time. We are a play group setting held in the children's library area and provide toys and craft activities for the children. We close our sessions with song time.

We have a suggested donation of £1 which covers the cost of the snacks provided. Our regular helpers include myself, Beth Craggs, Laura and Patricia Foster. New helpers are always welcome.

We find that a lot of our attendees stay at the end of the sessions to use library facilities.

## **FUND RAISING**

### **GRANTS (Margaret Davis)**

1: We have received a grant of over £8,000 from Awards for All, part of the Big Lottery. Part of this is being used to fund a feasibility study to look at the

extension/refurbishment of the library building. This is a long term initiative which will provide, among other things, an accessible toilet, an extended kitchen and a community room. In anticipation of the plans being accepted by the council we are currently producing a funding strategy of funding applications to obtain grants to cover the cost of the work to be done. This grant has also paid for the production of a 10 year business plan which is necessary to take our plans forward.

2: We have continued to be supported by funding from the Ward Pot and an application has recently been submitted for the purchase of audio and large print books for those who have failing eyesight.

3: An application has been made in partnership with the Lowedges Lunch Club to provide extra equipment which will enhance the experience of those who attend the monthly cinema screenings.

4: We have also continued to receive support from local shops and businesses in both cash and kind.

### **EVENTS (Chris Brown)**

This report covers the 12-month period from October 2017 to September 2018 inclusive. At the time of writing (July 2018) a few of the events mentioned here are in the future.

The library has continued to run a regular series of community events throughout the period. We hosted 11 **Friday evening events**, with speakers including author Gavin Extence and historian Anna De Lange, and two very successful musical offerings: an evening of the songs of Jake Thackray by John Watterson and an evening of traditional and contemporary folk music with Jon Scaife, Judy Dunlop and others. These events typically attract an audience of 30-40 people (the folk evening being an exception -- we sold 60 tickets!) Vera Dyer continues to be responsible for booking these events and we thank her for her efforts.

We have made some minor enhancements to the cinema with permanent wall-mounted speakers and slightly improved ceiling blackouts. We ran **11 evening screenings** and **10 afternoon (children's) screenings**. A small regular team (Gavin Brown, Sian Granville, Janet Crowther, Peter England and Chris Brown) support the evening events. Mainstream titles continue to be the most popular, with "Hidden Figures", "Sully" and "Mama Mia Singalong" doing well. Popular children's titles included "Paddington" and "Sing"; the latter attracting a large and very energetic young audience. However, a few showings attracted disappointingly small audiences and we need to promote them better on social media and to the local schools. The children's cinema program is led by Chris Brown with help from Janet Crowther and Lisa Wallace; we would like to find someone else to take over the lead on this. In addition to our own program we hosted three screenings for the

**Lowedges Lunch Club.** These events were run as a pilot but were well received and we expect them to resume on a monthly basis starting in September 2018.

Other events have included three **Farmers & Artisan Markets** (on 26/11/2017, 8/4/2018 and 9/9/2018). These continue to be popular and are the events that bring in the largest amount of money. Keith Wilson continues to manage trader bookings for these, and Rob Goodrum continues as the library lead. We are grateful to both for their efforts.

On 9/12/2018 we held our "**Christmas in the Library**" day, with singing from several groups including 3 school choirs, storytelling, refreshments, lucky dip, and more.

On 23/2/18 we hosted a **Readathon** (a combination of storytelling and craft); this year the theme was "Rainbow Bear".

Finally, our most innovative event of the year was our **Greenhill Open Gardens** day on 2/6/2018. Thirteen gardens opened, and despite heavy rain in the morning, the event was well attended as the weather improved in the afternoon. The event raised around £1,000 in ticket sales and £600 in incidental sales. We plan to build on it next year.

We continue to **publicise** events through multiple channels, including posters in the library and in local shops, an in-library TV slide show, our printed newsletter (every four months) and occasional flyers and handouts. We maintain an active social media presence, with a web site, a Facebook page, and a slowly growing number of YouTube videos. A collaborative project with students from Sheffield Hallam University has resulted in a fresh new design for the web site, which went live in September. We have abandoned Twitter.

## **INFORMATION TECHNOLOGY (Chris Brown)**

After a long period of testing and volunteer training, the system we use to manage the loan of donated ("yellow sticker") books was upgraded to the open-source library management system **Koha**, with the switchover occurring over the Christmas break. The primary benefit is that the system can be accessed from multiple computers, unlike the spreadsheet we had previously used, which was tied to a single machine. The new system also allows public access to the yellow sticker catalogue via the Internet. The system has been well received and we subsequently assisted Totley and Stannington libraries in migrating their own catalogues and training their volunteers. Walkley library has also decided to make the switch.

In April we replaced the council's "**Peoples Network**" computers with our own (much faster) machines. There are 3 in the children's library and 6 in the adult library, plus a "control" computer in the office to manage the cybercafe control software. They are connected (via WiFi) to our PlusNet broadband service. There is also a new colour laser printer and a flat bed scanner. Login is much simplified using simple "tickets" which give an hour's use.



