

**Manchester City Council  
Report for Information**

**Report to:** Communities & Equalities Scrutiny Committee – 4<sup>th</sup> March 2025

**Subject:** Manchester Libraries and Archives

**Report of:** Strategic Director – Neighbourhoods

**Summary**

The purpose of the report is to provide the Communities and Equalities Scrutiny Committee with an update on the library strategy and to present future plans.

**Recommendations**

The Committee is recommended to:

- Consider and comment on the information in the report

**Wards Affected: ALL**

*[If the content of the report affects all of Manchester, put 'All'. If the report only affects specific areas, you should list the individual wards. More information on council wards can be found at [www.manchester.gov.uk](http://www.manchester.gov.uk).]*

<b>Environmental Impact Assessment</b> -the impact of the issues addressed in this report on achieving the zero-carbon target for the city	Libraries support the zero-carbon agenda. This includes high quality, low-carbon buildings that are community hubs to be used by multiple organisations, that libraries encourage books to be read by multiple people and the increase in eBooks – reducing the use of paper. We have signed up to the Green Libraries manifesto, and have this year receive £10k from Libraries Connected to deliver the Culture Nature project.
<b>Equality, Diversity and Inclusion</b> - the impact of the issues addressed in this report in meeting our Public Sector Equality Duty and broader equality commitments	As this is an update report, an EQIA has not been carried out specifically on the report. Equalities, Diversity and Inclusion is at the heart of the library service. Examples of excellent EDI initiatives are outlined throughout the report.

<b>Manchester Strategy outcomes</b>	<b>Summary of how this report aligns to the Our Manchester Strategy/Contribution to the Strategy</b>
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A thriving and sustainable city: supporting a diverse and distinctive economy that creates jobs and opportunities	Libraries enable people to improve their skills, apply for work on-line, offer and offer volunteering opportunities, increasing residents' employability. Libraries lead the Council's work on reducing digital exclusion amongst residents, supporting the new Economic Strategy.
A highly skilled city: world class and home grown talent sustaining the city's economic success	Libraries assist in raising literacy and skills levels, including enabling our youngest residents to become school ready, helping to deliver Read Manchester.
A progressive and equitable city: making a positive contribution by unlocking the potential of our communities	Libraries are at the heart of our communities and offer a wide range of services and activities for free that help to build and maintain community cohesion and pride in place pride – this has been more important than ever in response to the riots in the summer and is outlined in the Libraries of Sanctuary initiative, outlined in Appendix 10 Libraries have always supported those that need the help the most, and have continued to do so during the cost-of-living situation, as described in section 2.5
A liveable and low carbon city: a destination of choice to live, visit, work	Good local libraries are part of the fabric of neighbourhoods, helping to sustain pride in Manchester and its communities. Manchester Central Library is a regional, national and international visitor attraction. Manchester Libraries have signed up to the Green Libraries Manifesto, and have this year receive £10k from Libraries Connected to deliver the Culture Nature project.
A connected city: world class infrastructure and connectivity to drive growth	Our libraries are a key location for residents to access digital technology and helping build skills that will assist future generation of Mancunians to sustain the growth of the city. Our digital inclusion work is increasing connectivity in homes.

Full details are in the body of the report, along with any implications for:

- Equal Opportunities Policy
- Risk Management
- Legal Considerations

### **Financial Consequences – Revenue**

None

### **Financial Consequences – Capital**

None

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**Background documents (available for public inspection): None**

## 1.0 Introduction

- 1.1 Manchester's libraries embody the Our Manchester Strategy, providing locally based, customer focussed services at the heart of communities. The service contributes greatly to Manchester Strategy Outcomes, as detailed in section 2.10. Manchester's Library, Information and Archives Service delivers leisure, cultural, learning and information services through a network of 15 neighbourhood libraries, 6 community partnership libraries and the internationally renowned world class Central Library – the most visited public library in the country. The service also operates 24-hour virtual library, HMP Manchester Prison library and Books to Go (housebound) service. Manchester Libraries manages the Greater Manchester County Record Office function on behalf of GMCA which holds records from across the city region. Manchester Libraries also leads on digital inclusion for the Council and city.
- 1.2 Manchester Libraries work alongside the other nine authorities in Greater Manchester, progressing joint projects which provide benefit for residents and improved value for money, such as a shared library management system, joint procurement of e-books and working together on priorities such as 'green libraries'.
- 1.3 We meet regularly with the Core Cities and discuss and compare key issues, sharing best practice and future planning.
- 1.4 The library service is supported by Manchester Libraries Trust, which over the last decade has raised almost £1million towards capital refurbishments, cultural and educational programming and archives work, all benefiting local communities as well as national and international visitors.
- 1.5 2025 is the 175<sup>th</sup> anniversary of the Public Libraries Act 1850, which in 1852 led to the opening of the country's first rate supported public lending and reference library – Manchester Free Library in the Hall of Science, Campfield. We are developing an exhibition celebrating the 175<sup>th</sup> anniversary and hosting a national Libraries 175-day conference in September and Neil MacInnes will be a panel member at an event at the Bodleian Library, Oxford alongside the Librarian of Congress (USA) and the National Librarian of Scotland.
- 1.6 In 2023 we produced a new vision for Manchester Libraries which is included in Appendix 1. The vision set out how libraries contribute to Manchester being a high-class city improving the lives of residents and neighbourhoods and sets out the priorities for coming years. The key priorities identified are: Our Manchester Our People, Literacy & Reading, Health & Wellbeing, Culture & Creativity and Digital Inclusion. Appendix 4 also lays out how we've made progress in the first 12 months of this vision.
- 1.7 The library service has evolved and reinvented itself over the past decade and whilst seeing significant reduction in revenue funding we have seen approximately £100 million capital investment, including the £50 million transformation of Manchester Central Library. In the last 10 years, and we have relocated over 90% of our libraries into new or refurbished or co-located

premises. The Libraries Capital Programme continues to see significant investment into the service, improving the estate and service further. The 2023 Adult Public Library User Survey reported that over 93% of customers were satisfied with the service – the highest satisfaction rating we have ever received.

- 1.8 As valued community spaces, libraries act as a shop front and access point for a range of other council, government and public services and partner organisations, enabling people to access these services at a local level. A wide range of council services are delivered through our network of libraries for example adult learning (including learning specifically aimed at getting people back to work), youth provision, councillor surgeries, benefits advice, job advice from the Growth Company Employment Services, subsidised food provision and many other advice sessions. This has been particularly beneficial to residents during the cost-of-living crisis, where libraries have been the Council's warm spaces, acting as the neighbourhood living rooms. The support provided in response to the cost-of-living situation is laid out in section 2.12.
- 1.9 Library services also provide significant support for key Manchester City Council objectives such as raising literacy levels (both reading skills and digital), reducing dependency, sustaining local neighbourhoods and creating economic growth, and have a critical and key role in supporting the City Council's priorities. Libraries manage Read Manchester with the aim of spreading the love of reading throughout the city and increasing literacy levels with children and adults. Manchester Libraries have a leading role with digital inclusion for the Council and city. We work with the VCSE sector to reduce digital exclusion across community venues and in people's homes. Libraries also play a vital role through the provision of free public access to computers, free Wi-Fi, access to information and advice sessions.
- 1.10 Manchester Libraries continue to provide a strong, key and vital role in the heart of their communities and neighbourhoods supporting learning, literacy, economic opportunity and inspiration, through the 4 universal public library offers around reading, information & digital, health & wellbeing, culture & creativity. Libraries have a coherent structured offer which meets the current and future needs of our residents and also ensure that our service offer is aligned to support the delivery of the Council's Corporate Plan.
- 1.11 In 2024 Central Library celebrated 10 years since its hugely successful transformation and the 90<sup>th</sup> anniversary of Central Library in St Peters Square. There was a big 10<sup>th</sup> birthday celebration in July 2024 featuring speeches from VIPs and performances from local community groups. See Appendix 11 which highlights the successes over the last 10 years. The library continues to be the most visited public library in the country, attracting a diverse range of residents as well as being a key attraction for visitors from outside the city. Part of the transformation vision for Central Library was to be an inclusive space, the city's living room and treasure trove appealing to families, children and young people, aspiring entrepreneurs and visitors to the city, as well as traditional library visitors. Central Library's cultural programme, Library Live,

which has been supported by Arts Council England, exists as a busy and diverse cultural programme for everyone to enjoy. A new event in 2024 was the Love Festival featuring over 20 publishers – this will take place again in 2025. The festival of libraries took place in libraries across Greater Manchester including many Manchester libraries – this was named event of the year at the 2024 Manchester Culture Awards. The Festival of Libraries is organised by UNESCO Manchester City of Literature team, who also organise International Mother Language Day events across the city and support a network of literature across the city. Building on the success of the Black British Book Festival in September 2023, it will return to Central Library in March 2025.

- 1.12 Across the city, our neighbourhood libraries and community partnership libraries - play an integral role in their local communities, acting as safe, trusted, socially inclusive, free, accessible, welcoming and non-threatening spaces, that play a significant role in helping to address deprivation and inequality. Research has shown that using libraries improves residents' health and wellbeing by combating loneliness and social isolation, as well as providing a quiet place to study and read. We support customers with reading for pleasure and literacy, and the level of borrowing is increasing – both books and eBooks/eAudio. Our libraries bring culture to people's doorsteps and often provide residents with the easiest to access cultural opportunities through events and activities using a wide range of partner organisations – this is outlined in Appendix 7.
- 1.13 Libraries are the primary community venue for residents to access IT, and offer training, support and assistance to residents. This is done through staff, volunteers and partner organisations, for example Citizens Advice Manchester, which offers highly popular weekly digital-advice sessions at libraries across the city. The offer has been supplemented by the availability of free SIMs for residents – 6000 being donated in the last 12 months.
- 1.14 Fundamental to our ability to provide a high-quality breadth and range of services is the need to work well and effectively with a broad spectrum of partners and volunteers. Our partnership working across the city ranges from local community groups such as The Bread and Butter Thing and Citizens Advice Manchester to specialist intellectual property lawyers who give their time pro-bono to support fledgling entrepreneurs, to the British Library, Manchester Metropolitan University, The University of Manchester, the Manchester College, Arts Council England and The National Archives. Over 200 volunteers enable us to make the best use of the resources available within the city; increasing the number of volunteers further is a key priority for 2025.

## **2.0 Delivering the Library Strategy in 2024 and beyond**

- 2.1 The library strategy, originally developed in 2008, decided to focus on co-location rather than stand-alone libraries based on the success of North City

Library, Harpurhey and the remodelling of The Forum, Wythenshawe - looking at needs, opportunities and estate challenges across the city.

- 2.2 Manchester City Council has consistently chosen to invest in its libraries, refurbishing and transforming several and opening new co-located libraries where possible. Co-locating services has improved customer experience, extended service provision, increased visitor numbers and spread costs and driven efficiencies. As a result, we have a modern, high quality network of libraries with a more extensive and accessible service offer and programme, with a wider range of partners, contributing to a much wider set of outcomes, at a lower overall ongoing revenue cost. The modern public library is now one of the last remaining free and publicly accessible to all face-to-face offer with our residents and is the front door to the council and other public service agencies. This has been increasingly important with the current cost of living crisis and supporting our residents in relation to digital exclusion and providing wider support and signposting. This has been achieved as a consequence of having a clear strategy, willingness to invest, a strong officer and civic leadership and deploying capital resources wisely.
- 2.3 Through investment in the Library 2020 vision, the City Council has demonstrated its commitment to maintaining effective libraries at the heart of Manchester's communities. The key strands of Library 2020 vision have been:
- Introducing and strengthening customer self-service transformation to all libraries.
  - Introducing new Open Plus technology to increase opening hours at several libraries.
  - Transforming Withington library.
- 2.4 To continue to progress and embed the strategy a 2021-2025 programme for citywide library renewal works to ensure that all libraries are in a strong position to serve their local communities for the next decade. Works include redecoration, refreshment and replacement of furnishings and equipment, and redecoration as required. This has included:
- Remodelling Newton Heath Library to create a new community meeting room and interview/advice room.
  - Refreshing other libraries such as Central Library and Archives +, Hulme High Street, Forum, Didsbury, North City and Longsight.
  - A new Gorton Library opened in the new integrated Gorton Hub in 2022, Abraham Moss Library as part of the new Library and Leisure Centre in 2023, and relocated Northenden Community Library to St Wilfrid's Church Hall in early 2024.
- 2.5.1 Significant capital investment has continued in the last 12 months and is continuing in 2025.
- 2.5.2 The grade 2 listed Chorlton Library, the oldest operation library in the library estate, will be fully refurbished during 2024-25, with a budget for capital works, supplemented by additional AMP works, making best use of Manchester City

Council resources. The works include remodelling and refurbishment of the 1970's extension area, a new community meeting room and interview rooms, full redecoration, whilst also restoring the magnificent historic dome over the lobby area that has been covered over in previous refurbishments. The introduction of the Open Plus access system will increase opening hours by 20 hours per week.

- 2.5.3 We were awarded £200k capital investment from Arts Council England – Libraries Improvement Fund, to transform the upper floor of Wythenshawe Forum Library into a cultural, creative and performance space. This work was completed in Autumn 2024. The first floor has been transformed into a creative space including a performance space with full audio-visual technology and a podcasting studio.
- 2.5.4 Z-arts, located at the Zion Centre in Hulme, an organisation which is an MCC strategic cultural investment partner, successfully received ACE funding to establish a dedicated childrens library opened in 2022 – which is also part of the public library network.
- 2.5.5 We are currently developing and delivering the next phase of library renewal with a £500k capital investment. The £500k will ensure that all libraries are in a strong position to serve their local communities for the next decade. Works include redecoration, refreshment and replacement of furnishings and equipment, and creation of confidential advice spaces to enable confidential information and advice sessions to be delivered.
- 2.5.6 This next phase of the library strategy will secure the standard of the library offer for another 8-10 years. Existing spaces will be adapted and/or remodelled to better meet changing community needs, broadening the service available across our estate, including enhancing our local history and heritage offer, which strengthens and builds place pride within communities. Furniture at several libraries has reached end of life and does not meet the needs of our communities for use of library space. With a refreshed library offer, they will be in a stronger position to be better used as a wider community asset and the proposal would enable better and longer community use, making the spaces more sustainable (“sweating the asset”) thus assisting in helping MCC meet carbon neutral targets.
- 2.6 All libraries across the city continue to thrive, acting as community hubs to serve the residents in their community. Appendix 2 gives examples from each library about services, initiatives and events that have taken place in the last 12 months. Providing access to reading material continues to be at the core of the library offer, and demand for books remains as high as ever. There is extremely high demand for books that are purchased from the bookfund. In 2023-24 a total of 817,300 books and 367,263 ebooks/eaudio were borrowed. There are waiting lists for thousands of the books. Currently 11,300 books are reserved with customers waiting for them – this equates to approximately £127,478 of spend required to satisfy need. There are approximately 7500 reservations on ebooks and 10,000 reservations on eaudio books from Manchester Libraries customers, equating to £226,000 and

£560,000 respectively if additional spend was available. These figures show the high level of demand for books, and the strain that brings upon the bookfund, and the increase in resident and customer expectation and demand.

- 2.7 We continue to constantly review the library opening hours, including ensure they are open when there is largest footfall in the area. Appendix 15 gives a comparison of when district centres are open, with library opening hours.
- 2.8 In 2023 we produced a new vision for Manchester Libraries which is included in Appendix 3. The vision set out how libraries contribute to Manchester being a high-class city improving the lives of residents and neighbourhoods and sets out the priorities for coming years. The key priorities identified are: Our Manchester Our People, Literacy & Reading, Health & Wellbeing, Culture & Creativity and Digital Inclusion. Appendix 4 also lays out how we've made progress in the first 12 months of this vision. Appendices 5 – 11 lay out in more detail some of the actions taken to deliver the vision. This includes library services to children, school engagement and Read Manchester; supporting start-up businesses; the culture and creative programme; health and wellbeing (including age friendly); learning; Libraries of Sanctuary; Archives and Heritage.
- 2.9 The library service contributes hugely to the Council's Corporate Plan Priority Outcomes and other strategies, including the Our Manchester Strategy 2025-35, the Economic Strategy, Making Manchester Fairer, Making Manchester Fairer: Anti-Poverty Strategy 2023-27, Manchester Age Friendly Strategy, Manchester Digital Strategy 2021-26 and the Cultural Strategy (Always, Everywhere) which will place libraries as cultural hubs in their communities. Libraries have also contributed greatly to Manchester's Local Authority of Sanctuary accreditation and UNESCO City of Learning status. Examples of our contributions follow below.
  - 2.9.1 Investing in Success an Economic Strategy for Manchester  
This strategy stresses the importance of inclusive growth. Libraries are a key contributor of this, with libraries contributing to a skilled local workforce through their role supporting lifelong learning and information provision. Specific work around digital inclusion, business support and the new generator spaces increase the role libraries play supporting this strategy.
  - 2.9.2 Making Manchester Fairer: Anti-Poverty Strategy 2023-27  
Libraries have always been a democratic space where support is given to those who need it the most. Use of the library computers is disproportionately from people who live in areas of most deprivation. Examples are given in section 2.5 below, of how this role has increased during the recent cost of living crisis.
  - 2.9.3 Manchester Age Friendly Strategy  
Libraries are heavily used by older people and contribute greatly to this strategy. This is detailed in Appendix 8.
- 2.10 The library service contributes hugely to the Council's Corporate Plan Priority Outcomes

### 2.10.1 **Contributing to achieving the zero-carbon target for the city**

Libraries are possibly the longest standing re-use and recycling programme through the borrow and use of a book by multiple people. The increase in lending of Ebooks and Eaudio books reduces the carbon footprint of reading in the city still further. We have signed up to the Green Libraries Manifesto <https://www.cilip.org.uk/general/custom.asp?page=greenlibrariesmanifesto>. The library estate contains generally good quality buildings with excellent carbon emission standards, and the capital investment into several of the libraries improves this further. By widening use of libraries as community hubs, we are preventing the need for other services and organisations to have their own buildings and reducing travel time amongst staff and partner organisations. Neighbourhood libraries are accessible for partners as workplaces and for service delivery, supporting the Our Manchester and Bringing Services Together approaches. They can also be used for environmental and climate change campaigns, including Keep Manchester Tidy, which itself contributes towards carbon emission reductions. Each library is a collection point for old devices. These get refurbished by Community Computers and given at low cost or no cost to Manchester residents - benefiting the resident and reducing waste. We hold events, workshops and activities for children that promote sustainability.

### 2.10.2 **Growth that benefits everyone**

Libraries develop and implement the Council's Digital Action Plan, which feeds into the Digital Strategy. This work reduces the number of digitally excluded residents in the city and increases the level of digital skills. People without digital skills are at increased the level of disadvantage – e.g. unemployment, low wage employment, social isolation, financial poverty. The Business & IP Centre (based at Central Library) and the Build a Business in GM Libraries initiative support the establishment and growth of start-up businesses, increasing the number of successful businesses in the city and the creation of jobs and opportunities. Libraries play an important role in supporting the business community in Manchester, and across Greater Manchester, offering insights and access to free resources, training and events. In 2023 the BIPC offered more activities and support than ever before. Generator spaces opened on the ground floor of Town Hall Extension in January 2024, and in July 2024 in Royal Mills, Ancoats. These joint working spaces provide entrepreneurs and start-up businesses with space to work and access to support sessions and peer networking - this and other work supporting businesses is detailed in Appendix 6.

