

## **Thimblemill - Library of Sanctuary (Case Study)**

### Thimblemill – the first Library of Sanctuary

On 1<sup>st</sup> March 2017 Thimblemill library in Sandwell was named as the U.K.'s first ever "Library of Sanctuary" by the City of Sanctuary movement, at a ceremony in the library where Sabir Zazai, chairman of City of Sanctuary UK and director of the Coventry Refugee and Migrant Centre, said:

*"It's great news that Sandwell is home to the UK's first Library of Sanctuary. The West Midlands has a proud history of welcoming refugees and much of that is down to the local volunteers bringing people seeking refuge into their communities. Thimblemill Library is a great example of this and one that we hope will be replicated across the UK."*

The application from Thimblemill library which led to the accreditation was the result of some unique circumstances, but the approach taken by Sandwell libraries in developing themselves as community and cultural hubs (e.g. delivering services tailored to the needs of local communities by working in partnership with the third sector and making spaces available to community organisations) can be replicated in other libraries. It has the advantage in the current financial situation of not requiring additional funding to tailor and deliver an excellent service.

### Context

Thimblemill library serves the Bearwood area, in the south of Smethwick Town (one of six towns in Sandwell). Smethwick Town has a diverse population, with high levels of deprivation, a very wide ethnic mix, and because housing costs are low, is home to many new immigrant communities. Bearwood is a shopping and residential area on the border of Birmingham, with a well-developed local sense of place.

Thimblemill is a well-used community library (with around 140,000 visits per year) and is regarded as the centre for local community activity. The library was built in 1937 in the Art Deco style, and is Grade II listed. An extension and internal remodelling in 2008 has allowed separate community and office space to be made available, free for community organisations or for rent.

The library delivers a wide range of regular community and cultural activities, including learning, employment support, health and wellbeing events, music, theatre, and a very wide range of children's activities.

Refugees and asylum seekers are among the most disadvantaged groups in our communities. They face problems concerned with poverty, housing, work, education, health, understanding of rights, social isolation, verbal and physical harassment, as well as living in fear of not knowing what will happen to them.

Sandwell is a dispersal area for asylum seekers, and they often end up in Smethwick (60% of those arriving in Sandwell). After Birmingham, Sandwell houses the second highest number of asylum seekers out of all local authority areas in the West Midlands. They come from many countries, including Iraq, Pakistan, Iran, Nigeria, China, Albania, Afghanistan, Eritrea, Sudan and Libya. This list is indicative of the

range of new arrivals living in Smethwick Town, as over 150 languages are spoken by children in local schools.

### Why did this happen in Thimblemill library?

Sandwell libraries' vision includes:

*“Delivering a wider range of services and activities, with a family and community focus – developing libraries as community hubs, as cultural hubs, as access points for council and other services e.g. health, and delivering services with a sense of social justice”*

All libraries in Sandwell have developed as lively community and cultural hubs, having free spaces for groups to use at the heart of the communities they serve. Some libraries, including Thimblemill, have separate community rooms, but all have been refurbished since 2010 with shelving on wheels so that space can be managed flexibly. Sandwell libraries operate a “trusted partner” policy so that local groups and partners are trained to unlock and lock the premises with their own set of keys and can make use of library spaces outside of published opening hours, without library staff present. Sandwell libraries are proud of their approach to partnership working – they provided a best practice case study to Cabinet Office on this topic following Customer Service Excellence accreditation. All libraries in Sandwell are third-party hate-crime reporting centres.

Thimblemill has an exceptional community minded library supervisor in Julie McKirdy, who was awarded the British Empire Medal for services to libraries in 2015, and in 2016 became the PMLG Public Library Champion of the Year, for turning the local library into a community and cultural hub, giving people access to arts and creative events and transforming it into a vibrant venue of choice.

Bearwood Action for Refugees, founded in 2015, is a community organisation engaging local individuals, groups and schools in helping refugees through fundraising and awareness-raising activities. From the outset they were based in the library, which offers them free space for meetings and activities, and they use the library as their postal address. With their dynamic chair Leonie Hart, this local group is strongly committed to supporting refugees in Bearwood as well as overseas. Working in partnership with the library, a number of initiatives were developed, such as social events to welcome new arrivals, and using the library as a base to collect food and clothing to take across to the “jungle” refugee camp in Calais.