Peter Edley carried out the work and we are appreciative of his hard work and subsequent attention to detail in responding to requests for support in the weeks following the changeover.

### **BUILDING MAINTENANCE** (Rob Goodrum)

Once again a number of major maintenance projects have been completed this year having been highlighted in previous surveys and reports.

The biggest of these projects has been the council's commitment to reroof the whole of the library and then the further commitment to replace the soffits and bargeboards in UPVC. This contract was undertaken by Besham Roofing Ltd and is now about to have its 6 month snagging survey as outlined under the contracts terms and conditions.

The council also undertook the updating and replacement of all the light switches (including the main lighting panel at the front of the library) and more importantly the consumer panel in the plant room. This we had been pressing for since 2015 and we were hopeful that this together with the fluorescent tube replacement would stop the constant tripping out of the L1 bank of lights in the adult library. Unfortunately, this wasn't the case. However, the recent LED light replacement initiative commissioned by the Board of Trustees may well sort this problem out.

All the above work means the library is now water/ leak proof and with the cavity wall insulation, supervised by Tony, means the library is in a far better position to meet with the environmental/energy efficiency targets than before.

Outside, Mick Parker, builder, successfully anchored the coping stones on the ramp and step railings; tidied, reset and pointed the steps; cleaned out and stitched the cracked walls on the front of the library; repointed areas of brickwork that required it.

Fortunately, the pointing work that was required around the library office and adult reading room windows was done as part of the cavity wall insulation contract earlier in the year.

Completion of the outside work culminated with the hand rail and railings being rubbed down and painted by the maintenance team and co-opted volunteers. Simultaneously the windowsills at the front and by the children's library were given a couple of coats of a good waterproofing treatment.

Further improvements were provided by Matthew Brown's decoration of the staff room, toilets and backroom corridors giving the rear of the library a brighter and more pleasant feel and outlook.

The front door has also been upgraded and a new system adopted which provides improved security, although the new door control panel has required more instructional guidance. Within the last month the intruder alarm system has also

been updated and a new alarm monitoring and servicing contractor taken on. Again this will need some minor instructional guidance for those opening and closing the library.

Other inhouse maintenance and jobs have been completed with the help of the Maintenance Team consisting of Roger Stevenson, Dave Higgins, Rob Goodrum, Graham Crow and with special thanks to Tony Parker, who this year has stepped down as manager to spend more time with family, but who has always been keen to help out whenever possible. Thanks must also go to Patrick Coghlan and Steve Wood who volunteered to help with the mammoth task of painting the Library Railings. A list of these jobs are given below:-

### **The Children's Library**

- More Tilley shelving units were assembled and fitted into the rear recesses of the children's library.
- Speakers were mounted on shelving in the front corners of the children's library by the bookshop.
- A wooden decorative cover made to fit over the film projector in order to disguise and protect the contents.
- Ceiling tiles were repositioned to help with the blackout conditions in the cinema.
- Computer tables moved to a new position and the bookshelves/display boards swapped to match, allowing for improved use of space.
- 3 notice boards were moved for better display access. 2 more smaller notice boards were fitted to the rear wall by the high windows.
- Various repairs were carried out to furniture and blinds throughout the library.

### **The Adult Library**

- New wifi and computer upgrades commissioned.
- Computer table feet end stops secured to the sharp steel tubular frame.
- Large coffee table repaired, stabilised and casters fitted to the legs to ease movement around the library.
- Upper front and rear broken double glazed window units replaced by Paul Cooke after being broken by minors playing football.
- Water damaged ceiling tiles replaced in the reading room.

### **General Repairs**

- CCTV recording machinery repositioned so that monitor can be viewed from the reception desk.
- Water damaged ceiling tiles replaced in the foyer and reception area.
- New CO2 fire extinguisher bracket repositioned and secured after dropping of the office wall.
- Numerous bulbs and batteries replaced throughout the library as and when.

- Disassembled and repositioned chipboard shelving units in the stacks to create more space.
- Visitors toilet seat and chain pull replaced.
- Kitchen taps changed as volunteers had great difficulty in turning taps off and on

### **Outside Maintenance**

- Paths weeded and swept by Mick on a regular basis. He also regularly trims the grass edging strips and attends the garden in front of the office.
- John cuts the grass as and when.

Rob regularly inspects and oils the back cage, rear yard gates and padlocks and maintains effective escape routes by keeping them in working order and clear of obstructions. He also regularly keeps the yard clear of leaves, rubbish and build up of moss.

### **Regular Compliance Checks**

The Council, at present, still carries out monthly checks on fire action points, alarm systems, sensors, emergency lighting and firefighting equipment to ensure they are in working order. They also carry out the monthly checks for Legionella. The results of which are documented in the Council Log Book and Fire Log, which can be found opposite the window on the top shelf of the office. Rob Goodrum regularly checks and maintains effective escape routes and documents any failings or concerns in the Fire and/or Maintenance Logs which are to be found on the top shelf in the office.