### 2.10.3 **Young People**

Libraries support young people from 0-18 years, as outlined in the Libraries Services to Children and Young people in Appendix 5. These include ongoing access and promotion of reading, joint initiatives with Read Manchester, events and activities including weekly storytimes at each library and Summer Reading Challenge, school engagement and developing more services with young people. We have introduced toy collections in 10 libraries, encouraging children to play these toys and games in the library.

#### **2.10.4 Healthy Cared-For People**

People who use a library have improved health and wellbeing. A Central Library viewpoint survey during the pandemic reported that 87% of respondents said they felt happier after using the library. Additionally, the CIPFA Public Library User Survey of 2023 reported that over 80% of Manchester's respondents who sometimes felt lonely, felt less lonely after using the library. Libraries reduce social isolation for a whole range of its customers – from Mums and Dads attending storytimes with their children, to older people who use the library for social interaction in a welcoming environment, and Books to Go customers who are housebound and may not see anyone else for a few days apart from the delivery driver who provides a range of books. Libraries are also key for residents receiving accurate health information, through digital access, health information and books on prescription and reading well collections. Libraries are also used by partner organisations to deliver health promotion sessions. A great new initiative has been launched in 2024 – digital health hubs – and rolled out to parts of the city. Community venues including libraries now offer support on the NHS App and MyMFT App (Manchester Foundation Trust). A leaflet highlighting local digital health hubs are held in GP surgeries. More on how libraries support health and wellbeing is detailed in Appendix 8.

#### **2.10.5 Housing**

Libraries contribute to the social infrastructure of successful and cohesive local communities. We work in partnership with Housing providers to reduce digital exclusion within their residents – to the benefits of the tenants and the housing providers. We work with organisations such as Lifeshare and Booth Centre to encourage and enable homeless people to access library services. As part of our Digital Inclusion Action Plan we have encouraged housing associations and homelessness organisations to embed digital inclusion in their work, with more than 20 venues establishing themselves as National Databanks in 2024 and are now able to give free data sims to their clients.

#### **2.10.6 Neighbourhoods**

Libraries are the beating heart of communities, being used and owned by the communities they reside in. They are well used venues key to successful and cohesive local communities. As community hubs they are used to gain access to skills, creative opportunities, digital access and access to a wide range of services at neighbourhood level. Libraries are increasingly becoming community hubs used to meet a whole range of priorities of people in the neighbourhood. The existence of a library within the neighbourhood is a critical factor to the quality of life of communities and residents in the neighbourhood. They are vital in the Council's response to the current cost of living crisis, with each library acting as a 'warm space' - more details in section 2.12. Libraries role in supporting community cohesion has been more important than ever following the riots of Summer 2024. In 2024 libraries accreditation as libraries of sanctuary was extended for a further year – more information in section 2.13.

#### **2.10.7 Connections**

Libraries ensure residents are digitally connected – particularly those who do not have Internet access at home. Each library offers free Internet access and high-speed Wi-Fi. Libraries are digital hubs where residents can access other services through video technology – for example Citizens Advice Manchester. We have recently upgraded all PCs across our libraries to ensure that we have the best access possible, and our libraries have recently had their Wi-Fi provision upgraded.

#### **2.10.8 Equality, Diversity and Inclusion**

Equality, Diversity and Inclusion are at the forefront of everything libraries do. Libraries are representative of the diverse communities in which they are located and are a key means to increase community cohesion. The book stock is diverse, including the recent 'See Myself in Books' initiative and the events programme outlined contains artists and authors from diverse backgrounds and is attractive to all. Key EDI events are celebrated in libraries such as Black History Month, South Asian Heritage Month, International Women's Day, LGBTQ+ History Month and International Mother Language Day. In March we are running our 'See Myself in Books Festival' and hosting the Black British Book Festival where hundreds of people will attend a vibrant programme of black authors and speakers. Manchester Libraries are accredited Libraries of Sanctuary as outlined in section 2.13 and Appendix 10.

#### **2.10.9 A Well Managed Council**

By widening use of libraries as community hubs, we are preventing the need for other services and organisations to have their own buildings and reducing travel time amongst staff and partner organisations. Neighbourhood libraries are accessible for partners as workplaces and for service delivery, in an Our Manchester and Bringing Services Together approach. Libraries are front door to council services, and other partner organisations. This can range from supporting a wide range of key messages from the council – including Keep Manchester Tidy, Budget consultations, to supporting residents with accessing specific initiatives online, including applying for parking permits and applying for a Voter Authority Certificate.

#### **2.11 External Funding**

In the last 12 months libraries have brought in significant external funding to deliver additional services on top of mainstream budgets. This includes

- UKSPF funding as outlined in Appendix 7 to support start-up businesses in Manchester and across Greater Manchester.
- £120k from GMCA to support digital inclusion
- Delivery of the creative space at Wythenshawe Forum Library funded by £200k of Arts Council funding.
- £100k from Arts Council England (in partnership with The Reading Agency and BBC) to deliver the Blue Peter Reading Challenge and Blue Peter Live at Central Library
- £100k from National Lottery Heritage Fund to create a Local Images Portal as outlined in Appendix 11
- £100k from National Lottery Heritage Fund to digitise the Piccadilly Radio Archives and run related engagement events

- £20k from The National Archives to improve digital preservation in Manchester and Greater Manchester
- £10k from Libraries Connected to deliver the Culture Nature project
- £12k from Good Things Foundation to improve IT and Northenden Library and implement a device support session at Central Library
- £6k from Libraries Connected to commission podcast activity at Wythenshawe Forum Library creative space

### **2.12 Cost-of-Living support**

Libraries have always supported those that need the help the most and have continued to do so during the cost-of-living situation. Libraries have been pivotal in the support that the Council has given to residents at this time. Over the last 3 winters each library has been a registered warm space. From October-February free hot drinks have been given, to complement the existing offer of warm, welcoming, non-judgemental space with a vast range of services always available from libraries. Many residents have become digitally excluded at this time as they've not been able to afford data charges. To alleviate this, we have donated 6000 data sims offering six months free data over the last year. Organisations such as Citizens Advice Manchester use libraries to deliver welfare, debt and housing advice. Libraries have supported residents with food poverty. The Bread and Butter Thing operate successfully from three libraries and each library is now a donation point for food, with donations going to their local foodbank. We are supporting residents with period poverty, giving women free sanitary products in each library.

### **2.13 Libraries and community cohesion**

Libraries are at the heart of our communities and offer a wide range of services and activities for free that help to build and maintain community cohesion and pride in place – this has been more important than ever in response to the summer riots. Manchester's libraries are used by all communities who use the spaces and services side-by-side. This has been underlined by the Libraries of Sanctuary initiative. Originally becoming Libraries of Sanctuary in 2021, we reaccredited in 2024, demonstrating how libraries offer a warm welcome to asylum seekers and refugees. The Libraries of Sanctuary Action Plan is included as Appendix 9 and is a core element of Manchester City Council's Local Authority of Sanctuary accreditation. Building on our work supporting the Ukrainian communities in Manchester, Manchester Libraries have become twinned with Lviv Regional Youth Library. In April we will be launching our first death café which is another example of a session that brings residents together.

- 2.14 The priorities for future actions are outlined in the library vision 2023-28, included as Appendix 3. We will continue to ensure that libraries improve the lives of residents and the communities in which they reside. We will maximise the use of services and ensure the investment made into Manchester's libraries bring the best outcomes for residents and the city. We will continue to develop and deliver services that deliver the priorities of: Our Manchester Our People, Literacy & Reading, Health & Wellbeing, Culture & Creativity and Digital Inclusion. We will continue to promote our services to residents and

increase awareness of the huge variety of services. We'll continue to produce e-newsletters, social media, hard copy leaflets, and work with partners to promote services. We launched our monthly podcast in 2025, <https://manclibraries.blog/2025/01/21/manchester-libraries-launch-brand-new-monthly-podcast/>, and see this as a useful mechanism to promote the range of library services to different audiences. Widening access and participation and visits to libraries remains crucial to Manchester Libraries strategy.

### 3.0 Recommendations

The Committee is recommended to consider and comment on the information in the report.

#### 4.0 Appendices

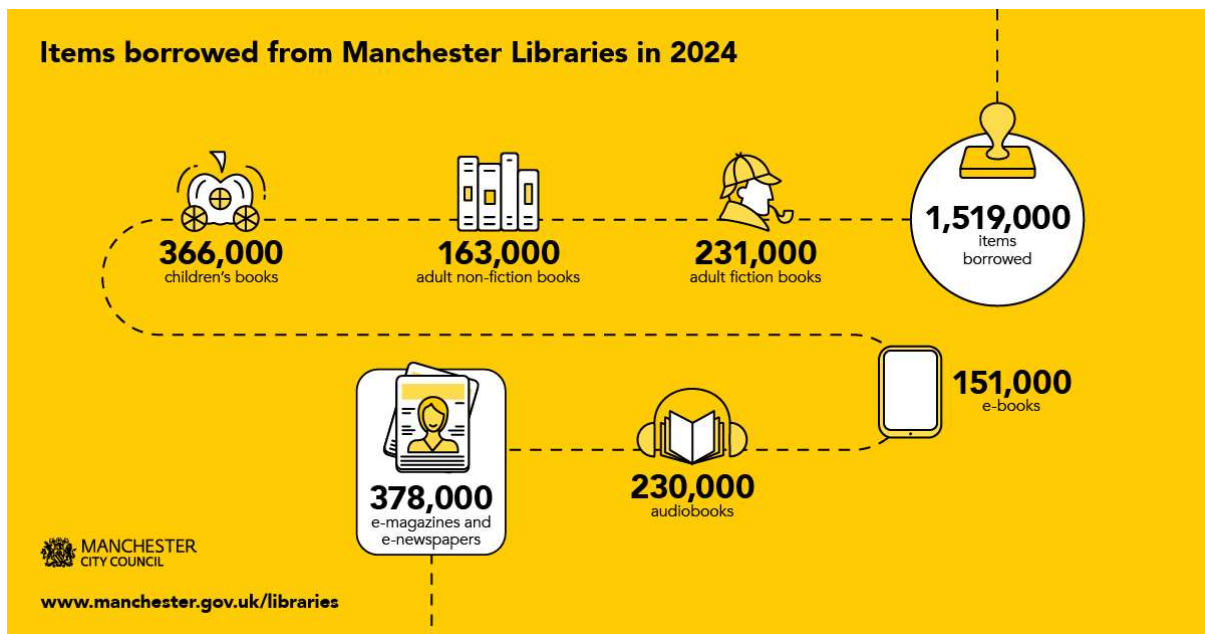
- Appendix 1 - Libraries 2024 infographics
- Appendix 2 - Examples of service delivery per library
- Appendix 3 - Library vision 2023-28
- Appendix 4 - Library vision action plan
- Appendix 5 - Read Manchester, Children, Young People & school engagement
- Appendix 6 - Supporting business
- Appendix 7 - Cultural and creative programme
- Appendix 8 - Health and wellbeing (including age friendly)
- Appendix 9 - Lifelong learning
- Appendix 10 - Libraries of Sanctuary Action Plan
- Appendix 11 - Archives
- Appendix 12 - Central Library, 10 years of success 2014-24
- Appendix 13 - Performance figures and Heat Maps
- Appendix 14 - Public Libraries User Survey 2023
- Appendix 15 - District centre busy times compared to library opening hours

## Libraries Scrutiny Report Contents

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- Appendix 1 - Libraries 2024 infographics – Emailed comms and Jill
- Appendix 2 - Examples of service delivery per library – Emailed SST
- Appendix 3 - Library vision 2023-28 - document needs completing
- Appendix 4 - Library vision action plan – Emailed SST
- Appendix 5 - Read Manchester, Children, Young People & school engagement – Emailed CP/MD
- Appendix 6 - Supporting business - emailed JE
- Appendix 7 - Cultural and creative programme - emailed ZW
- Appendix 8 - Health and wellbeing (including age friendly) - emailed JM/MG/SH
- **Appendix 9 - Libraries of Sanctuary action plan**
- Appendix 10 - Archives – PC – summarise parts of Statutory Functions
- Appendix 11 - Manchester City of Literature – IW – Emailed Ivan
- Appendix 12 - Performance figures and Heat Maps - Emailed Jill
- Appendix 13 - Public Libraries User Survey 2023 – Emailed Jill

## Appendix 1 – Infographics of Manchester Libraries in 2024



## Appendix 2 – Range of Services per library: Feb 2024 – Feb 2025

Library	2024 Examples of services
Abraham Moss	<p>Abraham Moss Library and Leisure Centre has now been open for over a year, with 240,000 visits, the second most visited public library in the city. We continue to work closely with GLL partners on site.</p> <p>2024 saw an exciting programme of events for Shakespeare Week, Empathy Day, and World Book Day being highlights.</p> <p>There is a popular Talk English Group with around 20 attendees delivered by MAES.</p> <p>Other projects have included Fable Finders, involving art, drama and storytelling sessions. Weekly family music sessions pre-Christmas run by Intergenerational Music Making. A new teen area has been established, and a new creative corner featuring adult colouring books and dementia friendly puzzles. Our toy library features eco-friendly wooden toys including a puppet theatre and a kitchen with utensils and a variety of food. We have a weekly Chess Club after school which is proving to be very popular with both beginners and experienced chess players.</p> <p>Over Easter, Summer and Christmas holidays we partnered with GLL to deliver HAF sessions for up to 40 children, who could take part in sports and swimming, have a free packed lunch and then enjoy different activities such as Zoolab, Wise Owl, screen printing, circus skills, Born &amp; Bred dance and skateboarding.</p>
Arcadia	<p>Each holiday we deliver activities for children, including themed activities for LGBT History Month, Black History Month, Shakespeare Day, Green Libraries Week and World Earth Day.</p> <p>Our regular Monday age friendly coffee mornings have improved significantly in numbers, with a mix of age groups attending. We provide refreshments, a space for company and the opportunity to meet new people.</p> <p>Citizens Advice Manchester run sessions every Monday providing advice and guidance to the community and are proving to be very popular.</p> <p>School class visits are also increasing, with bookings in the diary from several schools in the area until spring.</p> <p>Due to the popularity of our Storytime sessions on a Monday morning, and responding to requests from regular attendees, we are just about to start delivering an additional session on a Thursday afternoon to meet the growing demand in the area.</p> <p>We are looking to recruit additional volunteers to help with a variety of children's and adult's activities throughout the year.</p> <p>MAES run a Talk English class on a Thursday with 30 – 35 attendees from the local community.</p>

Avenue	<p>Avenue offers access to customers outside staffed library opening hours through Open+ technology. There are many activities, including Blackley Craft and Crochet Group, a Latin Reading Group (not many of them about!), two other reading groups, one for adults and one aimed at children both led by library staff.</p> <p>Avenue Library's 'Hello Saturday' craft club is very much supported and appreciated by the local community. In April, the group celebrated Stephen Lawrence Day making wonderful banners to promote peace and acceptance.</p> <p>For Festival of Libraries, local school children were entertained by poet Dom Berry who gave a wonderful performance of some of his poems. We work in partnership with Yes Manchester, a local employability charity. Their co-ordinator said, "We really value our partnership with the library service that ensures we can extend our reach of support into Blackley and allow us to help more local people."</p>
Barlow Moor	<p>As part of Chorlton Book Festival we had author Marie Basting running a session for local school children from St Ambrose RC, it was a lovely morning enjoyed by all.</p> <p>As in previous years we were part off the Mersey-Fest community event, running a library stall offering Library information and a variety of children's crafts.</p> <p>We had some great library visits with Barlow Hall primary the students then did a school writing project with us, producing book reviews to be displayed in the library.</p>
Beswick	<p>Our focus in 2024 has mainly been on developing a youth friendly library offer. School visits, both primary and secondary, involve library staff offering a library induction including joining the library and what services we offer.</p> <p>We have had author visits which are storyteller based, and primary children have received free books as part of these sessions. For secondary schools we hosted a writing workshop run by local author Diana Anyakwo, a group of year 10 students created some fantastic short stories. We have recently introduced an after-school chess club.</p> <p>The Royal Exchange deliver a Chatty Craft session fortnightly and a Beswick Young Company session on a weekly basis for children aged 11-16. The latter offers skill development such as developing acting skills, writing shows and making music. Quote from one of the young people - "I feel like it's helped with resilience, confidence, like creativity and stuff. And I feel like that's important because no matter where you go in life, it can be applied to anything you do".</p>
Brooklands	<p>Brooklands library has introduced a toy offer. There is a lovely toy box in the junior area aimed at pre-school children and a wide selection of board games that can be asked for at the counter.</p> <p>The library weekly Storytime continues to be very popular with pre-school children and parents/carers, the Storytime had a very special Graduation celebration for the children starting school, the children got to dress in a gown &amp; hat and came to the front to receive a certificate.</p> <p>During school holidays the library runs a free cinema club for children and families, offering a movie and popcorn. It is very well attended and makes for a very special afternoon.</p>
Burnage	<p>This year we have had lots of School visits in the library, we have also attended parent's evenings at Green End &amp; St Bernards RC, this is a great opportunity for us to meet all the children and their adults.</p>

	<p>To support the Summer Reading Challenge, we ran lots of fabulous activities in the library, including Marble Run building, Beatboxing, a special Storytime in the garden with Sow the City to mention a few.</p> <p>Burnage Library continues to run the popular Weekly Digital café, offering people free IT support.</p>
Central Library	<p>Central Library is the hub of the city's 22 libraries and delivers an outstanding collection of cultural activities throughout the year. We hosted the fantastic Town Hall workers exhibition. We have worked with multiple partners this year to deliver our programme including Blue Peter Live at Central Library, Manchester Literature festival, the Love Festival, Chinese New Year and International Mother Language Day.</p> <p>Story times have proven incredibly popular. We now run storytimes in six languages – English, Mandarin, French, Spanish, Polish and Ukrainian, as well as the Sensory Story Times.</p> <p>The chess club goes from strength to strength, now happening twice a week, and is proving a real intergenerational experience.</p>
Chorlton	<p>The listed building is currently undergoing a major refurbishment and will partially re-open April 2025. Phase one will include the uncovered dome. The full library will open in Autumn 2025.</p> <p>Chorlton Book Festival returned with 8 days of events to celebrate the joy of reading for all ages, some highlights included Brian Groom with his new book 'Made in Manchester', a school author day and 2 family fun days.</p> <p>We run the Grand Day Out group every Friday, its aimed at over 50's and is very well attended, we play games, have quizzes and guest speakers as well as IT support. This has continued during the refurbishment at the Edge Theatre.</p>
Didsbury	<p>Didsbury Library played a big part in this year's Festival of Libraries, we had the Ink to Action exhibition and a workshop with one of the artists, and Playscapes an Interactive theatre show that a local school got to enjoy.</p> <p>We launched a new chess club at the library that is already proving to be very popular.</p> <p>Supporting Libraries of Sanctuary, we offer a library session at Britannia Hotel.</p> <p>The library enjoys being part of local events such as Didsbury Pride and the Didsbury Festival in the Park.</p>
Fallowfield	<p>The library really sees the value in working closely with its local schools, so far this year we have had class visits with St Kentigern's, Heald Place, Devine Mercy and St James.</p> <p>Library staff continue to train and support volunteers in library and customer care skills, they then work alongside them to run the library offer. Over the years many of the volunteers have gone on to get paid library work.</p>
Forum	<p>Our New Creative Space was officially launched in October, and is a fabulous asset for local people providing accessible and creative provision in the heart of Wythenshawe. It includes a performance space, podcast and music production studio and an interactive classroom. See Appendix 7 for more details.</p> <p>We deliver the Reading Friends session at Village 135 (135 apartments complete with extra care and support). We visit once a quarter to run a fun and friendly activity to connect and engage people.</p>