These initiatives led to further partnerships, such as:

- EMCONET (Emerging Communities Network), is a third sector organisation that delivers ESOL classes and welfare sessions. They deliver some of their sessions in the library, and now rent office space, providing the library with an income.
- Brushstrokes Sandwell, based in Smethwick, is a community organisation that provides support for asylum seekers, refugees and newcomers, and the library hosts sessions delivered by them around asylum issues and befriending.
- Like all libraries in Sandwell, Thimblemill has a friends group, which is firmly behind the work and raises funds and organises cultural activities to support it.

Bearwood Action for Refugees were aware of the work of City of Sanctuary (there is no group operating in Sandwell, the nearest being Birmingham), and had read about the award of Theatre of Sanctuary status to Leeds Playhouse (now West Yorkshire Playhouse) in 2014. They reasoned that if there was a Theatre of Sanctuary, there could be a Library of Sanctuary, and proposed that Thimblemill apply in recognition of the range of services provided to refugees and asylum seekers.

Political support was obtained from the cabinet member with responsibility for libraries and Julie and Leonie worked on the application, with support from the City of Sanctuary National Development Officer. Birmingham City of Sanctuary were asked to undertake an appraisal of the application and recommended that Thimblemill Library be accredited as a Library of Sanctuary.

### What goes on in Thimblemill library?

#### Services targeted at new arrivals

- ESOL classes (English for Speakers of Other Languages), currently four per week (delivered by EMCONET and volunteers)
- Public access computers – after housing and food, the need to keep in touch with home is a very high priority for new arrivals (library core funding)
- Welfare sessions (EMCONET)
- Asylum issues, 1:1 support (Brushstrokes)
- Befriending courses (Brushstrokes)
- Welcome to your area events (Bearwood Action for Refugees)
- Social group for Eastern European parents (Smartr-U Island, local CIC)
- After school club and homework support (ASIRT, charity support for children living in hotel bedrooms)
- Library stock – it is impossible to keep up with all languages of the new communities, but we look out for stories from and about refugees, and that celebrate cultural diversity; GoCitizen.co.uk is a well-used on-line resource (library core funding)

#### Services supporting new arrivals

- Foodbank donation point (library staff)
- Activities that celebrate cultural diversity, e.g. Slamathon (Thimblemill library friends group)
- Housing surgeries (Smethwick Local – Sandwell MBC housing)
- Computer taster sessions (EMCONET and library staff)
- Job club (volunteers)
- Tea and toast sessions/ coffee mornings (library staff and Bearwood Community Group)

#### Health and wellbeing activities

- Yoga sessions (partner)
- Health walks (volunteers)
- Gentle exercise class (Agewell)

- Adult colouring sessions (library staff)
- My Time Active, free keep fit classes (Public Health)
- Slimming group (partner)
- Weekly Health Monitoring (Public Health)

#### Activities for children

- Born to move – exercise for young children (Public Health)
- Rhythm and rhyme sessions (Action for Children and volunteers)
- Story time (Action for Children and library staff)
- Chess club (volunteer)
- Messy play (Action for Children and volunteers)
- Children’s choir (volunteer)
- Children’s film club (Volunteer)
- Homework club (library staff and volunteers)
- Karate club (partner)

The activities are well used, e.g. the current four ESOL classes each week are at capacity, and the library intends to put on more. Some people who have found sanctuary in the library have subsequently become volunteers themselves.

The work benefits the library service by:

- Extending the reach of the library, bringing in a wider range of people, both to access the tailored services, and raise their awareness of other activities available;
- Strengthening partnership working to deliver much needed services to local communities, extending the range of partners who want to work with us;
- Confirming Thimblemill library as the community hub at the heart of Bearwood;
- Sharing good practice across libraries in Sandwell;
- Gaining recognition from elected members and senior officers that the library service can deliver many key council priorities. This “political capital” was demonstrated when the Leader of the Council attended and spoke at the Library of Sanctuary accreditation award ceremony;
- Income for the library from rental of space to partners;
- The project delivers against three of Sandwell libraries’ KPIs – number of visits, activities, volunteer hours worked. In all these, Thimblemill is a high performing library.