<b>Maintenance Issue</b>	<b>Date Completed</b>
Legionella	monthly
Fire Alarm & Sensors	13.04.18
Fire Extinguishers	24.10.17
Emergency Lighting	monthly
PAT.	19.09.17
Electric Testing (5 year)	19.04.16
Security Alarm Servicing/call out	25.04.18
Front Door Servicing	04.07.18
Gas Servicing & Safety Certificate	20.06.18
<b>Surveys</b>	
Health & Safety (TFM)	18.05.17
Asbestos Management (TFM)	18.06.17
Fire Compliance (McDonald Makin Ltd)	23.02.18
Certificate for Waste Transfer (Gemcal)	11.05.18
Working at Height (Step Ladders etc)	20.06.18

Results of these and past surveys can be found on their digital record found on google at **sheffieldtechnologyforge-documentation**

### **Cleaning in the Library**

A big thankyou goes out to those few dedicated volunteers who regularly turn up week after week to make sure the library is a fit and clean place to work and visit. In particular Linda Stevenson, who apart from being responsible for the ordering of cleaning materials, has also taken on the difficult task of organising the Cleaning Rota from Pat Parker, who has had to step down for personal reasons. It was thanks to Pat, who worked tirelessly from the beginning of the voluntary run library scheme that we have had such a successful cleaning team.

Increased usage of the library is putting pressure on the cleaning staff as they have less time and more to clean. It would help considerably if those using the library could clear up after themselves ie put washed cups away, empty waste bins, put equipment away.

Apart from the day to day cleaning, these are some of the other jobs done by the cleaning staff:-

Clean up the litter and leaves outside the front of the library

- Clean the easy to reach windows in and outside
- Clean the top of the bookshelves
- Sweep the cage and rear yard of leaves and rubbish
- Clean the light deflectors in the foyer
- Spot clean the furniture and carpets
- Remove sticky residues from the library windows and walls
- Clean and disinfect the toilet cubical walls and door push plates
- Wash the corridor walls and doors
- Clean and tidy the inside of the kitchen cupboards
- Remove out of date food and drink from the fridge
- Clean and disinfect the fridge
- Brush and mop the boiler room, stacks and plant room
- Wash and dust the mobile chairs under carriage

### **Future Developments**

Replacement of the main library lights with LED units will hopefully cure the tripping out of the L1 fuse on the consumer unit in the cupboard in the reception area.

The paint on the large windows at the front of the library is starting to flake off and would all would benefit from a coat of paint. The rear yard gates and back door will at some time in the future also require a protective coat of paint.

Part of the woodchip shelving in the stacks has been deconstructed and placed along the wall. There now needs to be a discussion as to what is to be the next stage of the development by the board and interested parties.

Increased usage of the library for various community events is putting increased pressure on the library toilets. As such the toilets are starting to smell unpleasant

due to inadequate venting and therefore having to be cleaned more thoroughly. Add to that the occasional nappy found in the sanitary bin or waste paper bin it is not a nice place to visit. I feel there is a serious need to discuss an immediate solution as opposed to the long term goal.

### **Concerns**

The procedures for signing contractors in and out needs to be made clearer to library staff. Any workmen are expected to sign in and out of the "fire" register as well as the Asbestos Register. They must also be informed of the Fire Exits, Assembly Point, where the First Aid Kit, the Accident and Incident Books are kept. It goes without saying therefore, that all library staff should know this information

### **SECRETARY'S REPORT (Laurence Coates)**

#### **Trustees**

Patrick Coghlan:	Chair
David Basil Wildgoose:	Treasurer
Chris Brown:	Vice Chair
Richard Brown	
Laurence Coates:	Secretary (from 18 <sup>th</sup> Oct. 2017)
Chris Whitehouse:	Secretary (to 18 <sup>th</sup> Oct. 2017)

Trustees are elected by the membership of the Friends of Greenhill Library. Members have either paid a membership fee or contribute as volunteers. We currently have 35 Friends and 118 active volunteers. Trustees are elected in principle for a period of 3 years. They meet monthly and review FROGL's policies and procedures on a regular basis. Ann Hartley attends a large section of Board meetings, primarily for discussions on operations; recently she has been accompanied by Mick Black as Volunteer Co-ordinator. Volunteers can access the minutes, policies and procedures on the Three Rings website. Members and library users may also consult them in the library on request.

The trustees consider that our fundraising is compliant with the standards set out in the Code of Fundraising Practice required by the Charity Commission. Our fundraising is overseen by a Fundraising Team, which meets regularly; meetings are attended by two trustees. Most fundraising is run by volunteers through events and the bookstore, but the Fundraising Team has successfully made grant applications, for which we are particularly indebted to Margaret Davis. An Awards for All (A4A) grant is funding planning to develop the library building. We do not usually use professional fundraisers, but part of the A4A grant will fund a consultant to apply for the capital funds for development.

#### **Names and addresses of advisers**

**Solicitor** Kerry Maddison Taylor Bracewell Solicitors  
17-23 Thorne Road, Doncaster DN1 2RP

**Bank** Yorkshire Bank  
681 Chesterfield Rd, Sheffield S8 0RY  
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**Signed on behalf of the charity's trustees**

**Full Name** Patrick Coghlan (Chair of Trustees)

**Date**