	<p>Forum Library is a big part of the Wythenshawe Games, we attend the planning meetings and run activities at the games.</p> <p>Forum library continues to run the Holiday Activity Fund in school holidays, with children joining us for a day of activities and lunch.</p> <p>Each school term we attend Ashgate specialist school to delivery sensory Storytimes using the Bag Books.</p>
Gorton	<p>We regularly distribute resources provided by The National Literacy Trust to those attending our storytelling/toddler sessions on a Thursday.</p> <p>In January 2025 we set up a reading group for adults, aimed at the public and our hub partner colleagues.</p> <p>In August 2024 we held a 'Lilly and the Wave' workshop at Gorton Library. Gorton. This project aims to deliver a multi-sensory creative community experience by sharing an immersive audio story (Lilly and the Wave) as the basis for co-creation workshops with families.</p> <p>In collaboration with AbilityNet, we held digital sessions for individuals over 65 from May to July 2024 to improve their IT skills and confidence. Following the project, participants could join our Digital Club meetings every Wednesday for continued learning. To further support them, we launched Drop-in IT help sessions every Wednesday and Thursday starting in October, led by a team of six dedicated IT volunteers.</p> <p>We run regular community social clubs for all ages: Storytime sessions, LEGO drop in, Chess, Craft, and Coffee Mornings. There are also several craft community groups that meet on a regular basis that share a similar cultural background (Malaysian community) and life experiences (The Inspirational Women).</p> <p>We have also recruited volunteers for our LEGO and Chess clubs that are proving popular with the local community.</p> <p>With the help and support of our Loal History and Archive service, we are planning to relaunch the Gorton Local History Group and recruit additional volunteers that could help with this.</p> <p>In February 2025 we held our fist 'Death Café'</p>
Hulme High Street	<p>The over 50's Coffee morning group has grown and we continue to see members taking ownership and volunteering to lead in different ways. This has helped develop new friendships among group members, and helped combat loneliness and isolation in the community.</p> <p>The Talk English session run in partnership with MAES on Tuesday afternoons continues to grow.</p> <p>Our Reading book group restarted last December, and it's grown from 5 to 10 members, and there is a growing interest.</p> <p>The Digital drop-in session runs every Wednesday, and we are recruiting volunteers to help it run more effectively.</p>

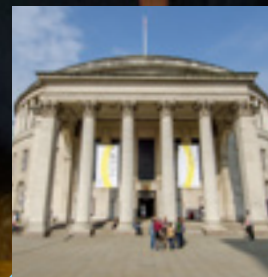
	<p>Citizen's advice hub continues to run every other week helping customers with different issues.</p> <p>Storytime on Thursday and Hello Saturday run every Saturday and at each session we see excited and eager children ready to participate and learn.</p> <p>The library continues to be a popular hang out space for students of Loreto college.</p>
Longsight	<p>The Manchester music charity Olympus Music Foundation relocated to the library during 2024, where they lease space. It provides free music tuition to local children 3 evenings a week. The families are enjoying using the library and tell us that being in the space has encouraged their children to use the library and increased reading habits.</p> <p>Barclays also lease space in the library to provide a non-cash offer to local residents and businesses.</p> <p>The four meeting rooms are used by a wide range of groups, including Asian Carers, support for women escaping domestic abuse, 1-1 meetings with GP staff and patients from local surgery, family contact time, Bangla Saturday School and Talk English sessions take place twice a week.</p> <p>Each school holiday we deliver activities for children, including themed activities for LGBT History Month, Black History Month, Shakespeare Day, Green Libraries Week and World Earth Day. Throughout the year we offer a variety of cultural activities and creative activities that are always really well attended.</p> <p>Citizens Advice Manchester attend every Thursday morning for face to face and online consultations, that are always very busy.</p> <p>Our Warm Hub providing tea and coffee is very much appreciated by Longsight residents, with approximately 150 cups per day being drank.</p> <p>Volunteers offer digital support three times a week. Our Toddler Time volunteer Doreen has been delivering fabulous sessions for the last 11 years. We also have a young volunteer completing his Duke of Edinburgh Award who attends weekly for an hour to fulfil the community requirement of the award.</p>
Miles Platting	<p>During the summer holidays Miles Platting Library hosted a Jigsaw/MCC Sportsfest for local children. This included 4 days of activities each week with a free lunch. The Canal River Trust brought along 4 canoes to the canal alongside the library and the children were instructed on water safety and launched into the water. Approx 10 children attended and we received some lovely feedback from the parents who were delighted to have the children occupied in outdoor pursuits for the holidays. After lunch the library provided footballs from the football library for a kick about in the MUGA and there were table tennis tables on the lawn. The annual Christmas party was a big hit with Santa, a grotto and real reindeers on the lawn.</p>
Moss Side Powerhouse	<p>Powerhouse is a bustling library at the heart of the Moss Side community offer, and continues with its strong commitment to working with young people within the community.</p>

	<p>Each Holiday we have delivered activities for children, including themed activities for LGBT History Month, Black History Month, Shakespeare Day, Green Libraries Week and World Earth Day.</p> <p>We have a regular adult reading group, an age-friendly coffee morning an over 60s group that meet on a weekly basis plus other groups run by community partners.</p> <p>The varied library clubs that run (homework, chess, craft/colouring) continue to be well attended by local families.</p> <p>We have continued to work closely with local schools. In 2025 we will extend our class visits to work to include visits to Whitworth Art Gallery and Manchester Poetry Library, continuing to extend the ways in which we work with partner organisations within the area.</p>
New Moston	<p>The library runs weekly coffee mornings and Age Friendly hour with crafts and board games. Children from Co-Op Academy Broadhurst recently visited the library for a story and to choose books. We will continue to strengthen connections with local schools and we offer holiday craft activities for families which are always well attended.</p>
Newton Heath	<p>From September 2024, MAES re-located to Newton Heath Library to offer classes to local residents. To assist this, we now extended our opening hours by 4 hours per week (Thursday 9-1).</p> <p>The library is always buzzing and much loved by the local community, offering a wide array of activities and advice. On Mondays we offer our very popular Tiny Tots and Toddler Time, an Age Friendly digital group and a well attended Lego club after school.</p> <p>Through the week we also offer Citizens Advice Bureau sessions; Growth Company support to assist adults into work or further education; Heathfields Day Centre have a weekly tea, coffee and craft meetup; and the Newton Knitters. Up to 25 Over-55s attend our Age-Friendly coffee morning followed by armchair exercises.</p> <p>On Saturdays, we host our Hello Saturday Club for children and The Bread and Butter Thing operates out of the library distributing food to the local community.</p>
North City Library	<p>The library has recently undergone a mini refurbishment creating a modern, warm, welcoming space for the local community. The library has been painted, there is a fresh new floor in the children's area, some new furniture and a meeting pod will be installed to facilitate community group meetings and activities. The newly created craft area is perfect for our Hello Saturday activities and Lego Club.</p> <p>We have a volunteer-led Beyblades activity on the first Saturday of every month and is very popular and well attended.</p> <p>We have recently held an exhibition from RFK Human Rights UK displaying posters of the illustrated pages from their book '30 Illustrated Articles of Human Rights' and featuring a soapbox, slogan placards and a mirror to pose with the placards.</p> <p>We are building strong links with local primary schools and recently all classes from Holy Trinity CofE Primary School have visited the library for an induction. Last spring, we had a Community Arts North West event 'Force of Nature' featuring local community group Obado.</p>

Northenden	<p>The library is now firmly established in its new home at St Wilfrid's Church Hall. Since opening in this location, it has continued to get busier, with over 100 new members joined so far, and active borrowers increasing.</p> <p>Thanks to the support of our wonderful volunteers, the library has extended its hours and is now open on a Saturday.</p> <p>The library runs a very popular weekly IT drop-in session on Wednesday.</p>
Withington	<p>During the winter months the library offers free hot drinks and a warm welcoming place to be. Staff run the offer with the help of some great volunteers. The Bread and Butter offer a subsidised food offer every Monday and is extremely popular and valued.</p> <p>The library offers three community rooms, these are well used by local community groups and people offering health and advice sessions.</p> <p>Withington library continues to deliver it's well used weekly IT drop-in sessions, free and open to all adults.</p> <p>The very popular Lego club is well used and well loved by local children and families.</p>
HMP Manchester Prison Library	<p>The library was the venue for a successful chess tournament throughout 2024 in which over 60 prisoners &amp; staff took part. This culminated in a whole day session with online chess champ Carl Portman, ending with him simultaneously playing 10 games with some of the chess participants. The success of this has led to a weekly chess club (Tuesdays &amp; Thursdays) in the library with 32 men regularly attending weekly. Books for first nighters was introduced in 2024 – this is on the induction wing &amp; is supported by Give a Book. Inclusive reading materials are delivered quarterly to the library and taken to the induction wing talking, with information given about the library and services provided. The new prisoners can read and keep or put back for others. The library purchased several games (not for loan) which are used by the men on their library visits. These include chess, boggle, scrabble, connect 4, playing cards and others. These are extremely popular with at least 2 different games being used each time.</p> <p>Read Manchester, the prison library and prison staff worked together to gift Ukrainian dual language children's books to a Manchester charity.</p> <p>Read Manchester supported prisoners' families by gifting children's books to POPs (Partners of Prisoners) who run the visitor's centre for the Christmas visits &amp; to DELPHI (drug &amp; alcohol rehab team) for their family Christmas visits. This support enables the men affected to build stronger family relationships which is proven to reduce recidivism rates upon release.</p> <p>Creative writing workshops took place throughout 2024 with local performance poet Tony Curry. An exciting program was delivered featuring free writing, limericks, pantoums &amp; others. The last session the governing governor &amp; the deputy governor attending with some of the men sharing their work</p> <p>The library successfully supported a prisoner to take part in the Koestler Awards (an annual award for prisoners). This involved working with Koestler, the security &amp; CTU dept &amp; the offender management unit &amp; other depts to allow the prisoner to have a guitar, recording his own song (lyrics &amp; music) then sending it onto the Koestler team for inclusion in the awards.</p> <p>The library has supported the development of 4 reading groups across the prison including a 'virtual' one in which all prisoners &amp; staff can read the same text. In December 2024 the prison library, prison chaplaincy &amp; Manchester Archives worked together to ensure the delivery of the Prison Chaplaincy archives in a very short time frame to enable the Archives to add them to their 2024 inventory.</p>

Books To Go	<p>We have increased our service users from approximately 450 to 794 across 29 routes around Manchester.</p> <p>The service has also relocated to the new council offices at Hammerstone Rd. The shared offices are providing many opportunities to network and develop partnerships with other council services to promote the range of services offered at Books to Go.</p> <p>We have set up three new book lending schemes. One for residents in a nursing home, a reading group in a supported housing project and an individual resident initiative within a supported living and dementia facility.</p> <p>The team was also proud to be nominated for an Award for Excellence.</p>
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# OUR VISION FOR Manchester Libraries 2023



The possibilities are endless  
[manchester.gov.uk/libraries](https://manchester.gov.uk/libraries)

# Manchester Libraries

the beating heart of  
our communities

**Manchester Libraries and Archives Service deliver leisure, cultural, learning and information services through a network of neighbourhood libraries, community partnership libraries and the internationally renowned, world-class Central Library – one of the most visited public libraries in the country – HMP Manchester Prison library and Books to Go for housebound people.**

People are at the heart of everything at Manchester Libraries. Each library helps to make its neighbourhood a vibrant place and serves the whole community, offering a warm welcome to all. Our high-quality buildings have received investment of several million pounds in recent years and are high-quality buildings that enable a fantastic service to be delivered.

We want everyone to get the most from our libraries. In recent months people have been facing a cost-of-living crisis that will last for months and possibly years to come. Libraries are helping Manchester residents more than ever. They provide welcoming spaces that improve people's lives by offering a free service for all in the community, as well as a warm welcome, support and resources. We have recently abolished fines for late returned books.

## **There are so many reasons to use libraries, including:**

- A vibrant, exciting and diverse events programme for all ages
- Book stock that promotes reading for pleasure and literacy
- High-quality Internet, Wi-Fi and printing at each library
- A skilled workforce, dedicated to offering an excellent service to customers.

## Manchester Libraries in 2022



**2.2million**  
visits to libraries



**1.6million**  
books issued



**1.1million**  
internet-use  
sessions



**2million**  
social media views



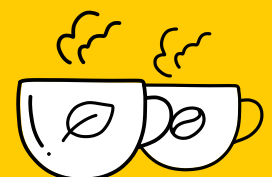
**772,000**  
e-books and  
audiobooks issued



**114,000**  
books gifted via  
Read Manchester



**143,000**  
event attendees



**20,000**  
free hot drinks with our  
warm spaces offer



*The library is a place of refuge to me – a world of knowledge, with the latest books to read and fantastic events.*

*Forum Library customer*



# Our priorities for the next five years

## Our Manchester, Our People

Our libraries will continue to focus on people, helping to make our neighbourhoods great places to live and Manchester a world-class city.

### We will:

- Be neighbourhood venues where local residents are welcome, can talk to people and be helped by skilled hospitable staff
- Provide a warm welcome to all, helping people to live side by side, and be Libraries of Sanctuary
- Be fully accessible, increase opening hours through Open+, and deliver books to people who are housebound
- Support people's skills and job prospects
- Increase engagement with young people
- Support local businesses and start-ups through the BIPC and other projects
- Implement the Green Libraries Manifesto, contributing to Zero Carbon
- Continue to invest in high-quality buildings – refurbishing libraries and outreach venues
- Support safer and stronger communities and thriving neighbourhoods
- Tackle poverty and social exclusion, combating disadvantage.

## Literacy and reading

Reading remains at the core of our library service. Literacy is key to life chances.

### We will:

- Run Read Manchester as a National Literacy Trust Hub
- Provide access to books for all ages, in all formats, including ebooks and books in different languages
- Ensure that libraries and archives stock represents our diverse communities
- Run Storytimes in every library
- Manage Bookstart
- Engage with schools, running class visits
- Run the Summer Reading Challenge
- Gift thousands of books to children
- Support book clubs
- Host book festivals, eg. Chorlton Book Festival, Manchester Literature Festival
- Work with the Shannon Trust to improve prisoners' literacy
- Work in partnership with Read Easy, improving residents' literacy.

## Digital inclusion

Our libraries provide free, high-quality access to Wi-Fi and the internet, and help residents with their skills and confidence.

### We will:

- Provide drop-in and structured learning and skills sessions
- Support residents with specific initiatives, eg. parking permits, voter ID
- Provide higher-level skills sessions through the Business and IP Centre
- Seek opportunities to provide free data and devices for residents
- Continue to provide and improve services and resources online that are available 24/7.



*The library stops time and noise, broadens my mind, and it makes me explore and discover new things. It excites my little boy and he feels happy. I love my library because it's always there.*

*Central Library customer*

## Culture and creativity

Our libraries are neighbourhood cultural and creative spaces where people can enjoy creative activities and events on their doorstep.

### We will:

- Programme vibrant, diverse and exciting events, accessible to all ages, including International Mother Language Day, Festival of Libraries and Fun Palaces.
- Encourage and foster creativity and participation for all ages
- Widen access and opportunities by partnering flagship organisations, such as Factory International, HOME, and Royal Exchange Theatre
- Run Holiday Activity Fund sessions
- Host exhibitions
- Bring archives and local history to neighbourhood libraries and Central Library
- Present Library Live, Central Library's cultural and creative programme.

## Health and wellbeing

Using our libraries makes people feel better.

### We will:

- Encourage people to use our safe, warm, free spaces, helping to reduce loneliness and make people feel better
- Be Age Friendly libraries
- Run social clubs, reading groups, coffee mornings
- Provide access to health information in the library and online and through signposting
- Provide and promote health books and books that improve wellbeing
- Host organisations that support people's health
- Increase the number of volunteers
- Be a trusted ear to residents
- Increase people's pride in their local area through archives and local history.

*My library means a lot to me and my son. It increases our knowledge and widens our imagination, takes us to places we've never been, and allows us to experience things we may never do in everyday life. It's imperative that every area and every person has access to a library.*

*Newton Heath Library  
customer*





“Manchester Libraries are extremely popular, well-used and well-loved, and we take pride in helping to make people’s lives better. We will continue to improve our services in the future, including our online resources.”

Councillor John Hacking – Executive Member for Skills, Employment and Leisure, and  
Councillor Adele Douglas – Deputy Executive Member for Skills, Employment and Leisure

If you have any questions about this vision, or any of its contents, or want to make suggestions or comments on how we can improve further, email [libraries@manchester.gov.uk](mailto:libraries@manchester.gov.uk)



MANCHESTER  
CITY COUNCIL

## Appendix 4: Manchester Libraries Vision 2023-28 Progress document

This document shows the progress with actions listed in the Libraries Vision document in 2024

### 1. Our Manchester, Our People

Our libraries will continue to focus on people, helping to make our neighbourhoods great places to live and Manchester a world-class city. We will

No.	Action	Progress in 2024
1.1	Be neighbourhood venues where local residents are welcome, can talk to people and be helped by skilled hospitable staff	Support to use computers, free Internet and Wi-Fi, a wide range of books to borrow, place to relax and meet people, offering a wide range of events for all ages. Somewhere to study and get help with homework. Established Digital Health Hubs in Wythenshawe and North Manchester, providing support with the NHS App and My MFT App.
1.2	Provide a warm welcome to all, helping people to live side by side, and be Libraries of Sanctuary	Warm Spaces, including free hot drinks, delivered from Oct 24-Feb 25. Reaccredited for a further 3 years as Libraries of Sanctuary, and played a crucial role in Manchester becoming a Local Authority of Sanctuary
1.3	Be fully accessible, increase opening hours through Open+, and deliver books to people who are housebound	Opening hours increased by 4 hours per week at Newton Heath Library. Chorlton Library to introduce Open+ in 2025. Coloured overlay reading strips for public use introduced in some libraries. 800 residents with mobility difficulties currently receive library books through the Books To Go service – an increase in 50% on the previous year.
1.4	Support people's skills and job prospects	Libraries are key element of the UNESCO City of Learning initiative – offering community venues to partner organisations. MAES became integrated into Newton Heath Library, delivering courses to residents  HMP Manchester supports the men by running the Way2Learn program within the prison. This is an online in cell learning program covering 16 different topics including Manufacturing, H&S in the Workplace, Critical Thinking & others.
1.5	Increase engagement with young people	Youth feedback forms developed; work being undertaken with Young Carers and Youth Forum, plus a piece of work funded by Ascel to work with young people to promote library use. Following the consultations, we will develop youth-friendly library standards. Archives+ working to build engagement with young people eg young volunteers cataloguing and digitising for Manchester Local Images website; working with partners Hip Hop Archive to host workshops and summer HAF sessions with young people to learn about music and pop culture creation, marketing and production.