#### How is the work funded?

There is no discreet funding for this work, and that is its strength in the current financial climate. A previous national project, “Welcome to Your Library”, funded five authorities to implement innovative activity for new arrivals, and was successful when a funding stream was in place. When funding ended in 2008 the work mainly ceased. In this project, the key to sustainability is the strength of partnership working, and the fact that it’s part of core library delivery:

- Fundraising efforts and volunteering by community organisations, e.g. to provide community tea and toast sessions, welcome to your area events, activities that celebrate cultural diversity
- Opportunities for volunteering, e.g. some ESOL sessions are volunteer led
- External funding obtained by third sector organisations, e.g. to deliver ESOL and welfare support sessions in the library
- Council partners to deliver community services for all residents, e.g. housing surgeries, keep fit classes etc.
- Core library funding, e.g. to provide public access computers; access to online services, e.g. GoCitizen.co.uk; appropriate library stock; after-school activities and homework club; health and wellbeing activities, e.g. coffee mornings

### What are our future plans?

We want to ensure the work is embedded and sustainable, and that new arrivals continue to find sanctuary. Working with City of Sanctuary, Libraries Connected – West Midlands and other partners, we want to develop Libraries as a City of Sanctuary stream and encourage other libraries to apply for accreditation:

- Apply for accreditation to the City of Sanctuary movement for Smethwick library as a Library of Sanctuary;
- Deliver more awareness raising of the needs of new arrivals for staff across all Sandwell libraries;
- Develop better links with other parts of the council delivering services to incomers;
- Increase the number of volunteers, e.g. by offering opportunities to asylum seekers who are prevented from working;
- Increase the number of ESOL sessions, during the day (currently four per week, mainly evenings);
- Find a partner that can deliver advice (at present staff must signpost, e.g. to C.A.B.);
- Provide more events that celebrate cultural diversity;
- Expand the collection of stories by and about refugees and other immigrants;
- Share best practice across the West Midlands and beyond and raise the importance of working with new arrivals beyond Sandwell.



# City of Sanctuary

## Application for Library of Sanctuary Award

Name of applicant: Thimblemill Library

Area of the UK based: Smethwick, Sandwell, West Midlands

Award (stream) applied for: Library of Sanctuary

Name and affiliation of lead applicant: Leonie Hart (Bearwood Action for Refugees and Julie Mickirdy (Thimblemill Library)

Contact details (e mail/ phone): leonie.hart@hotmail.co.uk // 07973 128 534  
Julie\_mckirdy@sandwell.gov.uk

Date of application: **27 October 2016**

### **Please provide a summary of how your organisation engages with sanctuary seekers:**

- FREE ESOL classes three days per week
- FREE community tea and toast sessions once a week
- Foodbank donation point
- The local Action for Children children's centre is based at the library, and provides services to many sanctuary seeking families who are often referred to their groups and sessions.
- Healthy start: FREE vitamins for children
- My time active: FREE keep fit classes
- Health Walks
- Housing surgeries
- Free wifi and Internet use

The home of Bearwood Action for Refugees, a community group of volunteers who raise funds for refugees in transit in Greece and work with local grassroots organisations to help support refugees and asylum seekers living locally, raise

awareness of the issues they face and improve access to services and inclusion in all aspects of community life. The library provides space and support for the group and its initiatives. In Autumn 2015 the library housed donations for refugees in Calais from the local community in response to the refugee crisis, comprising 15 carloads. The library has been the venue for a number of Bearwood Action for Refugees fundraising events, raising over £3000 just this year alone. The library has hosted training courses in asylum issues and befriending for the local community led by local refugee organisation Brushstrokes and will be hosting an OCN accredited training course in mentoring refugees in the Autumn. Future plans include a befriending collective, based at Thimblemill Library, hosting regular community lunches for local refugees and asylum seekers.

Both the library staff and resident storyteller Gavin Young are committed to and passionate about the telling of stories including those of refugees, really valuing their contribution to the local community and creating a culture of welcome and hospitality.

**Using the 3 principles of the sanctuary award, please reflect on how you have achieved these principles attaching evidence to support your answer.**

### **1) Learn**

The Library has a number of partnerships with a network of local grassroots organisations who work with local refugees and asylum seekers who are best placed to advise on the needs of and issues facing sanctuary seekers living locally. These include Brushstrokes, Near Neighbours, Action for Children, Bearwood Action for Refugees, Love Your Neighbour and a number of local churches who support congregations comprising and supporting sanctuary seeking families. The library works to support these organisations, learning from them and gaining insights in to the issues facing the local community and finding the best ways they can respond and support the community. As part of this network the library staff attend and participate local community events bringing together refugees and asylum seekers such as the Love Your Neighbour 'Women First' events run by Near Neighbours.

