



Cambridgeshire
County Council

Library Learning Services

10th anniversary – 2010

Celebrating 10 years of
innovative adult learning
delivery across Cambridgeshire

www.cambridgeshire.gov.uk/library

What our learners think

"As always, the tutors are extremely helpful and patient."

"A very nice place to learn."

"Very friendly service and very helpful."

"I now have a job as a result of my learning. Thank you."

"The tutor's enthusiasm and assistance were an inspiration."

"Thanks for helping me gain my first qualification."

Who we are

Library Learning Services consisted of one staff member in 2000, its current Manager – Rebecca Morgan. Rebecca's team now numbers approximately 25 staff and is a highly successful part of the Libraries, Learning and Culture Directorate within Cambridgeshire County Council.

Where we came from

Libraries have always been key in providing access to and experience of learning for all. Through our Library Learning Centres we have been able to maximise the impact of "The People's Network" across the county, and to enable those citizens of Cambridgeshire – young and old – who do not have ready access to broadband at home the opportunity to widen their life chances by becoming engaged as part of the computer generation via a library. So far we've delivered over 27,000 courses at our Library Learning Centres and Community Access Points, yet there are still many more learners to reach as we move forward into our second decade of service.

Mike Hosking – Service Director,
Libraries, Learning and Culture,
Cambridgeshire County Council

What we do

Library Learning Services works in three key areas:

1. Learning Delivery

The team delivers training to learners over 19, covering learning from 'first steps' through to qualifications including ECDL and NVQs at Levels 2 and 3. Skills for Life (SfL) courses from Entry Level to Level 2 are also supported and we deliver the National Tests in Literacy and Numeracy.

Delivery takes place at 7 full-time Library Learning Centres (Cambridge, Ely, Huntingdon, March, St Ives, Whittlesey and Wisbech), at 3 part-time Library Learning Centres (Arbury Court, Chatteris and Littleport) and at approximately 60 Community Access Points (CAPs) across the county – based in pubs, Post Offices, village halls and sheltered housing schemes.

Our delivery is mainly, but not exclusively, through e-learning – an approach enhanced by our team of qualified tutors who support learners throughout their courses.

Delivery is funded through a Ufl learndirect contract, ACER Regional Maths Project, IAL funding for SfL, Train to Gain and franchise contracts with FE. We also offer free and confidential information and advice sessions informing learners of training and work opportunities through a contract with nextstep.

2. Working with Communities

Our work also focuses on bringing learning opportunities to small rurally isolated communities where transport and access to services is difficult. We aim to promote community engagement and development by:

- Using the delivery of learning at Community Access Points (CAPs) to tackle rural isolation and urban deprivation
- Giving communities access to information and services through CAPs
- Providing local access to training – we go to learners
- Developing community engagement and involvement through CAPs – getting people involved in user groups, steering groups and projects running from CAPs
- Recruiting volunteers in the community to support the use of CAPs

3. Digital Inclusion

One of our core objectives is to support people to access information and services online and to help them benefit from the information society and from e-government developments. The team's approach to digital inclusion has four linked strands:

Access: using the Cambridgeshire Community Network to enhance access in communities to the information society and e-government services

Skills: providing training to give people the skills and confidence to access services online

Content: developing digital content with communities, using Web 2.0 applications

Motivation: supporting people to get involved and to explore online services in a safe and friendly environment. We also help people to understand the 'what's in it for me' factor and to learn how to take advantage of services offered online

Some figures!

In the last 10 years Library Learning Services have supported individuals through their learning and development, achieving the following:

27,600 enrolments have been achieved by our centres in the last 10 years

2,943 learners have benefited from our information and advice services since August 2005

859 learners have achieved National Certificates in Literacy and Numeracy since August 2003

671 learners have achieved an IT qualification such as ECDL since August 2004

178 learners have achieved their first full Level 2 qualification with us since August 2008

117 learners have achieved an Entry Level 3 Certificate in Numeracy since August 2007

Who have we worked with?

nextstep – we deliver information and advice services on behalf of nextstep

learndirect – one of the first learndirect providers in the country

UK Online – we operate over 60 UK Online centres across Cambridgeshire

Nominet – we deliver award winning projects funded by Nominet

College of West Anglia – we delivered accredited franchise learning on behalf of COWA