1.6	Support local businesses and start-ups through the BIPC and other projects	A second Generator Space opened at Royal Mills, Ancoats in July 2024, in addition to the existing Generator at Town Hall Extension ground floor. Managed the Greater Manchester Build a Business project, including delivery in Manchester. Full details in Appendix 9.
1.7	Implement the Green Libraries Manifesto, contributing to Zero Carbon	Archives+ delivering heritage engagement exhibition and activities for Green Libraries Week, Earth Day and climate change awareness throughout 2024. Supporting or partnering projects which focus on environmental issues or climate change and linking with archive collections or heritage sources.  We have received £10k to deliver the Culture Nature project, creating seed libraries and promoting nature walks. This will take place in Spring/Summer 2025.
1.8	Continue to invest in high-quality buildings refurbishing libraries and outreach venues	Chorlton Library, will be fully refurbished during 2024-25. The works include remodelling and refurbishment of the 1970's extension area, a new community meeting room and interview rooms, full redecoration, and the introduction of the Open Plus access system, whilst also restoring the historic dome over the lobby area that has been covered over in previous refurbishments. We received £200k capital investment from Arts Council England – Libraries Improvement Fund, to transform the upper floor of Wythenshawe Forum Library into a cultural, creative and performance space. This work was completed in Autumn 2024. The first floor has been transformed into a creative space including a performance space with full audio-visual technology and a podcasting studio.
1.9	Support safer and stronger communities and thriving neighbourhoods	Libraries are at the heart of our communities and offer a wide range of services and activities for free that help to build and maintain community cohesion and pride in place – this has been more important than ever in response to the summer riots. Manchester's libraries are used by all sectors of society who use the spaces and services side-by-side. This has been underlined by the Libraries of Sanctuary initiative. Originally becoming Libraries of Sanctuary in 2021, we reaccredited in 2024, demonstrating how libraries offer a warm welcome to asylum seekers and refugees.
1.10	Tackle poverty and social exclusion, combating disadvantage	Our libraries are now food collection points, for their local foodbank.  The Bread & Butter Thing operate from 3 libraries. Initiative launched to combat period poverty at all libraries, using public health funding

## 2. Literacy and Reading

Reading remains at the core of our library service. Literacy is key to life chances. We will:

No.	Action	Progress in 2024
2.1	Run Read Manchester as a National Literacy Trust Hub	See Appendix 5 for the highlights of the Read Manchester programme
2.2	Provide access to books for all ages, in all formats, including ebooks and books in different languages	<p>Total items borrowed in 2024 is 1.5 million – an increase on 2023</p> <ul style="list-style-type: none"> <li>• 231k Adult fiction books</li> <li>• 163k Adult non-fiction books</li> <li>• 366k Children’s books</li> <li>• 151k Ebooks</li> <li>• 230k Eaudio books</li> <li>• 378k Emagazines &amp; Enewspapers</li> </ul>
2.3	Ensure that libraries and archives stock represents our diverse communities	<p>Supporting and working with Archives+ partners Greater Manchester Coalition of Disabled People in hosting exhibition by Disabled People’s Archive, hosting public activities and exhibition at Manchester Central Library on International Day of People with Disabilities receiving collections relating to disability activism eg Anne Plumb collection.</p> <p>Hosting, partnering and exhibiting archives relating to black heritage projects such as the Len Johnson campaign event or Champs Camp focusing on Manchester’s black boxing history.</p>
2.4	Run Storytimes in every library	Well attended storytimes are run at every library. At Central Library, storytimes are now run in 6 languages
2.5	Manage Bookstart	<p>£300k worth of books delivered across the different stages of Bookstart.</p> <ul style="list-style-type: none"> <li>• Baby packs - 6045</li> <li>• Toddler program packs – 2000</li> <li>• Preschool packs – 5000</li> </ul> <p>Plus</p> <ul style="list-style-type: none"> <li>• Dual Language – 2000</li> <li>• Packs for children with additional needs – 286</li> </ul>
2.6	Engage with schools, running class visits	60,000 children attended 1,380 sessions including class visits (in-person and virtual) in the academic year 2023/24. Read Manchester’s book gifting programme supported schools and pupils by giving them over 38,000 brand new books as part of their transition read and other book gifting programmes
2.7	Run the Summer Reading Challenge	Nearly 18,000 books were read over the 2024 Summer Reading Challenge. Ten schools with low literacy attainment levels were targeted with all their pupils automatically joined to the scheme.
2.8	Gift thousands of books to children	Over 70,000 books gifted to Manchester residents and community groups, valued at nearly £400k. These resources are received by us for free – mostly from publishers.
2.9	Support book clubs	<p>We currently support over 30 book groups across the city, most of which take place in non-library venues</p> <p>HMP Manchester library currently have 3 book clubs running &amp; more planned for 2025. This includes a virtual whole prison read.</p>

2.10	Host regular author events, book festivals, e.g. Chorlton Book Festival, Manchester Literature Festival	201,000 attendees of events in 2024. Major book festivals supported, including Manchester Literature Festival, Chorlton Book Festival and the Festival of Libraries.
2.11	Work with the Shannon Trust to improve prisoners' literacy	Following the recruitment of a FT Shannon Trust facilitator the role of the library in HMP Manchester altered to a supportive role whilst continuing to be the main contact point for the mentors & learners. Rather than leading the program the staff support it through supporting the facilitator through their induction & prison training, with training mentors, supporting 1:1's in the library classroom, monitoring & maintaining stock levels, managing the invites of mentors & learners to attend for meetings, training & other ST activities. This has allowed the library to focus on Reader Development rather than the running of the scheme.
2.12	Work in partnership with Read Easy, improving residents' literacy	Read Easy promoted at all libraries and sessions run at Forum Library and Withington Library

### 3. Digital inclusion

Our libraries provide free, high-quality access to Wi-Fi and the internet, and help residents with their skills and confidence. We will:

No.	Action	Progress in 2024
3.1	Provide drop-in and structured learning and skills sessions	Each library has at least one session per week where extra support is given.
3.2	Support residents with specific initiatives, eg. parking permits, voter ID	Library staff support residents online – both in libraries and telephone support via the digital inclusion team. Digital Health Hubs providing support for the NHS App and My MFT App introduced.
3.3	Provide higher-level skills sessions through the Business and IP Centre	Start-up businesses supported in the BIPC and through the new Generator space. More details provided in Appendix 6
3.4	Seek opportunities to provide free data and devices for residents	Over 4000 free data Sims and over 300 laptops to residents, which were received as part of XMA social value commitment.
3.5	Continue to provide & improve services & resources online that are available 24/7	Use of Ebooks, Eaudio, Emagazines and Enewspapers increase considerably, now accounting for approximately 50% of the loans from Manchester Libraries

### 4. Culture and creativity

Our libraries are neighbourhood cultural and creative spaces where people can enjoy creative activities and events on their doorstep. We will:

No.	Action	Progress in 2024
4.1	Programme vibrant, diverse and exciting events,	In total 209,000 people attended events/activities and creative opportunities.

	accessible to all ages, including International Mother Language Day, Festival of Libraries and Fun Palaces	
4.2	Encourage and foster creativity and participation for all ages	A full, regular programme of creativity took place across libraries providing social, fun and learning activities. This has increased massively in Wythenshawe Library with the development and launch of the Creative Space on the first floor of the library. More details in Appendix 6.
4.3	Widen access and opportunities by partnering flagship organisations, such as Factory International, HOME, and Royal Exchange Theatre	Manchester Libraries are a vital part of the city's cultural and creative infrastructure, often providing access to resident's first cultural experience and access to flagship organisations. Libraries are the most visited cultural venue in the city. Examples provided in Appendix 7
4.4	Run Holiday Activity Fund sessions	Well-attended HAF sessions offering a range of activities and a packed lunch were held in 6 libraries during Easter, Summer and Christmas holidays, including joint delivery with GLL at Abraham Moss Library.
4.5	Host exhibitions	A range of high quality exhibitions at Central Library including Our Town Hall: Portraits of a Workforce and Central Library at 90. Touring Bradford gasholder exhibition to other libraries including Miles Platting Community Library; Disabled People's Archive exhibition at Central Library; Society of Bookbinders exhibition and workshops at Central Library. Exhibitions in the new creative space at Forum Library including celebration of the NHS
4.6	Bring archives and local history to neighbourhood libraries and Central Library	Supporting launch of new Forum Library Creative Space with permanent exhibition of archive images and engagement event displays relating to Forum Library Theatre; Continuing to add new content to heritage kiosks based at Gorton Library and North City Library; Planning to work with Manchester and Lancashire Family History Society to host local history sessions at Gorton Library; Planning a new interactive heritage kiosk for Chorlton Library with dedicated film, photo and sound archive content. Chorlton Library to host a local history exhibition on reopening in spring 2025; Planning local history talks and heritage activities in neighbourhood libraries for eg Assheton of Middleton sessions for schools and adult community groups; Piccadilly Radio engagement sessions for adult community groups
4.7	Present Library Live, Central Library's cultural and creative programme	An extensive, vibrant diverse programme has taken place, listed in more detail in appendix 6. Highlights of this year include Blue Peter Live at Central Library and the Chinese New Year celebrations on Sunday 2 <sup>nd</sup> February. More details in Appendix 6.

## 5. Health and wellbeing

Using our libraries makes people feel better. We will:

No.	Action	Progress in 2024
5.1	Encourage people to use our safe, warm, free spaces, helping to reduce loneliness and make people feel better	Libraries are a place to relax and meet people, offering a wide range of events for all ages. All Libraries registered as warm spaces, offering free hot drinks from October 2024 – Feb 2025.
5.2	Be Age Friendly libraries	Manchester Libraries are Age Friendly Libraries, offering a variety of activities and social groups. All libraries also offer an Age Friendly Hour drop -in session once a week.
5.3	Run social clubs, reading groups, coffee mornings	Wide variety of clubs for all ages held in libraries across the city, including storytimes, teen reading group at Central Library and age-friendly sessions in each library
5.4	Provide access to health information in the library and online and through signposting	Health information provided, both in the library and via the Manchester City Council website. Increasing number of partnerships developed, and sessions delivered and promoted in libraries
5.5	Provide and promote health books and books that improve wellbeing	Health books and wellbeing books promoted in libraries, including the Reading Well collections.
5.6	Host organisations that support people's health	Approximately 180 hours of health and wellbeing sessions per month are delivered across libraries. There is a wide range of health activities delivered such as Be Well sessions, diabetic workshops, Staying Well this Winter events, armchair exercise sessions, COVID and flu vaccination sessions, blood pressure checks, dementia carer cafes and Macmillan advice sessions
5.7	Increase the number of volunteers	Volunteers support a range of services including Manchester Local Images collection, digital champions, Family History helpdesk and Friends of Libraries  Volunteers provided 21,000 hours of volunteering over the last 12 months. An increase of 75% compared to the previous year
5.8	Be a trusted ear to residents	All libraries act as community hub with staff and volunteers ensuring a warm welcome in libraries
5.9	Increase people's pride in their local area through archives and local history	Archives+ continuing existing to increase heritage engagement and events across libraries including Gorton, Chorlton, Abraham Moss and Miles Platting Libraries (as above 4.6) Audio visual kiosk at Gorton and one to be installed in the newly refurbished Chorlton Library. Working with external partners to highlight and surface heritage collections for new audiences, schools, young people and community groups eg Abasindi project, Len Johnson campaign project.

## **Appendix 5 – Libraries engagement with children, young people and schools, and Read Manchester**

Libraries and Read Manchester work together to promote reading for pleasure and the outcomes of literacy, wellbeing, and life skills, which lead to improved health, educational attainment and jobs. The library offer spans all age groups from baby storytimes and rhyme and an active partnership in Baby Week, right through to young people in our high schools, and hopefully retaining them as our adult readers and library users of the future.

Our library offer starts with the very youngest children, and the offer of regular storytime activities across our libraries. We also deliver the Bookstart programme and work closely with Early Years colleagues on the Start Well Board and in Sure Start Children's Centres to deliver programmes and books to target families with literacy support. Through our Read Manchester hub we have extensive expertise and community reach through our Early Years Literacy Champions and have also supported a targeted offer around Early Words Matter, which is being delivered via the National Literacy Trust in the Gorton and Abbey Hey ward. Working with practitioners we have distributed free dual language picture books (grant funded) in a variety of languages to various settings, with the aim of encouraging families to read together.

Manchester Libraries and BookTrust continue to gift book packs to babies and 3-4 year olds every year to encourage family reading and an early and enduring love of books. The Manchester Libraries' partnership with Booktrust is hugely successful and has been running for over 25 years now. The baby pack goes to every baby in the city via the Registrars, whilst the Toddler and Preschooler are targeted via the Early Years partners. In 2024 we delivered over 12,000 Bookstart Baby, Toddler, Preschooler, Additional Needs packs and resources to families across the city. At Christmas, Booktrust donate between 400-500 Festive Packs containing quality books and resources which are bespoke for different age groups. Our colleagues over at Read Manchester ensure that these reach our most vulnerable Manchester children, working with Foodbanks, local charities, women's refuges, children in care and various other organisations to make this happen.

Central Library and the Friends' Meeting House were the venues for the launch of Baby Week on 8 July. Sessions included Artful Playground, story sessions and our regular storytimes, plus a prize draw. We gave away 300 board books plus 600 reading calendars and booklets.

Engagement with schools has continued to grow. During the academic year September 2023 to July 2024, 139 schools engaged with libraries (66% of total schools). Almost 60,000 children attended 1,380 sessions including class visits (in-person and virtual) in

the academic year 2023/24. Read Manchester's book gifting programme supported schools and pupils by giving them over 38,000 brand new books as part of their transition read and other book gifting programmes.

We have a regular programme of children's author, illustrator and poetry events which are free to schools, and we link into to all major national literacy programmes. This includes the Summer Reading Challenge, World Book Day and Empathy Day, as well as National Storytelling Week and local literacy events including the Festival of Libraries and the Manchester Literature Festival. Once again, in 2024, Manchester Libraries hosted the national live event for Empathy Day, featuring top children's authors at the Stoller Hall and an audience of 400 local schoolchildren, as well as a musical performance to welcome pupils to this cultural venue.



Children at a World Children's Day event at Central Library, linking in with the Rights of the Child.

Libraries are integral to the culture offer of the city, and this includes our involvement in the Big Imaginations network, which brings high quality theatre and performance for our younger audiences into our libraries and arts venues.



Children at a session at Withington exploring anti-bullying ideas and how we view ourselves and others

The Summer Reading Challenge supports 4-11 year olds to continue reading over the summer holidays and avoid the literacy slide that can occur during the break from school. Libraries worked with 10 primary schools to sign up their pupils directly to the challenge and receive materials in school to support this. Children from all other schools were able to join via their local libraries, as part of our universal offer. Over 18,000 books were read by the 5,600 children taking part.

The HAF (Holiday Activities and Food) programme has once again been rolled out across Manchester Libraries. These sessions are targeted at children 11-15, eligible for free school meals. The summer holidays saw us roll out 50 sessions at six of our libraries, (Abraham Moss, Forum, Gorton, Longsight, Newton Heath and Withington) with events including skateboarding, a comedy shop and Zoolab, as well as craft sessions. Events also took place at Easter and Christmas.

This year we have also developed a new focus on youth voice and encouraging young people to help us develop youth library standards, a programme of activity and an offer that they will want to engage with. A consultation form has been developed and funding obtained for a piece of work to encourage young people to explore and use their libraries. Young people from the Youth Forums and Young Carers have been actively inputting into our future plans for libraries and programming.

## Read Manchester

For the last eight years Libraries and Education have worked together to support literacy and reading for pleasure through the Read Manchester campaign, a partnership with the National Literacy Trust. This helps us work with all age groups, from children to adults, and focus certain campaigns on specific areas to provide maximum impact. We improve literacy levels across different ages and communities in Manchester.

Ensuring equal access to books through our bookgifting campaign has been a central aspect of this offer. These have been donated by publishers and have been given to residents via community groups, foodbanks, youth groups, churches and refugee groups. As far as possible, choice of books is encouraged so that recipients can choose books that appeal to them; owning a book has been shown to be important in encouraging enjoyment of reading. Over Christmas alone, 60 organisations have requested books for gifting to children and families, and we have gifted 12,500 books to these organisations. One group told us - *'These books will be given to children who come from families who struggle and can't afford a lot and will be lovely for children to have books'*. Over the whole of 2024 we have gifted over 80,000 books plus magazines and other resources to families and communities in Manchester. This equates to approximately £500,000 of free resources donated to Manchester residents..

Take 10 is a core campaign of Read Manchester. It encourages people to read for at least 10 minutes a day to support mental wellbeing and literacy. This year, our focus was a series of Take 10 events across the week. World Mental Health Day is celebrated every year on 10 October, and the day is about raising awareness of the importance of mental health and enabling discussions around the topic. The 2024 theme was mental health in the workplace. To mark the day, we visited two hospitals - Royal Manchester Children's Hospital and The Christie - across the week to distribute free new books to staff and patients and held conversations about how reading supports mental wellbeing. This initiative even won the 'You Made a Difference Award' at The Christie for October 2024. This award is given to services that made a difference to patients and staff.



*Take 10 at The Christie*

Blue Peter Book Club Live took place from May 18<sup>th</sup> to August 31<sup>st</sup>. Thanks to funding from Arts Council England and a partnership between Manchester Libraries, BBC Blue Peter and the Reading Agency, we took the Blue Peter Book Club out and about to communities, parks and libraries across the city. Central Library hosted the launch event on 18<sup>th</sup> May with the three Blue Peter presenters and Henry the Blue Peter dog, an event which drew in over 7,500 visitors. Cultural partners in the city hosted the book badge trail in their settings and 10,000 children from local schools took part in an art and literacy event – Reading sets us free – making book birds to go on display in the library. Book hunts also took place in local parks, supported by Literacy Champions, and we encouraged children to apply for their own Blue Peter Book Badge.



Our Empathy Day programme saw hundreds of pupils joining children's authors at a special event at the Stoller Hall on the eve of Empathy Day in June, to learn all about empathy and how important it is to practice this in everyday life. Authors E.L. Norry, and author-illustrators Tom Percival and Steve Lenton joined poet Paul Jenkins to share their books and stories about empathy with pupils from five schools. The authors visited other schools and libraries on the days around the Empathy event, which was the highlight live event nationally for EmpathyLab.

Our *See Myself in Books* collection went from strength to strength with the addition of another collection under this banner. We have developed a neurodiverse collection for primary pupils, including books about characters with a range of neurodivergence including ADHD, autism and dyslexia. Teachers told us they would welcome these collections as *We would plan to use the neurodiverse books in a similar way to help aid understanding of differences, promote discussion and also help some of our children really see their part in our diverse community.* So far, collections have been gifted to 40 primary schools. Through leveraging social value support we have been able to

purchase additional sets of both our collections and also have received help to distribute these collections.

Additionally, we are planning our very first See Myself in Books festival, to take place in March 2025 in the lead-up to the Black British Book Festival at Central Library. Beginning with a day at the Stoller Hall to bring together some of the authors from our ethnically diverse *See Myself in Books* collection, we will then offer a variety of authors from both collections to speak to schools at events taking place in libraries and schools.

Bidding for funding has also enabled us to expand our offer to partners and the community. Manchester Central Library Development Trust secured £8,000 to support a new dual language book gifting initiative being developed by Read Manchester and Manchester Libraries. The grant, from the national lottery funded Community Fund, complemented a recent £1,000 grant from the Our Legacy Fund, distributed by the We Love Manchester charity. User feedback from the successful book gifting programme demonstrated a real need for dual language books in community languages, and characters and settings which reflect the city's diverse communities. Thanks to this new funding, thousands of dual language books for young children were purchased and distributed across Manchester, specifically targeting those areas where there is a high ethnically diverse population.