Thimblemill Library have hosted training sessions in both Asylum Issues and Befriending and will be hosting a full length OCN accredited course in the Autumn giving not only their own staff but the whole community the opportunity to engage in learning about asylum issues and offer support to asylum seekers and refugees living locally.

Feedback from course participants: "Thank you so much for organising the Asylum Issues session with Brushstrokes last night. It was enlightening and educational. This Refugee Guide to the UK should be required reading to us all. Funny and heartbreaking all at once."

The free TESOL classes hosted by the library are run by a sanctuary seeker who lives locally. The library works in partnership with him to support him and deliver the classes as best suits the participants. For example when the classes started they were scheduled three times per week, however, it was quickly recognised that this in no way satisfied local demand and the provision was doubled, from beginner to advanced level, to six sessions per week.

Additionally, to further satisfy the local need for TESOL classes, Crowne English Classes (a volunteer group from the Bethel Church) also deliver weekly sessions at beginner, intermediate and advanced level.

There are a number of additional services offered by the library that are of particular benefit and made accessible to asylum seekers and refugees, including: Healthy Start - free vitamins for children, My Time Active - keep fit classes, Health Walks, housing surgeries & free wifi and internet use.

### **2) Embed**

The staff at Thimblemill strive to create an inclusive and welcoming library never more so than through their ESOL classes by providing those seeking help with easy access to these in a relaxed and safe environment.



The Autumn sees Bearwood Action for Refugees establishing a befriending collective based at the library and building on Thimblemill's current provision including the TESOL classes and the community Tea and Toast sessions, with regular community lunches for local refugees and asylum seekers. Consultation with local refugees and agencies is planned to ensure this project responds to the needs of the participants and understands their views. The aim is that the participants will have ownership of the project and that it will be co/self-run.

Past Bearwood Action for Refugee fundraising events held at the library have sought to not only include and be accessible to all refugees in the local community but also include them in the programme itself. Where language difficulties have been encountered, a farsi speaker has been brought on to the team to help solve any communication difficulties.

Thimblemill Library is a community hub, and the profile of their work with refugees and asylum seekers can emphasise issues affecting them, highlight the value of the contribution of refugees to the local community and promote a culture of welcome and hospitality.

Thimblemill Library is often one of the first places in the community that Asylum seekers and refugees come into contact with and the staff ensure that everyone is treated equally and respectfully. Asylum Seekers and Refugees, who may have experienced multiple traumas, language barriers and a wide range of other disadvantages, need the support and understanding of the community, as they begin to make sense of their lives in their new surroundings. Thimblemill library enables that support for people to work and learn together providing a safe place through the library and its local community.

### 3) **Share**

Sandwell Library Service are committed to welcoming and supporting the whole community including asylum seekers and refugees embedding a high level of customer care into all staff. It is hoped that this work at Thimblemill Library, using local training from Brushstrokes and supported by the staff at Thimblemill, would provide a pilot for a potential roll out to further libraries across the service.

There is such a lot of good work that is happening in Thimblemill Library to welcome and support those seeking sanctuary in the area. We would like to capture this good work and roll out it's good practice in the first instance to Smethwick Library as Thimblemill is part of the same town grouping. We will use our Good News Stories to share what is going on in Thimblemill Library with the other 18 public libraries in Sandwell as well as our local councillors. We will use our local internal network meetings to inform and share best practice so the Thimblemill model could be picked up other libraries in the borough.

We are part of the Neighbourhood Directorate within Sandwell Council and would share our best practice with our colleagues who deal with issues including housing, homelessness, early help and prevention. The Neighbourhoods vision is: "To create neighbourhoods which are safe, sustainable and cohesive where people are happy, proud to live and experience positive outcomes with regard to education, health, employment and prosperity". The Library of Sanctuary award would tie into this ethos as providing refugees with a safe place to go also helps the greater community. Sandwell Council has vowed to stamp out racist attacks and other hate crimes in the borough to reassure all people living in this area that they are valued members of our community. As part of this Sandwell Libraries are signing up to be third party reporting centres for hate crime. The hate crime resolution follows the recently launched "Love Your Neighbour" campaign launched by churches across Sandwell where community and faith leaders joined together to show their unity and encourage simple acts of kindness to others. They also signed an open letter pledging to do "all in our power and spheres of influence to promote peace, understanding and acceptance".