Job Centre Plus – we take referrals from JC+ and help job seekers gain work-related skills

Age UK – projects such as our EngAGE project deliver learning in day centres and residential care homes

Sanctuary Hereward Housing – a number of our CAPs are located in sheltered housing schemes

Adult and Community Learning – our services complement each other at the local community level

Cambridgeshire Fire and Rescue Service – we deliver accredited learning to fire fighters across the county

Some success stories

Kerry Chapman

Volunteer Tutor
Whittlesey Library Learning Centre

In 2006 Kerry decided that she would update her computer skills, enabling her to get a permanent job in IT. She approached Whittlesey Library Learning Centre and discussed her long term work plans, enrolling on a Word Processing course to refresh her skills.

She then progressed onto Access, Excel and PowerPoint Presentations. Her next step was to become a volunteer tutor, giving her the chance to obtain an ITQ NVQ Level II City and Guilds qualification in IT. Kerry loves the variety of tasks she carries out within the centre and she has now achieved her City and Guilds ITQ at Level 2, and obtained both Adult Numeracy and Literacy at Level 2. Kerry has also co-ordinated her own series of workshop sessions for the national UK Online Get On Line Day event.



Ted Howard

"It was love at first sight, no two ways about it' says Ted. 'I was at a village feast, this girl jumped off the carousel and came careering into me . . . It turned out to be Mollie. That was July 19 1948 - I still remember the date."

Sadly Mollie died three years ago. She and Ted were married for almost 50 years and he misses her

The picture shows Ted Howard and Naomh Campbell, his Skills for Life co-ordinator, looking at scraps of paper, torn fragments of letters written a lifetime ago.



terribly. But Ted is keeping her memory alive - by piecing together the love letters he penned to her many moons ago.

Ted's family suggested writing a memoir – titled *Life on the Fen Edge* – Ted was reluctant. “I started putting things on paper but I thought ‘Nobody’s ever going to be able to read this,’” he remembers.

Keen to get some help, Ted was advised to visit his local Library Learning Centre. Encouraged by Naomh Campbell, he decided to take a literacy course. Completing first Level One, then Level Two, it took him just nine months.

“It made me sweat more than carrying sacks of corn,” admits Ted, laughing. “But I did learn a huge amount. It’s made me far more confident about writing. I left school at 14 and had never done an exam before - other than an exam on ploughing!”

Ted's talents have been recognised by learndirect, winning an Outstanding Learner Award in 2008. Part of his prize was a voucher for a Virgin Experience - and he's chosen to take a helicopter ride.

“I would recommend the literacy courses to anyone,” adds Ted. “Remember: all you need to use a computer is one finger! The way I see it, you're never too old to learn something new.”



Ivan Gowler

Ramsey Learner of the Year Award

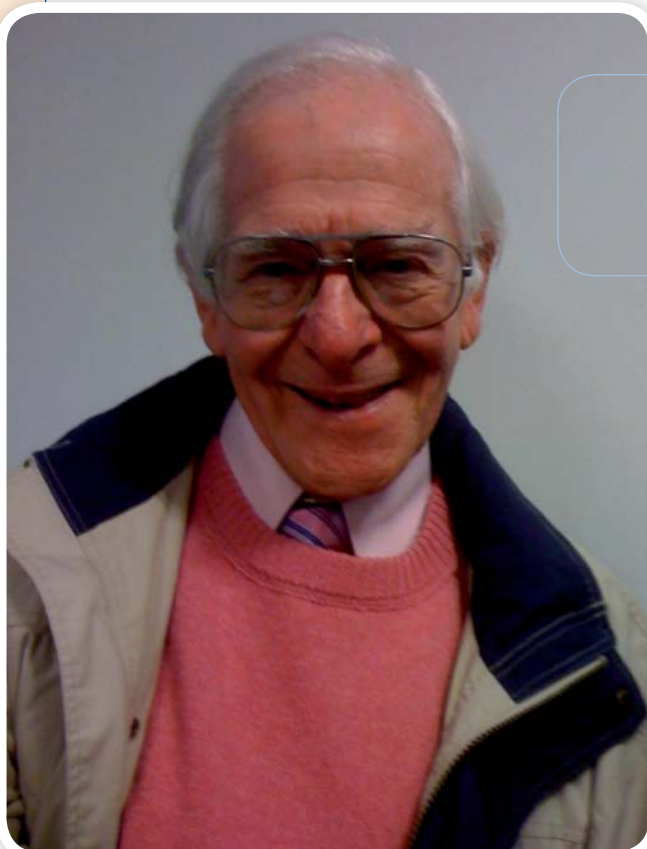
“Up until I came here I had no hope, no prospects, no nothing. I was an alcoholic and I suffered liver failure. I got back on my feet and my girlfriend at the time introduced me to the centre. I started with computer courses and then did City and Guilds Maths and English Level 1 and 2 passing them both. I passed a first aid course and a health and safety course in 18 months and because I go through it so quickly I was nominated Ramsey Learner of the Year.