2024 marked the fifth year of our year 6/7 Transition Read and the second year of our Early Years Transition Read. This year, pupils helped choose the year 6 read and the selected book was 'Quiet Storm' by local author Kimberly Whittam. All year 6 pupils received a copy of the books to keep at the transition sessions into their new high schools. Children who were moving from primary school to high school this September were invited to join her at Moss Side Powerhouse Library, Avenue Library and Learning Centre, Manchester Central Library, Hulme, Didsbury and Longsight Libraries and at Z-Arts over the summer, as well as online school sessions in the autumn term.

For our Early Years 'Transition Read, the chosen book was Benjamin Zephaniah's 'People Need People.' Moving up to school is a big step for children, and the idea behind the transition read is to support and encourage families to chat and spend time together. The beautifully detailed illustrations of scenes which will be familiar to children encourage families to talk about the pictures as well as enjoying the poem. A 'Take 10 Minutes Everyday' leaflet has been produced to support the programme, with top tips for families about sharing stories. These are available to download in English and nine other community languages – Arabic, Bengali, Farsi, French, Kurdish, Oromo, Polish, Romanian and Urdu.



Kimberly Whittam with her book, Quiet Storm

## Appendix 6: Supporting Business

The Business & IP Centre (BIPC), Build A Business programme, and Generator enterprise hubs each play a distinct role in supporting entrepreneurs, working together to guide individuals from their initial idea through to early trading.

### Business & IP Centre (BIPC)

The BIPC is the starting point for many entrepreneurs, offering expert resources to help shape and validate business ideas. It provides free access to market research databases, intellectual property advice, and workshops covering business planning, marketing, and finance. Aspiring entrepreneurs can also benefit from 1:1 support and tailored guidance to refine their business concepts. Additionally, the BIPC's focus on protecting intellectual property ensures that innovators safeguard their ideas as they prepare for launch.

Highlights for the Business & IP Centre (BIPC) this year included:

- Start-Up Day 2024: our flagship annual event, providing free workshops, expert-led sessions, and networking opportunities for aspiring entrepreneurs.
- Diversity and Inclusion Initiatives: The BIPC delivered events tailored to underrepresented groups, including "Women in Business" events for International Women's Day, the launching of a new network aimed at neurodiverse people, and ongoing "Olderpreneurs" events for the over 50s.
- IP Workshops and Clinics: we recorded a record number of enquiries about intellectual property in 2024. Our membership of the Patlib UK network strengthen our ability to reach small business owners looking to safeguard their ideas and innovations.

"The support from the BIPC has been invaluable in turning my business idea into a reality."

### Build A Business in GM Libraries

The **Build A Business** project has been a standout initiative within the Business and IP Centre, helping budding entrepreneurs across Greater Manchester to navigate the journey from idea to a successful business.

- Takes the expertise & resources out of the Business & IP Centre in Manchester Central Library to all 10 Greater Manchester authorities

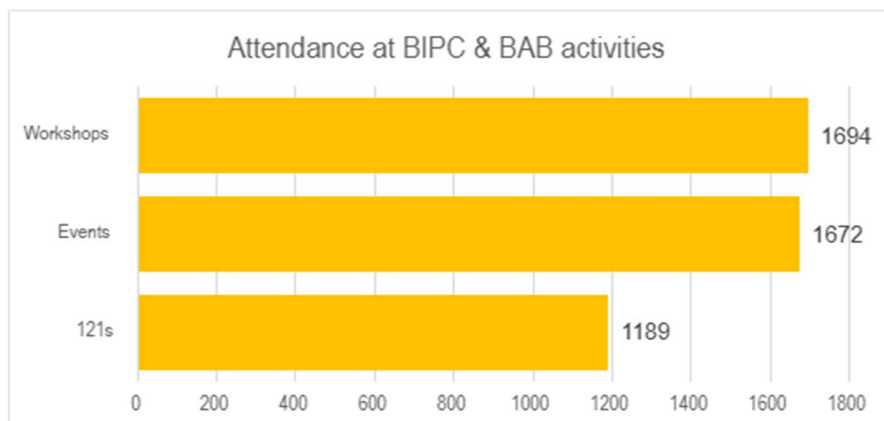
- Core programme includes workshops on market research, IP and marketing delivered by the team across all authorities
- One to one support from a dedicated Enterprise Officer in each authority (project has created 14 FTE jobs)
- Made complex concepts like Intellectual Property accessible, helping small businesses identify and protect their assets.
- Activities in local communities delivered in neighbourhood libraries
- Additional workshops covering podcasting, branding etc resulting in many clients accessing 30+ hours of funded support.

The program is designed not only to develop business skills but also to build the confidence of entrepreneurs in their ability to sustain and grow their businesses.

Through workshops, one to one support and networking opportunities, Build A Business has empowered participants to make informed decisions and move forward with their goals. As a result, many entrepreneurs have seen growth, obtained funding, created jobs, and contributed to the city’s economy.

Build A Business is very successful at engaging with audiences: by December 2024, over 950 individuals had been supported (target: 675, March 2025).

“I learnt so much! I came in knowing nothing, I left with confidence and knowledge”



### Generator Enterprise Hubs

Another major achievement this year was the opening of two new enterprise hubs in the city centre. These hubs are designed to provide accessible spaces for entrepreneurs to collaborate, network, and access essential resources. Equipped with state-of-the-art facilities, the hubs offer everything from co-working and meeting space to expert-led workshops and one to one support.

The Generators (in the Town Hall Extension and Royal Mills, Ancoats) provide the physical space and community support needed to succeed. Entrepreneurs can attend workshops, connect with peers, and gain practical advice. The hubs are particularly valuable for those in early trading, offering ongoing support to help businesses establish themselves, grow their networks, and build a local presence.

"Having a dedicated space in the heart of the city has been a game-changer for our business. The support and sense of community here are incredible."

Together, the BIPC, Build A Business program, and Generator enterprise hubs create a cohesive ecosystem, providing everything entrepreneurs need to move from an initial idea to running a thriving business.

The services have been highly effective in reaching traditionally underserved groups in business support:

- 64% of customers are women
- 41% BAME
- 12% disabled

Build A Business works hard to be an accessible & approachable service by:

- devising workshops and learning that is easy to understand
- making services welcoming and hospitable
- delivering in local areas
- featuring role models from the community in marketing and events

Working with the Hong Kongers community has brought a new audience, recently partnering with the Dragon Oriental restaurant in Chinatown to host a panel event with entrepreneurs. Over 70 business owners attended on a busy Friday night, now followed by a monthly networking group.

The Generators actively nurture their community, bringing entrepreneurs and business together through events and activities, including monthly networking. Many are existing businesses that were unaware of the support available:

"As someone who has been in business for over 20 years, I have learned numerous new things within the span of just four weeks, thanks to the wealth of knowledge and resources available."

This ecosystem means building a supportive, interconnected network of resources, guidance, and spaces that help entrepreneurs at every stage of their journey and is

much admired by other members of the BIPC National Network.

In practical terms, this means:

- **Access to Knowledge and Expertise:** Entrepreneurs can tap into databases, workshops, and expert advice to validate their ideas and gain crucial skills.
- **Tailored Support at Every Stage:** Whether someone is just starting out (via Build A Business) or looking for hands-on help during early trading (at the Generator hubs) there is stage-specific support available.
- **A Community of Like-Minded Individuals:** The hubs provide spaces to connect with other entrepreneurs, fostering collaboration, inspiration, and peer-to-peer learning.
- **Practical Resources:** Affordable workspaces, meeting rooms, and ongoing mentorship enable entrepreneurs to overcome operational challenges.





## Appendix 7: Cultural and Creative programme

Manchester Libraries are a vital part of the city's cultural and creative infrastructure, often providing access to residents' first cultural experience. Libraries are the most visited cultural venue in the city. The Central Library cultural programme, Library Live, is complemented by activities across all libraries, including three libraries badged as Creative Spaces – North City, Longsight and Wythenshawe Forum. The cultural and creative programme has been developed through several successful Arts Council England funding grants, establishing strong relationships with the city's creative and cultural organisations and community groups and supporting library staff's skills and confidence in programming creative events.

Alongside the busy events calendar delivered by library staff, such as cultural festival days, Sunday Fundays, school holiday crafting, Holiday Activity Fund sessions, weekly storytimes, author events, age friendly groups etc, the cultural programme provides access to other high quality creative experiences and opportunities on residents' doorsteps, as well as an introduction to the citywide offer. The cultural programme is delivered in partnership with the city's cultural organisations and artists, supported and informed by library staff.

A major achievement this year was the launch of the new new Creative Space on the first floor of Wythenshawe Forum Library last October. The space has delivered a multifunctional creative resource offering high-quality, small-scale performance, exhibition, sound/music production, cinema and activity facilities for residents and partners in the area and further afield.

The space was awarded £199,000 using public funding through the UK Government's Library Improvement Fund, which is delivered by Arts Council England and supports libraries to extend and modernise services. The project received an additional contribution of £64,000 in match funding from the City Council.

Management of the space is supported by a Library Service Development Coordinator officer, and it is already being well used. Some programming highlights from the first 4 months of operation include:

- Regular activities for young people with Music Evermore (11-16 years old) and Wythenshawe Youth Theatre (7-18 years old) with an average of 50 attending weekly.
- The Community Media Crew, a performance and film company for adults with learning disabilities, premiered their play, *The Day Centre*, to an audience of over 100 people.
- An orientation visit by staff and pupils of Special Educational Needs school, Pioneer House in Northern Moor. Students had the opportunity to go on stage and use the microphones, sound system and to record in the podcast studio. The Creative Space will be hosting monthly class visits with Pioneer House.

- Hosting Happy Somedays podcast with Josh Deegan, the first, of what is hoped
- to be an ongoing partnership, featured an interview with Rowetta (formerly of the
- Happy Mondays).
- Paint Pots, an established self-taught art group at the library, exhibited some of
- their unique artwork on an autumnal theme in the exhibition space.
- Block Cinema, the long established, volunteer led, independent cinema, which offers a wide range of films at accessible prices, launched a weekly cinema offer in January.

Over the coming year relationships with local, community and creative groups will continue to grow, alongside developing relationships and activities with the city's cultural organisations and hosting many of the annual events put on by library staff. New grant funding opportunities are also being researched to support project work. The podcasting studio will be programmed, with support from a £5k grant from Libraries Connected Microgrant funding stream.

The Creative Space at the Forum Library will complement the Wythenshawe Culture Hub (described below) by supporting smaller scale work with the potential to grow, engaging communities and local creatives in activity to explore their interests, develop skills, spend social time together and inform the development of the hub.

A highlight from last year was the 4<sup>th</sup> edition of The Festival of Libraries - a multi-art form celebration of creativity in our libraries over five days in June 2024. The festival is a City of Literature initiative, partnered by libraries across Greater Manchester and is funded by Arts Council, England. During the festival over 100 events took place in libraries, with 1000s of people visiting a huge variety of events and exhibitions. Many of these took place in Manchester Libraries, including the Embassy of Utopia at Central Library, fun days at North City Library, Longsight Library and Forum Library and the 90<sup>th</sup> birthday Sunday Funday at Central Library.

Festival of Libraries won the Manchester Culture Award for Best Event for the 2023 festival, Manchester libraries are pleased to be part of this initiative, which delivers high quality creative and literary content and reflects how, as a UNESCO City of Literature, Manchester believes passionately in the value of libraries.

**Highlights of the cultural programme:  
February 2024 – January 2025  
Traditional Chinese Arts - Longsight Library**



Dragons Voice are ran a fantastic Age Friendly well-being project ***Be Your Creative Self*** for the Chinese community at Longsight Library. Artist and Calligrapher Jolene Lam is running 6 weekly traditional Chinese arts sessions in the run up to Chinese New Year (2024).

During the first session, participants wrote couplets in Chinese calligraphy. The couplets, which consist of 4 or 5 characters, are hung as decorations on either side of doors or the single characters on doors or windows. All of the characters and words are expressing lucky wishes and meaningful sayings used at Chinese New Year to wish each other health, wealth & prosperity.

This project brought together members of the Chinese community, exploring traditional Chinese arts with a Cantonese speaking artist supporting cultural heritage. It culminated a celebration event and launch of animation and toolkit on Sat 17 February 2024 at the library, which was open to everyone.

## Baby Opera - Central Library



Central Library hosted an amazing performance by the English Touring Opera. The performers provided a wonderful opera experience for 17 babies under the age of 18 months and their parents and carers.

Feedback included:

"Brilliant. Olive absolutely loved it. Engaged from start to finish. Thank you"

"Perfect musical and sensory experience for babies. Loved it"

## Festival of Libraries – Didsbury Library



As part of our Festival of libraries celebrations, Didsbury Library had the fantastic Playscapes: How to build a Galaxy show, which is an immersive performance installation that combines dance, motion and visuals. A group of children and their teachers attended Southern Cross Specialist School, everyone really enjoyed watching the show, it was a spectacular, engaging session with performers and light shows.

After the show attendees participated in a workshop where they had the opportunity to wear one of the motion capture suits, therefore able to learn techniques from the performers and then put on a mini show themselves. It was wonderful to see the children grow in confidence and absorb themselves into the workshops, the teachers also could not resist and put on a little show wearing suits.

## **Community Arts North West - North City Library**



In May, North City Library hosted a wonderful music event with Community Arts North West. The performance started with a local community group Obado who had worked with artists to create some songs of their own. Their enthusiasm radiated from each one of them and they took turns to take the lead during each song.

The band then took to the floor led by Sarah Yaseen, Emmanuela Yogolelo and Meduulla where they performed some powerful songs to the captivated audience. After these performances there were family crafts to take part in, information stands and plenty of cake and refreshments to enjoy!

## **Summer Reading Challenge and Holiday Activity Fund at North City Library**



North Area Libraries have had a wonderful time this summer with a packed programme for children and young people including activities for Ready, Set, Read, and the Summer Reading Challenge. Holiday Activity Fund sessions ran twice a week for four weeks at Miles Platting and Newton Heath Library with brilliant crafts, sport and fun things to do, plus a free lunch included.

Attendees made jewellery with Jesmonite, enjoyed STEM activities with NG Bailey building structures and model cars. Activities also included reading books together and having the opportunity to hold animals such as rats, land snails, centipedes, snakes and stick insects with Zoo Lab! Football freestyling skills with Mr Silky Skills were great fun, and local artists facilitated various creative activities for attendees to make and take home.

It was great to see so many children completing the Summer Reading Challenge again this year as well as participating in the Book Review competition over the summer. Library staff are now in the process of selecting the winners of the Grand Prize and goody bags for each library!

## South Asian Heritage Month Celebration - Withington Library



South Asian Heritage Month celebrations were held at Withington Library, organised by the wonderful Saheli group and library staff to celebrate South Asian culture and heritage. The event was vibrant and fun, offering attendees a chance to learn about and see traditional South Asian clothing, with people coming wearing traditional attire.

NHS staff contributed to the festivities by delivering two informative presentations on cancer and diabetes, providing valuable information and advice sheets for attendees to take home. The arts and crafts activities were as popular as ever, and the event featured delicious South Asian food from Lily's deli, including tasty samosas and bhajis. The Saheli group also brought desserts and lassi, which were a big hit.

## Creative Groups at Beswick Library



A lively cultural and creative programme took place at Beswick Library, with the staff launching the **Hello Saturday Craft Group** for children every Saturday in term time and two groups with partners at The Royal Exchange, Chatty Crafts for adults and Beswick Young Company for young people aged 11-16 who have opportunities to work with professional artists and to perform locally at the Royal Exchange Theatre.

The Chatty Crafts initiative also included trips to cultural organisations, like the Whitworth Gallery, and the group created an exhibition on the theme **EXTREME HOPE**, displayed at the Museum of Science and Industry. Alongside lanterns of hope, they made a banner which reads: **HANDS HOLDING HOPE AROUND A BIG BEAUTIFUL WORLD**

Both Chatty Craft the Beswick Young Company are Local Exchange projects. Chatty Craft was created by the local Royal Exchange Ambassadors for Beswick, Openshaw & Clayton.

## Black History Month activities - Hulme High Street Library



Alma Woodsey Thomas was the subject of our Black History Month activities for children and families. We had a fantastic time at Hulme High St Library learning all about such an amazing artist. Alma spent the 30 years of her working life as an art teacher in a secondary school. When Alma retired from teaching, she became a full time professional artist who despite being a woman who grew up experiencing segregation and racism became an amazing abstract artist who went on to have exhibitions of her work in prestigious galleries.

### Feedback included:

“Thank you very much for organising the workshop. It is great for Grandma and Grand-daughters.”

## Storytelling and Performances at Gorton Library



Children from All Saints Primary School in Gorton were treated to a fantastic interactive, Natures Fables themed activity with brilliant theatrical performer and storyteller Sophia Hatfield who explored flowers, birds, insects, the weather and common UK wildlife. Sophia sang, played accordion & ukulele and acted out the mini tales much to the delight of the two classes.

One of the feedback comments included the following from teacher Shawna:

"A big thank you for the author visit that Year 1 and Year 3 attended. Both classes absolutely loved it and the staff said it was a brilliant session."

## Creative Events - Forum Library



We hosted our first play called the 'The Day Centre' at the Forum Libraries Creative Space which was written and performed by the [Community Media Crew](#). This performance echoed and perfectly encapsulated the hyper local community aspect of our space. It was a roaring success with over 100 people in attendance which included the Lord Mayor and Lord Mayoress of Manchester.

For Self Care week both Mind Over Matter and Mercury Sounds made the most out of the Creative Spaces modern facilities. Maria who runs MOM hosted a mindfulness mediation session whilst Mary from MS used our performance space for a sound bath. Paint Pots exhibited some of their unique artwork in our exhibition space, and created an autumnal theme which added a touch of vibrancy to the space.

Pioneer House which is an SEND school based in Wythenshawe came to visit the Creative Space which they thoroughly enjoyed. Students had the opportunity to go on stage and use the mics and sound system available, the visit finished by recording some audio in the podcast studio. The Creative space at the Forum Library will also be hosting monthly class visits with Pioneer House, with the idea of creating a podcast down the line!

## Winter Welcoming Event - Longsight Library



Longsight Winter Welcoming at Longsight library and beyond was a fantastic fun occasion populated by local children and their families. Artist Emma Martin from Building the Bridge led lantern making workshops in the lead up to the parade. Wish Ribbons with local children's hopes and dreams were on display outside the library. On the highly anticipated day of the parade, we held a mini lantern making session in the library and each child who made one received a free book donated by Save the Children. We gave away well over a hundred books!

As soon as the winter light faded families made their way outside the library and all the big lanterns were distributed to carry. A giant snail representing the seasons led children and families around the streets of Longsight. The Lord Mayor of Manchester Cllr Paul Andrews, Andrew Gwynne MP, Cllr Suzanne Richards & Cllr Abid Chohan were all in attendance, opening the parade and enjoying the beauty of such a wonderful occasion.

## **Appendix 8 - Supporting Health and Wellbeing**

Libraries offer a wide range of health and well-being activities that have a primary effect on improving people's health and also have a broader impact on well-being for the individual and the wider community.

Libraries are also key for residents receiving accurate health information, through digital access, health information and books on prescription and reading well collections such as Reading Well for Dementia and Reading Well for Mental Health.

As community venues, libraries are also used by partner organisations to deliver health promotion sessions.