Sandwell Libraries work closely with the neighbouring Black Country library services and we would use our connections to inform and share best practice with our neighbours.

We are also part of various professional bodies where could share best practice regionally and nationally to:  
The Society of Chief Librarians, the Association of Senior Children's and Education Librarians, Chartered Institute of Library and Information Professionals

**Please identify how sanctuary seekers have been involved in helping you achieve these principles?**

The core provision of ESOL classes at Thimblemill Library are delivered by a sanctuary seeker who is directly involved in ensuring these classes and the services of the library are appropriate and accessible to all.

He and his students will be involved in the consultation that will shape Bearwood Action for Refugees' befriending programme to ensure this best suits the needs of the participants and the plan is that those participating will have ownership of the events.

Events hosted by Bearwood Action for Refugees at Thimblemill Library have included refugee artists in the programme and a number of steps have been taken, including sourcing interpreters, consulting with other organisations who they might have worked with and further training to ensure these events are as accessible as possible for refugees and asylum seekers to take part in.

**How does your organisation intend to build on your achievements over the next 3 years in order that your award is renewed?**

- Featuring refugee authors during refugee week.
- Telling refugee stories
- Poems, songs and stories from different refugee backgrounds – an evening event for families and adults and events for classes from local schools.
- Sharing food and recipes from different refugee backgrounds
- Positive stories with/ about refugees who have moved to the area
- Performance theatre featuring refugees

*CofS use only*

**Names of appraisal team:**

Sanctuary seeker

Expert in the 'stream'

CofS member from local area

**Date award achieved:**

**Date renewal due:**

**Birmingham City of Sanctuary**  
**Thimblemill Library, Sandwell**  
**Library of Sanctuary Appraisal Report**

## **Introduction**

In late October 2016 Birmingham City of Sanctuary were asked to undertake appraisal of an application from Thimblemill Library, Bearwood, for accreditation as a Library of Sanctuary (the first in a new national 'stream'). Bearwood is in Sandwell local authority area, but there is no City of Sanctuary group in Sandwell, and Bearwood borders the Edgbaston district of Birmingham. BCoS accepted this invitation and nominated three of its members to conduct the appraisal. These members were Ralph Braunholtz, Helen Clare, and Robert Morris.

### **1. The Application**

We were impressed by the range of activities and services described in the application, and by the vision it presented of a library responding wholeheartedly to the diverse needs of all sections of its local community, with a view to fostering cohesion and mutual respect. The application convincingly addressed the three CoS principles of Learning, Embedding and Sharing good practice.

### **2. The Appraisal Process**

We\* visited the library twice, in December 2016 and January 2017. On the first occasion we met two librarians: Julie McKirdy and Dawn Bastable. Julie holds the titles of Community Ambassador and Community Champion in Sandwell, and has received an MBE in 2016. Dawn has oversight of Thimblemill and Smethwick libraries, among other responsibilities. Both showed a strong commitment to working with and for refugee communities, especially in partnership with the local voluntary group, Bearwood Action for Refugees.

On our second visit we met Leonie Hart, leader of this group. Founded in 2015 B.A.R. has worked closely with the Library, which has provided space and support for ESOL classes and other activities sponsored by B.A.R. The ready collaboration of the library in all its efforts in support of refugees and asylum seekers was warmly acknowledged by Leonie.

In addition to these visits to Thimblemill we were invited to meet four senior members of the Sandwell library management team, including the Chief Librarian, at West Bromwich Central Library. This meeting took place on 17th January 2017. We were assured of Sandwell Library Service's full support for Thimblemill's work with B.A.R. and its strong community involvement, and their intention to develop this orientation throughout the Borough. They drew our attention to a statement (dated 2015) by the Society of Chief Librarians and Association of Senior Children's and

Education Librarians supporting library provision to meet the needs of refugees and asylum seekers.

We also wish to acknowledge the advice and support offered by John Dolan, one-time Head of the library service in Birmingham, who has agreed to act as adviser for our work in this Stream. His knowledge of historical precedents and relevant on-line material, as well as of people and organizations likely to be supportive, has already proved invaluable.