I am now a volunteer and help Naomh from Library Learning Centres just to help people to do what I have done”.

William Purkis

William volunteers for Library and Learning Centres, helping with computer lessons in the Parsons Drove Community Access Point, assisting with the creation of the Sam -e Learning Club at the Community House Access Point in Wisbech, helping local children with their homework.

William also visits the Orchard Primary School in Wisbech every week to help children with their reading and maths. He has helped improve the equipment at the Octavia Hill Museum in Wisbech; he has become involved and helped with the Fenland Social Media project focus group and is now helping people a quarter of his age to build computers in the Waterlees community in Wisbech.



Staff achievements



Mel Khan

Outreach Project Worker, EngAGE project

Mel Khan won a UK Online Centres Best Centre Staff Award in July 2008. The award recognises people who provide an outstanding service to learners and who go above and beyond the call of duty to open up technology to all.

Mel said – “I am thrilled to have won an award. It’s nice to have your work recognised, but I just love that I’m able to help people learn new skills and put them to good use”.

The Minister for Digital Inclusion Paul Murphy MP said – “...if you’re not used to technology, not sure what to do or even what’s possible, you need someone like Melanie to give you a helping hand on your way. This is an outstanding example of how digital inclusion should be supported...”

Alison Kilby

Alison Kilby worked part-time as a checkout operative at Tesco for 13 years. She decided to improve her skills and to find a better job, having not kept up her skills since leaving school to start her family. Word of mouth led her to the local Library.

Alison wanted to learn about computers as she was thinking of buying one for her children. She enrolled on the basic IT courses and as she found these so enjoyable she decided to gain a recognised qualification. A few months of hard work gained her a CLAIT qualification (Computer Literacy and Information Technology).

Alison enjoyed the flexibility and the atmosphere of learning in Ely Library so much that she decided to apply for the post of Learning Centre Assistant at Ely Learning Centre. She was successful in her application and started her new position in June 2002, progressing to be a Tutor after only a month and then onto the post of Learning Services Manager for Hunts and South Cambs.

Alison's enthusiasm, determination and personality have helped her achieve with Library Learning Services. She is using these traits to encourage people to visit our Learning Centres to learn and then progress on to further training. She is a true advocate of lifelong learning and is making sure that learning is fun!



Community Access Points

Community Access Points (CAPs) are invaluable to our service. CAPs have offered learners, who may not otherwise have had the opportunity to learn due to their rural location, the opportunity to take up courses in IT, literacy and numeracy.

Particularly successful locations have been High Barns – Ely, Parson's Drove, Ramsey, Meldreth and Community House – Wisbech. Learners who would not have been able to travel to our Library Learning Centre locations have enthusiastically welcomed the provision of learning opportunities at CAPs by making excellent use of them. Our work with CAPs brought Cambridgeshire County Council its first Beacon Council Award, for social inclusion through ICT (2003 – 04).

Learners at CAPs have also been able to work towards qualifications. Many have taken up the opportunity to attain their Entry Level 3, Level 1 and Level 2 Certificates in Adult Literacy and Numeracy, adding an extra edge to their CV or giving them the confidence to help their children with homework.

We have also recruited an impressive number of volunteers through our CAPs, people who happily give up their own time to support learners. Their help enhances our ability to provide a quality service at our outreach locations. In return, many have taken the chance to brush up on their own skills and gain qualifications in literacy, numeracy and IT, provided to volunteers free of charge by Library Learning Services.



Industry accolades for our outreach work:

Martha Lane Fox – the government’s Champion for Digital Inclusion:

“Volunteers are the life blood of our Communities and I commend the work that Cambridgeshire Libraries and Learning Centres are doing with their Centres and Community Access Points.”