### **Direct provision of health promotion and support services**

Approximately 180 hours of health and wellbeing sessions per month are delivered across libraries. There is a wide range of health activities delivered such as Be Well sessions, diabetic workshops, Staying Well this Winter events, armchair exercise sessions, COVID and flu vaccination sessions, blood pressure checks, dementia carer cafes and Macmillan advice sessions. The MacMillan sessions are offered in many libraries during age friendly coffee mornings.

### **Social isolation, loneliness and mental health support**

Loneliness and social isolation are now recognised as having significant impacts on people's physical, as well as mental health. The latest Public Library User Survey in 2023 showed that 80% of customers who feel lonely regularly, feel less lonely because of using the library. People of all ages feel lonely but can feel as a sense of belonging in libraries – this is the case for many young people. For older people, loneliness and social isolation can be chronic issues - according to Age UK, more than a million older people go for over a month without speaking to a friend, neighbour or family member. Being socially isolated is a key risk factor for older people in terms of dementia and other mental health conditions, and libraries can offer safe spaces for older people to meet others, and either engage in activities, or just have a chat and a natter. We have an Age Friendly hour and an Age Friendly space at all libraries to provide a friendly accessible space, and social activities for older people.

In December 2024, Manchester Central Library hosted around 200 guests for a festive Christmas lunch and party, including older residents from the Age Friendly Manchester Older People's Board, Assembly and Libraries groups who also invited along isolated friends and neighbours. Providing those who may be alone during the Christmas period, the opportunity to enjoy some company and a traditional Christmas dinner.

Keeping the brain active in later years is known to reduce the risk of developing dementia, and reading can help prevent the onset of dementia by 35%.

During 2024, as part of Age Friendly Hour several libraries offered a Silent Book Club. At the Silent Book Club, there was no assigned reading as with a traditional book club. Everyone was welcome to come along to experience the joy of reading.

For people who are unable to physically access their neighbourhood library, the Books to Go service provides reading and listening resources direct to people's homes, with the visits of our staff also providing a small respite from loneliness and social isolation. For people who are digitally literate, our on-line services also provide 24-hour access to bibliotherapy books and music resources.

## **Making Manchester Fairer**

Libraries play a key role in the Making Manchester Fairer programme to reduce health inequalities in the city. As free, welcoming, non-judgemental spaces, libraries are recognised as community venues that are crucial to supporting the aims of this programme. Libraries play a key role in all the Making Manchester Fairer kickstarter projects – particularly the early years kickstarter. Libraries are crucial to the Making Manchester Fairer Anti-Poverty Strategy.

## **Warm spaces**

As in previous winters, during the winter months of 24/25 all libraries across the city have acted as warm spaces. Our libraries provide somewhere warm and a free hot drink for people who may be struggling with the cost of heating at home. Free hot drink provision lasts from October to February. This benefits health by helping keep people warm and socially active.

## **Digital Health Hubs**

Supporting health is a key element of the Digital Inclusion Action Plan managed by the libraries team. Digitally excluded people may be unable to access information and services relating to health. To help overcome these we have developed a Digital Health Hubs initiative. This was first introduced in Wythenshawe and has recently been introduced in North Manchester - Crumpsall, Cheetham Hill and Harpurhey, and will be rolled out across Manchester in 2025.

Residents are provided with relevant NHS app training in community venues including libraries. We created promotional materials that outline exactly what offers are available from those centres, which are then displayed in GP surgeries. This allows GP receptionists and practitioners to refer their patients to local community centres, if they identify a need for digital support, for example to book GP appointments online. Two new strands of this work are now being developed. Firstly, an online form is being developed for practice receptionists and practitioners to use to directly refer patients to community settings for digital training and/or assistance. Help centres will then contact the patient to signpost them to the nearest or most appropriate setting and make an appointment. Rather than simply give patients information on where to go for help, the new online form will enable patients to be assisted in a more targeted and effective way. The second strand is to upskill a group of volunteers to become digital champions who specialise in training patients

in using the NHS and My Mft apps. An initial event talking to the Neighbourhood Health Champions based at Moss Side Powerhouse has taken place and received good feedback. This initiative is a great demonstration of libraries supporting residents with their health and wellbeing.

### **Culture Nature Programme**

Manchester Libraries were successful in a £10,000 bid to Libraries Connected and Natural England's Culture Nature programme.

We know that spending time in nature can have a positive effect on an individual's health and well-being, with one particular study finding that people who spend an average of two hours or more per week in nature over a year are more likely to report being in good, or very good health.

Over the next few months, we will be offering a series of nature connected events and activities that will increase people's connection to nature and improve people's overall wellbeing.

A number of our staff have attended bespoke nature connection training with a local green charity. With support from the Manchester Parks team, we are planning a number of walks in green spaces with the end point being the library where there will be refreshments, an activity and time to reflect on the experience.

We will also be running planting sessions with our Age Friendly groups.

The project will also include setting up seed banks across 8 libraries, where seeds will be distributed, with a mix of easy growing edible plants/herbs and pollinators for people to grow at home. This will encourage using homegrown produce helping people to feel that connection to nature.

### **Package for Val**

We know that women and girls in our communities are facing period poverty. According to a representative survey of 1,000 girls and young women aged 14-21 by Plan International UK, in the UK, 1 in 10 girls can't afford to buy menstrual products, while 1 in 7 have struggled to afford them. Package for Val was rolled out across 18 of our neighbourhood and community libraries in early 2024 and continues to provide sanitary products to those who need them.

### **Death Cafés**

The aim of a death café is to normalise conversations around the topic of death and dying. We have partnered with a local death doula who is an experienced death café facilitator who regularly hosts similar sessions in the Manchester area.

In February 25 we launched our first death café event at Gorton Library. The library will provide a trusted, safe and relaxed space for those who have experienced loss and grief and to those who are curious and want to explore themes around death. The café will be held monthly and provide refreshments and cake.

## Manchester Libraries – Becoming Age Friendly

Manchester Libraries are absolutely committed to making sure that we provide services that meet the needs and aspirations of our older customers. Alongside other local facilities and services, libraries are seen as an important and crucial feature of an Age Friendly neighbourhood. In partnership with Age Friendly Manchester we agreed and adopted a set of Age Friendly standards - attached below - which set out how we ensure that our services and buildings are Age Friendly. We were audited by older people against these standards and are proud that all Manchester Libraries have been designated as Age Friendly since June 2022



### Age Friendly Hour and Age Friendly Spaces



We offer an Age Friendly Hour at all our libraries offering social activities and a brew. In most places, we've timed this to be directly before or after our toddler storytimes, to enable inter-generational crossover - watching the children singing and enjoying their storytime can give a positive boost to older people who may be feeling a bit lonely. We also know how important it is for people to stay connected so in most libraries, we have created vibrant Age Friendly areas with new seating and refreshment trolleys, offering older people a safe, enjoyable and positive experience when they visit, with comfortable places to sit and enjoy the company of others. External speakers will sometimes join the Age Friendly Hour to

provide advice and guidance that may be of use to those attending the session. For example, MCC Trading Standards dropping in on coffee mornings to have a chat, listen to concerns that people may have and to offer some valuable advice on scams, rogue traders and doorstep crime.

### Age Friendly Notice Boards

We know how important it is for people to have easy access to information in different formats, so in addition to our online information we have made sure we have an Age Friendly noticeboard on display in all libraries. Our noticeboards are kept up to date, are easy to see and read, and ensure that we are promoting activities and information across the community. They are also portable so that they can be on prominent display in coffee mornings or Grand Day Out sessions.

### Age Friendly Audits

As part of the age friendly designation process, library staff conducted a detailed self-assessment for each of our libraries, covering the physical space as well as our service offer. These assessments highlighted some areas for change around seating, signage and activities offered which we acted on. This was followed up by Customer

Service audits, carried out by older people who engaged with other older service users, listened to their feedback and produced an action plan specific to each library. From June 2022 all libraries in Manchester were given 'Age Friendly Libraries' status and now proudly display the new Manchester Age Friendly Library logo, which was specially designed for us, and reflects our commitment to welcoming and supporting older people within each of our libraries.

### **Staff Training**

All library staff are aware of our age-friendly aspirations and of the issues that can affect people as they age. We developed a bespoke Dementia Friends session, and this is part of our induction for new staff. Workshops have also taken place training staff in how to set up and facilitate Age Friendly groups, activities and events.

### **Age Friendly employer**

Manchester Libraries commit to supporting Manchester City Council becoming recognised as an Age Friendly Employer. Nearly 60% of library staff are aged over 50. We have supported staff who want to reduce their working hours or take flexible retirement, and we have a number who have retired but keep working for 7 hours a week with us – giving them a continued small income and interest, whilst retaining their skills and experience within the service.



## Manchester Libraries Age Friendly Standards

### We are Age Friendly

Manchester Libraries have committed to a Set of Age Friendly Library Standards which clearly defines the level of service older people can expect from their library.

**Our Age Friendly Manchester Libraries** offer the following commitment to older people using our service. **We will:**

1. **Ensure you feel welcome.** Our staff will ensure your visit is a safe, enjoyable and positive experience. Services inside the library will be well signed for better wayfinding. This is your Library, please do let us know how we can help you.
2. **Encourage Social Engagement.** We offer a diverse range of activities, some are aimed specifically at older adults. Our libraries are comfortable places in which to sit, socialise and enjoy the company of others.
3. **Be accessible.** Our libraries are well lit and clutter free with no services only accessible by stairs. We will pay attention to the needs of those with mobility issues by offering: supported access through doors, flooring that is even and clutter free and an accessible counter service.
4. **Have places to sit.** You will find a sufficient range of seating throughout each of our libraries and we will ensure seating is always available near entrance points where you may need to rest or await transport.
5. **Offer volunteering opportunities.** We want to hear about the skills you have that you want to share with others.
6. **Have large print books, talking books and e-books.** We will ensure our stock is age appropriate and meets the broad needs and tastes of Manchester's diverse communities. We will promote our Books to Go Service to those not able to get into the library.
7. **Support you with your computer use.** Our staff and volunteers will patiently support those who need additional IT support. Our "IT Drop Ins" are designed for new users. We will work with partners to offer additional IT training.
8. **Provide information.** Where we cannot support you with your enquiry we will signpost you to someone who can help.
9. **Display leaflets and posters.** We know how important access to information is. We will keep our notice boards up to date and relevant. They will be easy to see and interact with. We will promote our activities across the community.
10. **Have toilet facilities including accessible toilets.** These will be checked regularly for cleanliness and supplies.

## **Appendix 9 - Supporting Learning**

Libraries offer a wide range of learning activities and opportunities for all ages that increase the skills of our residents. As community venues, libraries are also used by partner organisations to deliver health promotion sessions.

Libraries are also a key community venue for residents signposting to other opportunities in communities

In 2024, Manchester was officially recognised as a UNESCO City of Lifelong Learning, in recognition of the city's efforts to make lifelong learning a reality for all. The application was co-designed with 150+ organisations, with many more also contributing to the city's lifelong learning approach, from basic through to higher education. Our libraries are a key partner, as a venue to host learning opportunities for families and across communities.

### **Direct provision of learning**

Approximately 130 hours of learning sessions per month are delivered across libraries. There is a wide range of learning activities delivered such as Manchester Adult Education Service, Multiply, Talk English, IT drop ins and Music lessons for children at Longsight Library from the Olympus Music Foundation.

### **Literacy**

Libraries support literacy of children and adults. Literacy is a key determinant of quality of life and libraries play a key role from provision of free access to books, being a venue for Read Easy which support basic literacy in adults, and through a wide range of Read Manchester initiatives as detailed in Appendix 5.

### **Co-location with Manchester Adult Education Service**

A number of libraries co-locate with Manchester Adult Education Service – Longsight Library and Learning Centre, Avenue Library and Learning Centre and Forum Library is located directly next to MAES in the Forum Centre. This year this has been extended to Newton Heath Library. MAES moved out of Newton House and into Newton Heath Library, in the meeting rooms. MAES currently has two courses running at Newton Heath Library both funded by the GMCA Adult Skills Fund. They are Functional Maths & Functional English the combined target is 24 and we have 25 enrolled. This maybe extended in academic year, and they are currently undertaking our Curriculum and Programme planning for 25/26.

### **Digital Skills**

Digital skills and inclusion are crucial to Manchester's status as a UNESCO City of Lifelong Learning, reflecting the city's commitment to lifelong learning initiatives. By 2030, it is projected that over 85% of jobs will require advanced digital skills. Libraries provide free access to the Internet and the range of online learning

opportunities including Learn My Way. Library staff and volunteers also provide support and skills development to residents. Weekly IT drop-in sessions take place in each library, providing an extra level of support and skills development to customers. The libraries digital inclusion team also offers telephone support to Manchester residents through digital champion volunteers.

### **Supporting businesses and entrepreneurs**

The Business and IP Centre and Generator Spaces provide skills training to increase residents job prospects and for entrepreneurs and business start-ups. The team also provides higher level IT skills provision such as social media, 3D printing etc. The work of the Business and IP Centre and Generator spaces is outlined in Appendix 6.

## Appendix 10

### Manchester Libraries Libraries of Sanctuary Action Plan (March 2024 – March 2027)

In the next three years we plan to:

Action	Desired Impact	Who is responsible?	Link to criteria
Continue to make sanctuary seeker learning and training opportunities available to as many staff as possible across all grades and all areas of the service. This remains a key element of our training and induction plans	As many staff as possible are fully knowledgeable across the service	Philip Cooke, Libraries and Archives Lead	Learn
<p>Set up a working group of staff to meet 6 monthly to review activity delivered and what is planned.</p> <p>This group will also explore ways to capture feedback/record impact to inform future events/service development.</p>	<p>Ensure Libraries of Sanctuary is fully embedding in delivery.</p> <p>Be able to evidence that work and its impact more effectively &amp; consistently.</p>	<p>Initially this group will include:            Debby Bolding – Service Development Officer            Service Development Coordinators: Paula Carley, Angela Rawcliffe, Allesia Benedetti, Leigh M'Rabty, Jodi Osborne. The group will meet 6 monthly with progress reported to Philip Cooke, Libraries and Archives Lead            Membership will be reviewed 6 monthly.</p>	Embed

<p>Share future library volunteer opportunities with sanctuary seekers. Increasing volunteering generally across the service is a priority over the next 3 years</p> <p>Connect with Sarah at City of Manchester re their volunteer programme, to link our volunteer placements and sanctuary seekers.</p>	<p>encouraging people from a sanctuary seeker background to take part</p> <p>Volunteers gain skills / confidence and the library service gains feedback/experience from the volunteers to shape future opportunities.</p>	<p>Philip Cooke, Libraries and Archives Lead;</p> <p>Debby Bolding, Service Development Officer.</p>	<p>Embed</p>
<p>Be part of the Streams Network – ensuring someone attends quarterly meetings and offering free use of our Performance Space at Central Library to host meetings whenever possible</p>	<p>build connections with/learn from other organisations working in Manchester from other streams and supporting each others work</p> <p>Share what we are doing in libraries</p>	<p>Debby Bolding – Service Development Officer and Service Development Coordinators: Paula Carley, Angela Rawcliffe, Allesia Benedetti, Leigh M'Rabty, Jodi Osborne.</p>	<p>Share</p>
<p>Support Manchester City Council's commitment to becoming a Local Authority of Sanctuary</p>	<p>promote the value of the awards, and the importance of the message of welcome and inclusion across the city</p>	<p>Philip Cooke, Libraries and Archives Lead</p>	<p>Share</p>
<p>Continue to share refugee experiences through library events, activities, and exhibitions.</p>	<p>promote the importance of the message of welcome and inclusion across the city</p>	<p>Philip Cooke, Libraries and Archives Lead; Debby Bolding, Service Development Officer and Service Development Coordinators: Paula Carley, Angela Rawcliffe, Allesia Benedetti, Leigh M'Rabty, Jodi Osborne.</p>	<p>Share</p>

Maintain strong relationships with local partners	help us to deliver a strong, relevant offer for migrant communities	Philip Cooke, Libraries and Archives Lead; Debby Bolding, Service Development Officer and Service Development Coordinators: Paula Carley, Angela Rawcliffe, Allesia Benedetti Leigh M'Rabty, Jodi Osborne.	Embed
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## Appendix 11: Archives

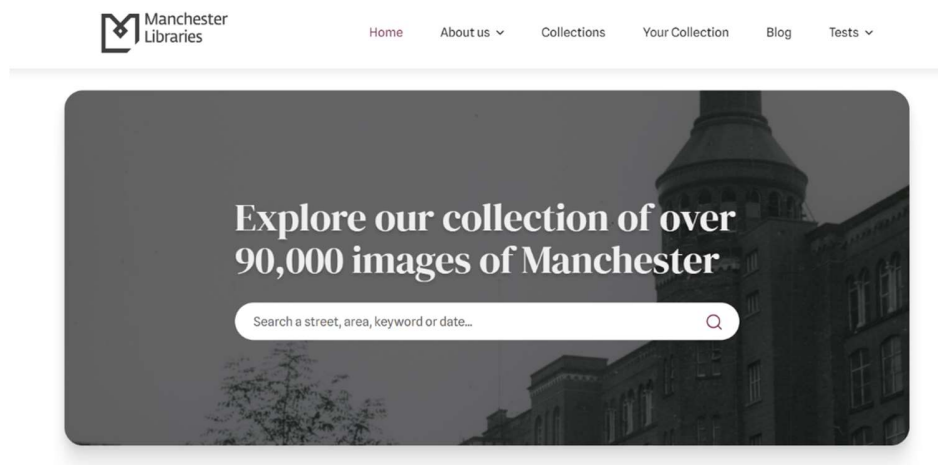
Manchester Libraries manages the Greater Manchester County Record Office function on behalf of GMCA, holding records from across the city region. We manage two partnerships – The Archives+ partnership with colleagues at Manchester Central Library and the Greater Manchester Archives and Local Studies Partnership with the nine other GM Local Authorities.

This has been a particularly rich year for Archives+ exhibitions, including Nursing Stories, Society of Bookbinders, the Disabled People's Archive (with Greater Manchester Coalition of Disabled People), Central Library 90/10 (which celebrated the 90<sup>th</sup> anniversary of Central Library being opened in St Peters Square) and 10 years since reopening after major transformations, and various exhibitions in the Manchester Histories Hub. The Forgotten History of Mayfield was an exploration by urban architectural historian Daniel Dubowitz, using original archives and chemical recipes, of the William Hoyles' calico printing works, a busy early 19<sup>th</sup> century industrial complex, now largely unknown. Other activities have included hosting a well-attended event featuring film, drama, displays of archive photographs and documents, to raise awareness of the campaign for a public statue of Len Johnson, a black Manchester boxer and local activist who won 93 out of 130 fights but suffered racial abuse and discrimination.



Archives+ was awarded £100k in 2023 from the National Lottery Heritage Fund to develop a new website for the Manchester Local Image Collection and digitise 10,000 more images by over 20 local volunteers now trained in digitising. The project has already created exhibitions at Central Library featuring articles created by the volunteers alongside blogging workshops to encourage public and staff engagement with the collection and generate new stories to share. The new website went live in January 2025 and brought together online for the first time all the library's digitised local photographs. <https://images.manchester.gov.uk/> in a streamlined service which will allow improved and wider access to the collections and income generation.

The project will also feature a range of public activities to promote the collections and its new online content including a Local Images Week at Central Library, handling sessions, a new exhibition and promotional events around local libraries, as well as the creation of more narratives and stories created by volunteers.