\* 'we' here and elsewhere means at least two members of the team.

### **3. Our Assessment**

- We were impressed by the commitment of the librarians at Thimblemill to identifying and serving the needs of refugees and asylum seekers as part of their local community. This was evident in the friendly and welcoming atmosphere in the library and exemplified by the range of activities supported by the library.
- The library is well designed for community use, with a large, airy reading and resource area, and two other rooms (one large) for meetings or smaller group activities. These spaces are in regular use, and free to community members. In particular the library hosts ESOL classes, story-telling, and advice sessions, and social activities sponsored by Bearwood Action for Refugees.
- The provision of space for these activities is a vital contribution to the well-being of refugees and asylum seekers, and to community cohesion generally.
- The strength of the partnership between the library and Bearwood Action for Refugees is evident in all its activities and pursued with enthusiasm on both sides.
- The library actively seeks to communicate information about its services and activities, as well as relevant local events, to all its users.
- The library is fully supported by the Sandwell Library Service in all its work for refugees and asylum seekers.
- The library is widely recognised as a model in its orientation to serving the needs of all sections of its local community.

### **4. Recommendation**

We strongly recommend that Thimblemill Library be accredited as a Library of Sanctuary.

### **5. Follow-up**

In carrying out this appraisal we have been very conscious of its significance as setting a pattern for future accreditation of Libraries of Sanctuary. As an aid to clarifying our own thinking on the process of appraisal we have drafted 3 papers, which remain open for discussion and revision:

- A Proposal of Criteria for Accreditation (November 2016)
- A Framework of Accreditation (January 2017)
- Libraries of Sanctuary - Strategy (November 2016)

All of these have been seen by BCoS committee members. The first two have been shared with the librarians at Thimblemill and West Bromwich, and with Leonie Hart and John Dolan, all of whom have offered helpful comments and suggestions. We shall aim to produce and circulate revised versions before the end of February. We hope these may be useful for other CoS groups wishing to join this Stream. However we must emphasise that these papers are based on our very limited experience and may not be applicable in other situations. We recognise that Thimblemill enjoys some special circumstances which may not be widely replicated. But we hope some of the general ideas outlined in the papers may be helpful to those seeking to give recognition to good practice in our hard-pressed community libraries.

R.A.B. 18.1.17

### The Thimblemill Story

Ralph Braunholtz, Birmingham City of Sanctuary

The application was drafted jointly by the Librarian and the leader of Bearwood Action for Refugees, with support and advice from City of Sanctuary's National Development Officer (and regional coordinator for Central England), Colleen Molloy. Not surprisingly, perhaps, the application document, running to five sides of A4, was impressive in its focus, organisation, and the range of activities and services it described. It was immediately clear that this library was a strong candidate - indeed that it might set the bar at a level which would be hard for others to match! (At this point I must acknowledge the debt this paper owes to many of the ideas contained in that application.)

At Colleen's request Birmingham City of Sanctuary committee undertook to conduct the appraisal (there being no C.o.S group in Sandwell, the Borough in which Bearwood lies, very close to central areas of Birmingham). Once we had explained the reason for our involvement there was no hint of resentment or concern from the librarians or the management. Three members of our committee formed a working group for this purpose, seeing our remit as verifying the account given in the application rather than looking for gaps in the provision described. We visited the library twice, meeting the librarian and one of her colleagues who has wider management responsibilities, and the leader of Bearwood Action for Refugees. Finally we were invited to meet Sandwell Library Service's senior management team (in West Bromwich). All meetings were cordial, and we were able to assure ourselves not only that the account given in the application was accurate but that the Local Authority management were fully supportive of the application, and indeed keen to extend the example of Thimblemill across its libraries. This support was fully confirmed by the presence of the Leader of Sandwell Council at the presentation of the award on 1st March.

It has to be emphasised that the decisive factor in Thimblemill's success has been the combination of an exceptionally dedicated community-minded librarian with a dynamic local group strongly committed to supporting refugees in Bearwood as well as overseas. Such a combination may be hard to replicate, and it is unlikely that

many future accreditations will be as straightforward as this one. The message must be that every library should look to its strengths and build partnerships with any groups in their neighbourhood which can offer energy and expertise to support the library's commitment.