Jane Ellis, learndirect Regional Director

“With learndirect also now in its tenth year, we are proud to celebrate the successes the partnership has achieved over the past decade. Cambridgeshire Libraries opened one of the county’s first learndirect centres, and since then has helped countless learners on their way into further training, jobs and better prospects. With provision in many rural areas, Cambridgeshire Libraries really has opened up access to learning, making a great impact across the county”

UK Online

“UK Online aims to reduce digital exclusion by ensuring everyone has the skills and opportunities required to access the internet through our network of centres. Cambridgeshire Libraries have always been an active and positive member of the network, providing essential coverage across Cambridgeshire by delivering myguide, ensuring that communities have the opportunity to gain the skills they need to get online.”



Nominet

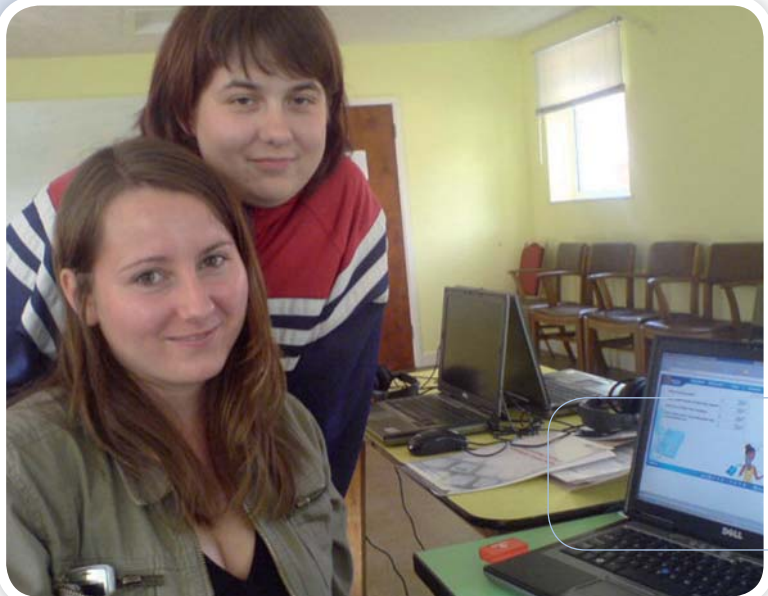
“The judges were impressed by the way the Cambridgeshire’s CAP Initiative project uses volunteers effectively and addresses a diverse set of beneficiaries. Currently the work being carried out at CAPs is having a direct benefit to a wide range of communities including travellers, the elderly, youth, migrant workers, the unemployed, retired individuals and rurally isolated communities.”

Projects

Library Learning Services regularly bid for funding to run projects from a range of funders including UK Online, Heritage Lottery Fund, East of England Development Agency and European Commission funding streams.

Some examples of recent projects appear below:

Citizenfirst for e-inclusion: an Interreg 3B project which ran until October 2008, aimed at increasing access by citizens to e-government and other online Services





Cambridgeshire Community Archives

Network: a 2 year project supported by the Heritage Lottery Fund establishing over 40 digital community archives managed by constituted groups of volunteers. Visit www.ccan.co.uk to see more

EngAGE: a UK Online funded project aimed at engaging people over 50 and introducing them to ICT and online services. The project was a social impact project, measuring the effect of such involvement on people's lives





Outreach learning projects: UK Online have funded us to deliver projects in Arbury (Cambridge), Oxmoor (Huntingdon) and Chatteris. A range of online courses have turned those new to the internet into confident online citizens.



Learning Communities Infrastructure: four projects funded by the Investing in Communities fund from EEDA – three developing community learning facilities in Chatteris, Wisbech and Ramsey (the latter due for completion in 2011); one developing a community volunteer website.

What some more of our learners think

"I feel this helped me gain more experience of the possibilities of Publisher"

"Very helpful staff; ready to sort out all problems."

"I was very happy with the advice I got before starting my learning."

"I felt at ease about the coming sessions and the learning programme."

"Confidence to realise that pressing the wrong button is not a disaster, ta! Tutors presented extremely well".

"I feel much more confident about using a laptop and being able to communicate with loved ones abroad, very friendly and helpful, calming nature and just right for complete beginners".



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