The Royal Northern College of Music (RNCM) was awarded over £200,000 from the National Lottery Heritage Fund for its Throwing Open the Concert Doors project. In 2023 As the digitisation partner on the project, Archives+ digitised over 1,900 concert tapes, trained 7 digitisation volunteers (three of whom are now working in heritage) and hosted several events for local community groups in the sound studio at Central Library. Many of the concerts online can now be listened online at <https://on.soundcloud.com/qdp51>. The project enabled Archives+ to build sound studio capacity and work through its own collections, digitising them and making them accessible to the public. The project has also enabled Archives+ to quote for commercial digitisation work which funds investment equipment and staff.

Manchester Central Library has been awarded over £100,000 from the National Lottery Heritage Fund and the Manchester Libraries Trust for a new archive project which is digitising and transforming access to the library's large Piccadilly Radio archive throughout 2025. Piccadilly Radio was Greater Manchester's pioneering independent

commercial radio station when it launched in 1974. The station, which was based at Piccadilly Plaza, holds a very special place in the hearts of several generations of people from around Greater Manchester for its output of news, features, music, sport and drama covering the city region. The project is training up volunteers to help with digitising, describing, and curating the unique archive and will work with the Manchester Digital Music Archive, the Manchester Hip Hop Archive and a local community radio station to run skill-building workshops which will re-use the audio in creative ways. Since the project's announcement, the library has taken in over 600 tapes from former Piccadilly Radio staff that had been stored in offices and attics into the library's secure vaults for safekeeping. In the project's first month over 180 1970s Piccadilly Radio reel-to-reel tapes have been digitised by staff and the entire Key 103 1990s-2000s archive of over 140 CDs, minidiscs and cassettes has been digitised by volunteers. These recordings will be made available in the library's Sound + Vision pods.

[https://www.manchester.gov.uk/news/article/9534/piccadilly\\_radio\\_archives\\_turn\\_digital\\_with\\_99k\\_national\\_lottery\\_grant](https://www.manchester.gov.uk/news/article/9534/piccadilly_radio_archives_turn_digital_with_99k_national_lottery_grant)

The Rashford Mural was commissioned by Withington Walls and painted by artist AkseP19 in 2020. It was created to recognise Marcus Rashford's efforts to help tackle food poverty during the Covid19 pandemic. In 2021, after the UEFA Euro 2020 final, the mural was vandalised. In the days that followed, local people from Withington and beyond posted messages of support for Rashford on the mural. These tributes were later collected and deposited at Manchester Archives, providing a record of this powerful moment of anti-racist community action.



During the last 12 months we have used the tributes during class visits – for example Beaver Road Primary School to help children to explore ideas around history, protest and using your voice to publicly challenge racism and bullying.

Over the next 12 months we will develop this further by producing a digital learning resource using the Rashford Archives. We are part of a national Arts Council funded Libraries Digital Network project, and have received £20k to commission an organisation to create this learning resource which will be used during class visits and potentially with older people.

The Assheton of Middleton project was successfully awarded £100k in 2023 from a range of generous funders including National Lottery which enabled the purchase of this rich manorial collection relating to Rochdale, Manchester and Bury. The project will also fund preservation activities on these fragile historic documents which include an 800 year old agreement, the oldest document in Greater Manchester. Local schools and communities will be able to access engagement activities such as education sessions exploring the history of the Assheton lords of the manor and their lives and power. Events so far have included a promotional film and events with local history students exploring the documents and issues they reveal and will continue through 2025 with palaeography and history workshops and activities.

The busy Archives and Local Studies events programme has included displaying original archives at the popular Manchester Town Hall Restoration lecture series, showcasing an exhibition of original Rochdale Canal Archives during Heritage Open Days festival. There have been numerous tours, talks and engagement events with Manchester Town Hall former staff members, climate change and Green Libraries, Older LGBT groups, local heritage societies, as well as archive staff working with cultural partners such as Z-Arts to create a film "Story Archivists", an educational resource for use in local primary schools.

Archives is a key partner in a range of projects including the George House Trust which was successfully awarded £150k to catalogue and preserve the archive with help from local volunteers and celebrate 40 years of HIV activism in Manchester with a range of events including a Civic Reception at Manchester's Rates Hall and a major exhibition and launch event at Central Library. We are also partnering with Manchester Histories Festival in facilitating Queer Up North's successful £250k award to preserve and celebrate the rich LGBTQ+ heritage of Manchester, focusing on the Queer Up North (QUN) festivals held between 1992 and 2002. This will feature digitisation, sound archive creation and a programme of events and activities, bringing one of the most significant LGBTQIA+ collections in the UK to life and out into the city for a wider audience.

**The Manchester Histories Hub**, in the lower ground floor of Manchester Central Library, has been developing as a centre for heritage & wellbeing, and also to promote the Hidden Network. This complements Manchester Histories work around the Histories Festival which took place in June 2024, including a Histories and Heritage Marketplace event at Central Library. Manchester Histories, working in partnership with Archives+ have recently created and launched 'Crafting connections'. These are heritage for

wellbeing toolkits, to be used in community venues, primarily for use with groups of older people over 55s. <https://manchesterhistories.co.uk/learn/crafting-connections-activity/>

**The Manchester & Lancashire Family History Society** Helpdesk has been extremely busy throughout 2024, assisting 3000 customers - the same level as pre-pandemic. They also hosted an annual Federation of Family History Societies Fair, bringing together many partners and heritage organisations to share sources, welcome new members and showcase new projects and collections.

### **Ahmed Iqbal Ullah RACE Centre and Education Trust**

The Ahmed Iqbal Ullah RACE Centre and Education Trust part of Manchester Metropolitan University is a key Archives+ partner based at Central Library – the Trust is part-funded through Manchester City Council revenue funding. The last year saw the end of the Ahmed Iqbal Ullah Education Trust's (AIUET) flagship National Lottery Heritage Funded (NLHF) project, 'Coming in from the Cold', a truly transformative project which has enabled previously hidden and undocumented histories to be collected and made accessible to the communities of Greater Manchester and beyond. As a result, the Ahmed Iqbal Ullah RACE Centre (AIURC) is now one of the largest collections of contemporary Global Majority community history in the UK. The end of the project was marked by a showcase event developed in collaboration with some of the community groups involved in the project, and an exhibition, both in Central Library. The exhibition was also made available online through the Archives and Records Association's 'Explore your archive' website.

In April, the AIUET commenced its new NLHF funded project, 'Community Led Collecting: Fit for the Future', in which we will develop organisational digital resilience and improve the accessibility of our collections.

The AIURC and ET continues to experience increased demand for Anti-racism and Black/Global Majority History material and resources, with a significant increase in the number of archive retrievals in the searchroom and an in-demand programme of academic engagement sessions for the city's universities. We have also worked in depth with youth groups and young people, in both informal and formal education settings and in collaboration with organisations and schools such as the 8% Club, We Belong and Eden Boys Academy. Following a staff member's retirement the AIUET appointed a new Young People and School's Engagement Officer who will be building upon this work to extend our offer aimed towards young people in the coming year.

In the last 12 months we have delivered a full and diverse programme of events. Highlights have included activities relating to Black History Month, in which an online consultation exercise seeking the views of our supporters, collaborators and audiences

on how Black histories are commemorated and celebrated, followed by an event for over 40 young people which has resulted in the creation of a Black History Manifesto which will be launched during Black History Month in October.

The AIUET saw a continued increase in demand for input, support and participation in sector-wide EDI and anti-racism in collections and organisational development work. It continued as a strategic partner with the Association of Independent Museums (AIM) to deliver a grants programme as part of the Welsh Government's Anti-racism plan, and was commissioned to deliver a large project supporting the North West's Doctoral Training Partnership Consortium (led by The University of Manchester's School of Arts, Languages and Culture) to develop its strategy to embed EDI and to work ethically with Global Majority communities in research. There were also some small but important commissions including informing The National Archives Archive Accreditation framework review in relation to embedding EDI more robustly in the national standards. In addition, the Trust was successful in gaining a place on the National Lottery Heritage Fund's Register of Specialist Suppliers (RoSS).

TEN YEARS  
OF SUCCESS  
2014–2024

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CENTRAL  
LIBRARY

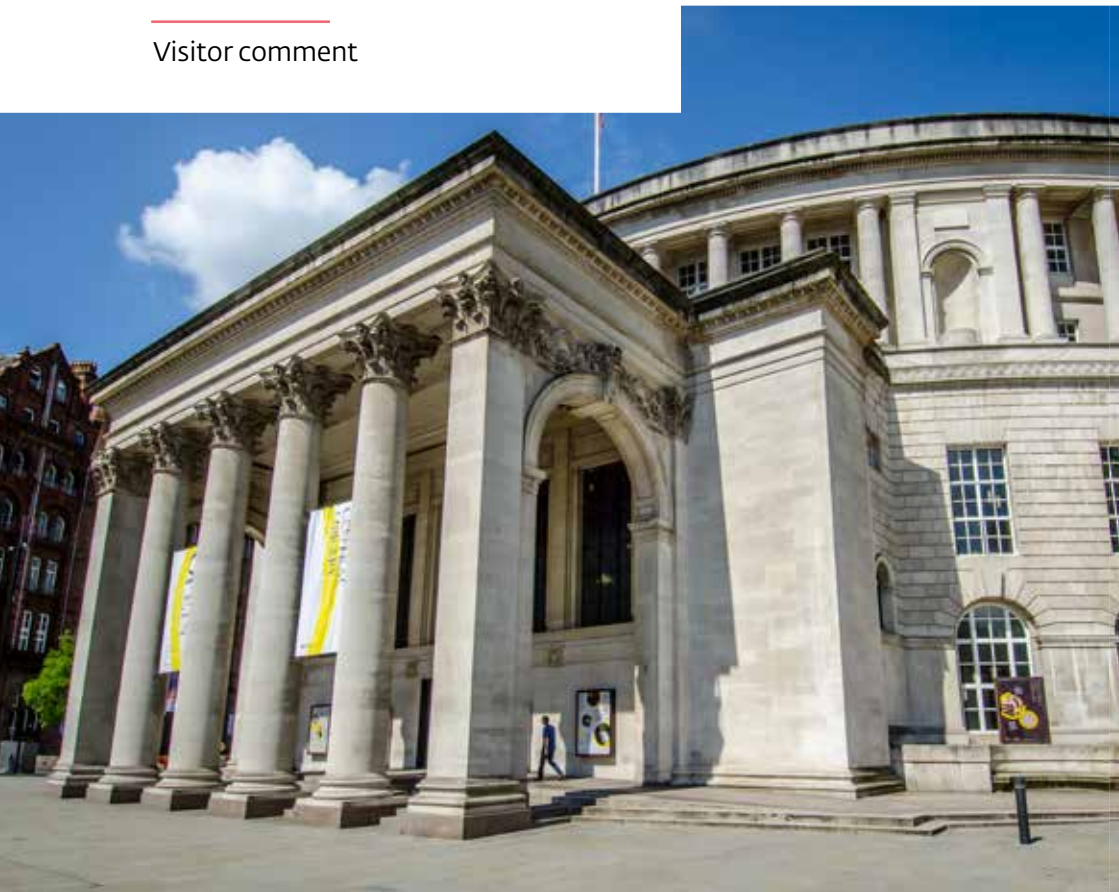


MANCHESTER CENTRAL LIBRARY 2024  
A DECADE SINCE OUR TRANSFORMATION

“It's no exaggeration: this place is so beautiful, big and great in every sense. You will always find a place to work, read or enjoy silence.”

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Visitor comment



## TEN YEARS OF SUCCESS

Manchester Central Library is celebrating ten years since its major transformation, and 90 years since its grand opening by King George V on 17 July 1934. As the 'jewel in the crown' of Manchester's libraries, and one of the most loved and iconic venues in the city, Central Library boasts services and facilities that are appreciated by over 2million people annually.





Central Library is an inclusive and dynamic space that appeals to families, children and young people, as well as aspiring entrepreneurs, culture vultures, archivists, students, musicians and traditional library visitors. Since its relaunch in 2014, we have continued to innovate and develop new ways of providing a high-quality, modern and vibrant library offer for residents and visitors to the city.



## LIBRARY LIVE

Our busy cultural programme continues to evolve and expand through author events, concerts, unique performances, family fun days such as Fun Palaces, as well as community and national celebrations such as International Mother Language Day, Black History Month, and Festival of Libraries. Family extravaganza The Ministry of Lost & Found was so popular, attracting over 2,000 visitors in 2018, that it ran again in 2019. Our successful partnership with Manchester Literature Festival has produced fantastic author events with Simon Armitage, Zadie Smith and Howard Jacobson, to name just a few. We encourage and foster creativity and participation for all ages.

**[www.librarylive.co.uk](http://www.librarylive.co.uk)**



## EXHIBITIONS

The Library has featured a varied programme of exhibitions, such as There is a Light that Never Goes Out, celebrating Manchester's rich music heritage through iconic photography, Sex Pistols in Manchester, 50 Years of Rock Photography, Oasis DNA, The Danger Tree, Peterloo Massacre 1819, Manchester Hip Hop Archive, and Bobbins, the hugely popular posthumous celebration of iconic performer Frank Sidebottom (Chris Sievey).



## BUSINESS

The Business and Intellectual Property Centre (BIPC) helps local people to start, run and grow their own business. From that first spark of inspiration, to successfully launching and developing a business, the tools, support and advice are all here via free access to over £5million worth of business and intellectual property databases and publications. There is also one-to-one support, including our Patent and IP Clinics; workshops and networking events; a podcasting studio for small businesses and start-ups; and a 3D printer for prototyping.

[www.bipcgm.org](http://www.bipcgm.org)



## ARCHIVES+

The archive centre of excellence in the heart of Manchester provides a range of archive and heritage services from one location. Archives+ brings together Manchester Libraries, Information and Archives, Greater Manchester County Record Office, North West Film Archive, Manchester Histories, Manchester Voices, Ahmed Iqbal Ullah Race Relations Centre and Education Trust, and Manchester and Lancashire Family History Society. In recognition of the importance of Central Library and Archives+, we became the Northern Hub for the 1921 census, being only one of three venues in England and Wales able to offer free access to the census.



## HENRY WATSON MUSIC LIBRARY

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The expanded music library continues to evolve. In addition to borrowing from our vast collection of musical scores and music books, you can consult our world-renowned research collection of manuscripts and early sheet music, and use our computers to compose your own music. You can also try out your DJ talents on our mixing desk, use our collection of instruments (including pianos, guitars and drums), join one of our popular jamming sessions, and experience intimate live performances.



## READ MANCHESTER

This partnership between Manchester City Council and the National Literacy Trust promotes reading and boosts literacy across the city, engaging communities through a variety of campaigns. We gift brand-new books to foodbanks, community groups and holiday activity providers (120,000 books in 2023) to support literacy and wellbeing. We also engage with national partners to enable school pupils to meet authors, and we devise our own campaigns, including Take 10, which focuses on mental health and the benefits of reading. See Myself in Books offers books, teacher resources and author visits as a free package to schools, reflecting characters, stories and the cultural diversity of Manchester.



## NEW CHILDREN'S LIBRARY

In 2021, the space was transformed into a fantastic new jungle-themed safari – perfect for letting children's imaginations run wild! Complete with new comfortable seating, it boasts crawl-through spaces for little explorers, wildlife wall art, new book display cases, and even a cosy corner for children and their parents to sit together and read. It has become hugely popular for Storytimes and primary school visits, encouraging children to fall in love with reading at an early age.

## VISITOR INFORMATION CENTRE

Discover events and attractions, browse our selection of leaflets and brochures, or talk to our experienced staff, who will help make the most of your trip.

## HEALTH AND WELLBEING

People who use a library have improved health and wellbeing. A Central Library survey during the pandemic reported that 87% of respondents said they felt happier after using the library. The CIPFA Public Library User Survey of 2019 reported that over 80% of Manchester's respondents who sometimes felt lonely felt less lonely after using the library.

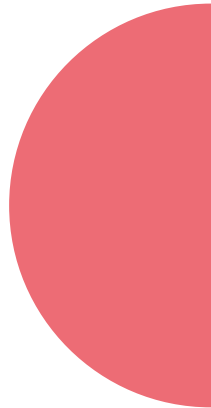


## SUPPORT US

The support of individuals, businesses, trusts, foundations and lottery funders is hugely important to our ongoing success. It enables us to continue delivering exciting cultural, educational archives and business activities for a broad range of communities, particularly for families and young people. It also helps us try out new things to keep Manchester's libraries vibrant, stimulating destinations that are always exciting places to visit.

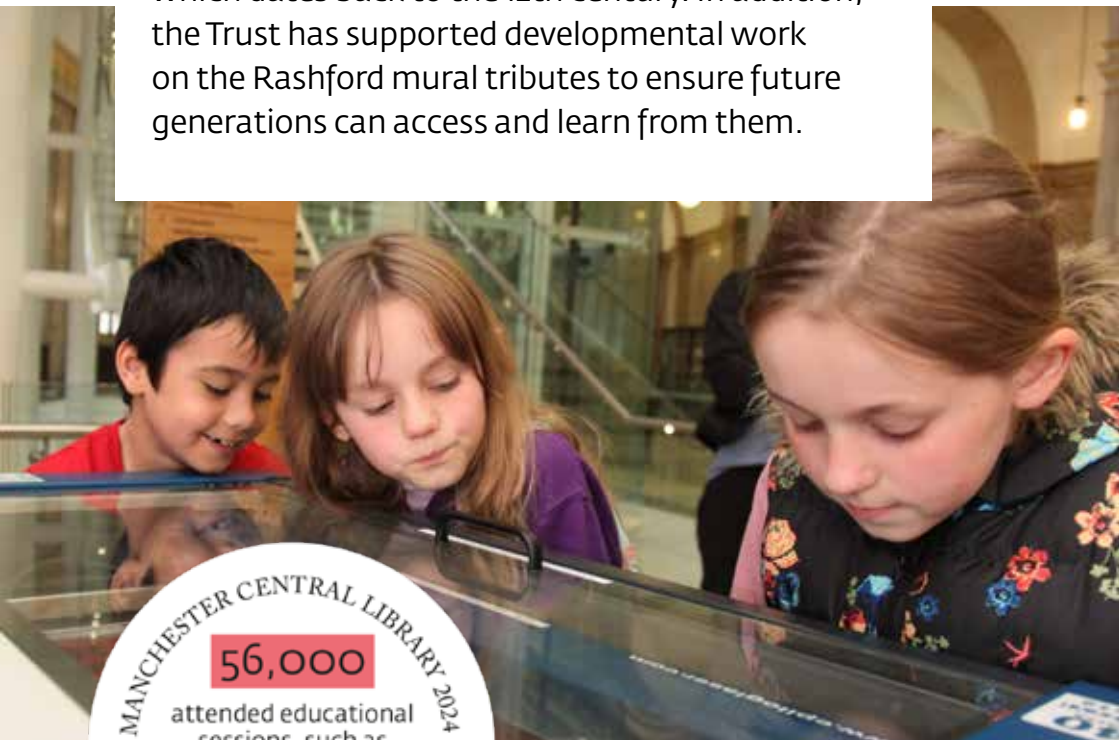
## MANCHESTER LIBRARIES TRUST

Since its formation in 2012, Manchester Libraries Trust (reg charity no. 1150161) has raised almost £1million towards capital refurbishments, cultural and educational programming and archives work, all benefiting local communities as well as national and international visitors. The Trust has been instrumental in helping leverage thousands of pounds through lottery-funded grants to support the Library Live cultural programme.



Recent support from public donations includes funding creative activities for families, and the book-gifting campaign to give new books to Manchester children who need them most.

The Trust also helped to purchase the historically significant Assheton of Middleton estate collection, Manchester's oldest surviving archive collection, which dates back to the 12th century. In addition, the Trust has supported developmental work on the Rashford mural tributes to ensure future generations can access and learn from them.



## PARTNER WITH THE TRUST

A partnership with the Trust will enable your company to demonstrate its commitment to enriching the lives of communities throughout the city. We can tailor a package to suit your business objectives and would welcome a discussion with you about developing a partnership that may include the following benefits:

- Complimentary use of the Performance Space for a range of company events
- Behind-the-scenes tours – taking in our rarely seen treasures and archives
- Unique volunteering opportunities
- Increased company profile and brand awareness
- Support for your CSR commitments.

To begin exploring how we could develop a partnership to meet your needs, contact:

Neil MacInnes OBE,  
Head of Libraries, Galleries Culture and Youth Services

Email: [neil.macinnes@manchester.gov.uk](mailto:neil.macinnes@manchester.gov.uk)

Brendan O'Shea, Chair of Manchester Libraries Trust

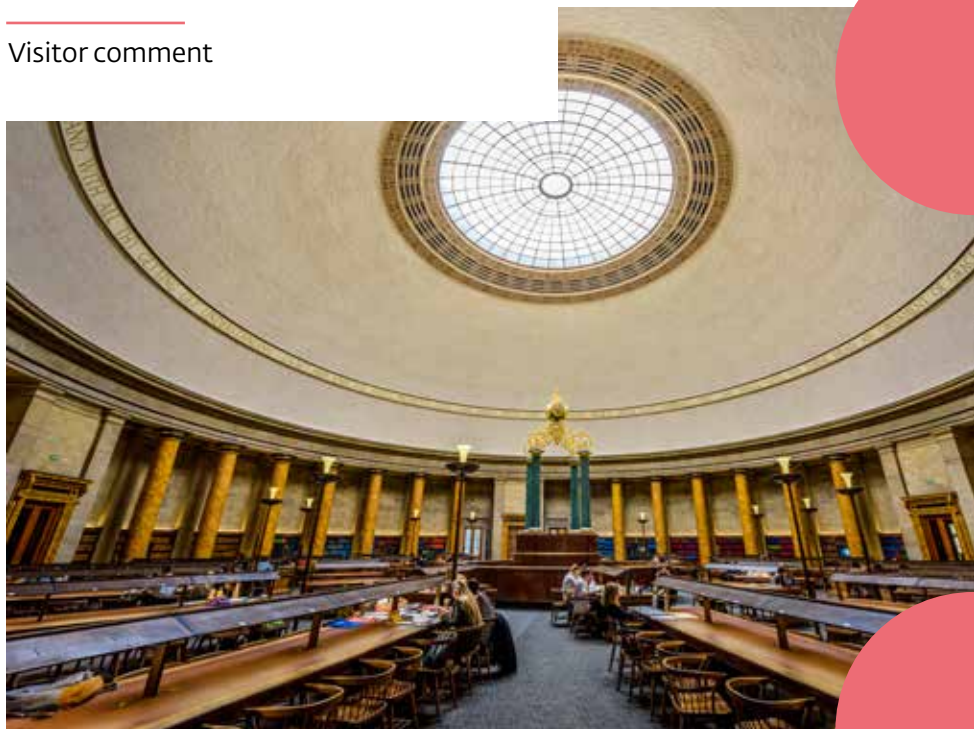
Email: [manchesterlibrarytrust@gmail.com](mailto:manchesterlibrarytrust@gmail.com)


To find out more about Manchester Libraries Trust and how you can support Manchester Libraries' activities and events, visit [www.manchesterlibrarytrust.org](http://www.manchesterlibrarytrust.org)

“Probably the best library in Britain, one of Manchester’s greatest and most enjoyable treasures, and definitely not one to be missed.”

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Visitor comment



 manchesterlibraries  @manclib\_archives  @manclibraries

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CENTRAL  
LIBRARY



## Appendix 13 - Manchester Libraries Performance

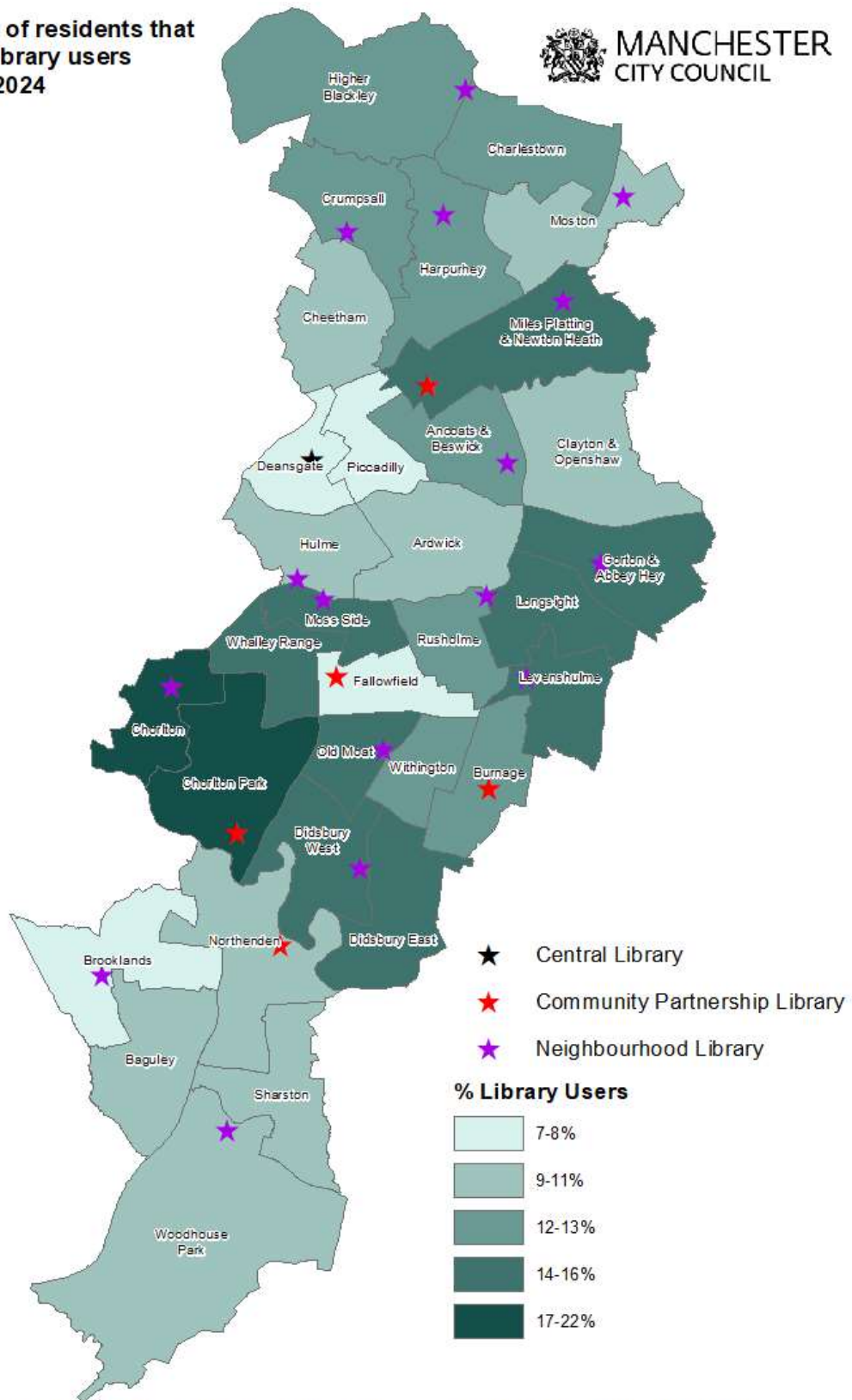
Covering period January to December 2024

2024	Visits	Loans	PC Usage (hours recorded)	Wi-Fi (authenticated sessions)	Education Session (participants)	Events and Activities (attendees)	Active Members (borrowed stock and/or used PC)
<b>CITY-WIDE</b>							
Online/Telephone	-	202,672	-	-	-	-	131
Ebook/audiobook	-	759,911	-	-	-	-	-
Books to Go	-	49,269	-	-	-	-	441
Outreach (non library based sessions)	-	-	-	-	31,967	299	-
<b>BRANCHES</b>							
Abraham Moss	240,616	32,593	16,259	-	1,524	12,553	7,063
Arcadia	74,964	27,801	12,183	28,245	2,340	4,228	2,447
Avenue	58,491	18,535	10,022	3,163	674	7,428	3,050
Barlow Moor	3,398	1,319	1,325	2,378	103	175	147
Beswick	43,181	10,410	7,397	10,622	1,141	5,538	2,297
Brooklands	22,633	12,484	3,197	3,519	313	4,189	1,122
Burnage	17,095	9,138	959	1,226	1,105	3,182	1,130
Central Library	1,484,149	111,926	130,933	441,720	5,566	56,011	30,021
Chorlton	52,767	42,557	5,321	7,041	633	5,329	6,177
Didsbury	113,275	56,973	8,566	9,685	1,007	5,463	5,813
Fallowfield	82,550	6,274	5,850	696	498	14,933	1,642
Forum	139,564	39,844	24,398	7,604	2,136	16,910	5,841
Gorton	84,831	25,661	18,727	-	2,506	7,328	4,419
Hulme High St	138,566	17,064	14,331	-	185	5,136	1,868
Longsight	194,174	34,727	27,614	10,960	4,533	17,970	7,085
Miles Platting	6,821	2,199	566	335	26	1,357	377
Moss Side Powerhouse	26,634	10,828	11,294	4,202	5,178	4,187	1,447
New Moston	4,335	1,996	600	317	96	835	488
Newton Heath	72,060	10,337	8,893	1,542	3,218	13,695	2,464
North City	59,011	17,289	11,671	7,331	1,087	7,136	3,847
Northenden	5,547	6,393	-	-	-	1,201	418
Withington	87,922	31,247	10,325	19,904	478	14,135	5,072
Z-Arts	-	2,985	-	-	-	-	256
<b>Branch Totals</b>	<b>3,012,584</b>	<b>530,580</b>	<b>330,431</b>	<b>560,488</b>	<b>34,347</b>	<b>208,919</b>	<b>94,491</b>
<b>Total (including City-Wide)</b>	<b>3,012,584</b>	<b>1,542,432</b>	<b>330,431</b>	<b>560,488</b>	<b>66,314</b>	<b>209,218</b>	<b>95,063</b>

The libraries wi-fi system is currently being upgraded and the changes to reporting arrangements mean we are awaiting data for some branches.

# Percentage of residents who are library members – December 2024

Percentage of residents that are active library users  
December 2024



© Crown copyright and database rights 2025 Ordnance Survey AC0000812035. Map produced by PRI Place.

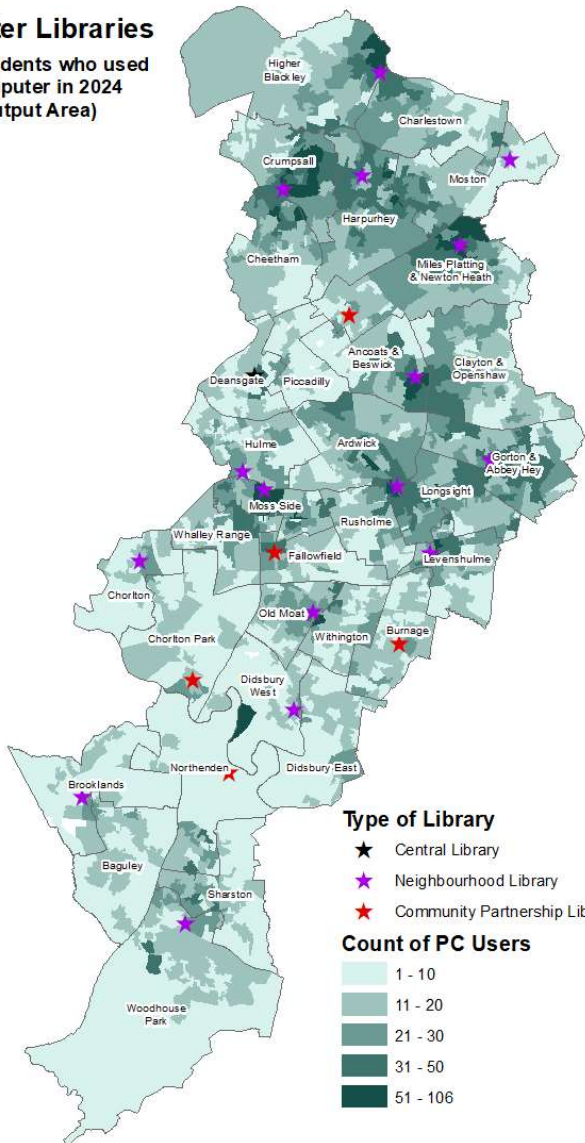
An active user is someone who has borrowed a book or used a library computer in the last 12 months



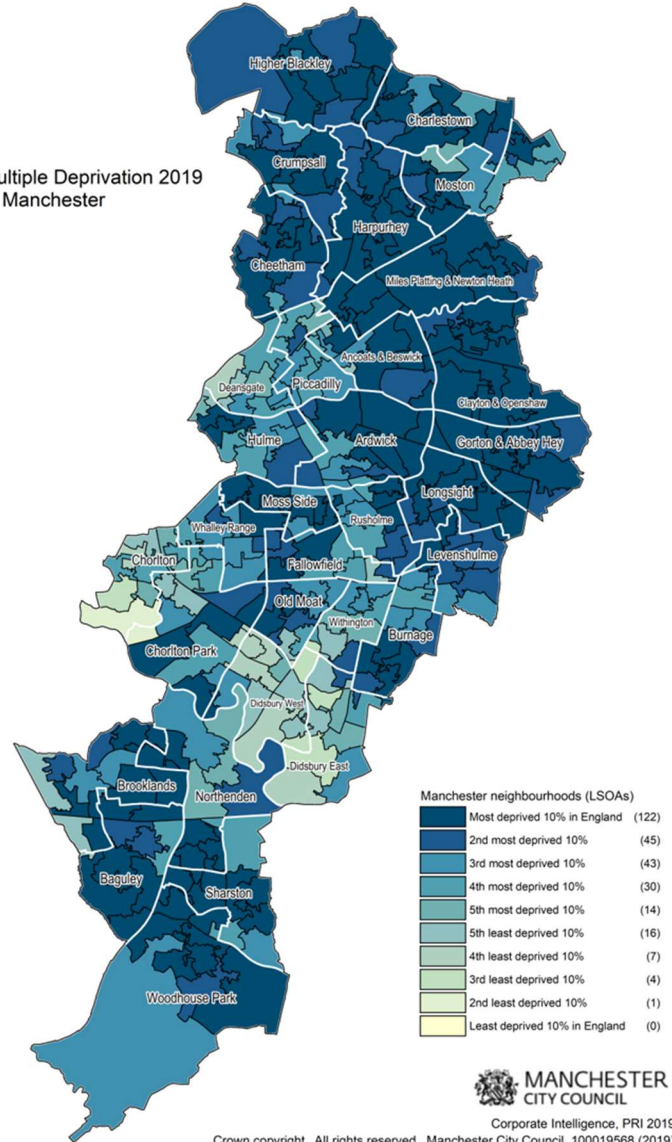
# Library computer users in 2024 with Index of Multiple Deprivation

## Manchester Libraries

Count of residents who used a library computer in 2024  
(based on Output Area)

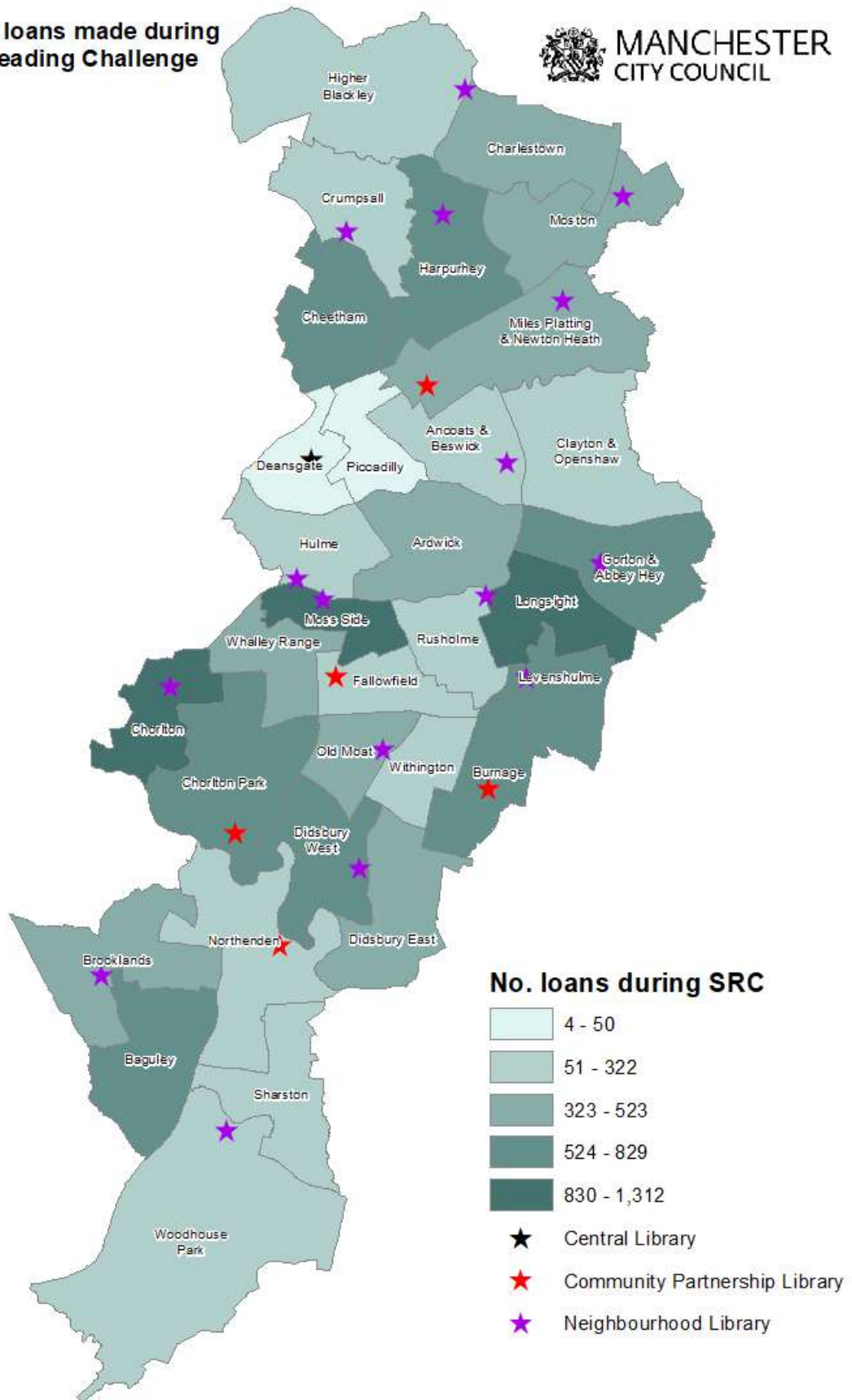


## Index of Multiple Deprivation 2019 Manchester



# Summer Reading Challenge 2024: Number of books borrowed

Number of loans made during Summer Reading Challenge 2024

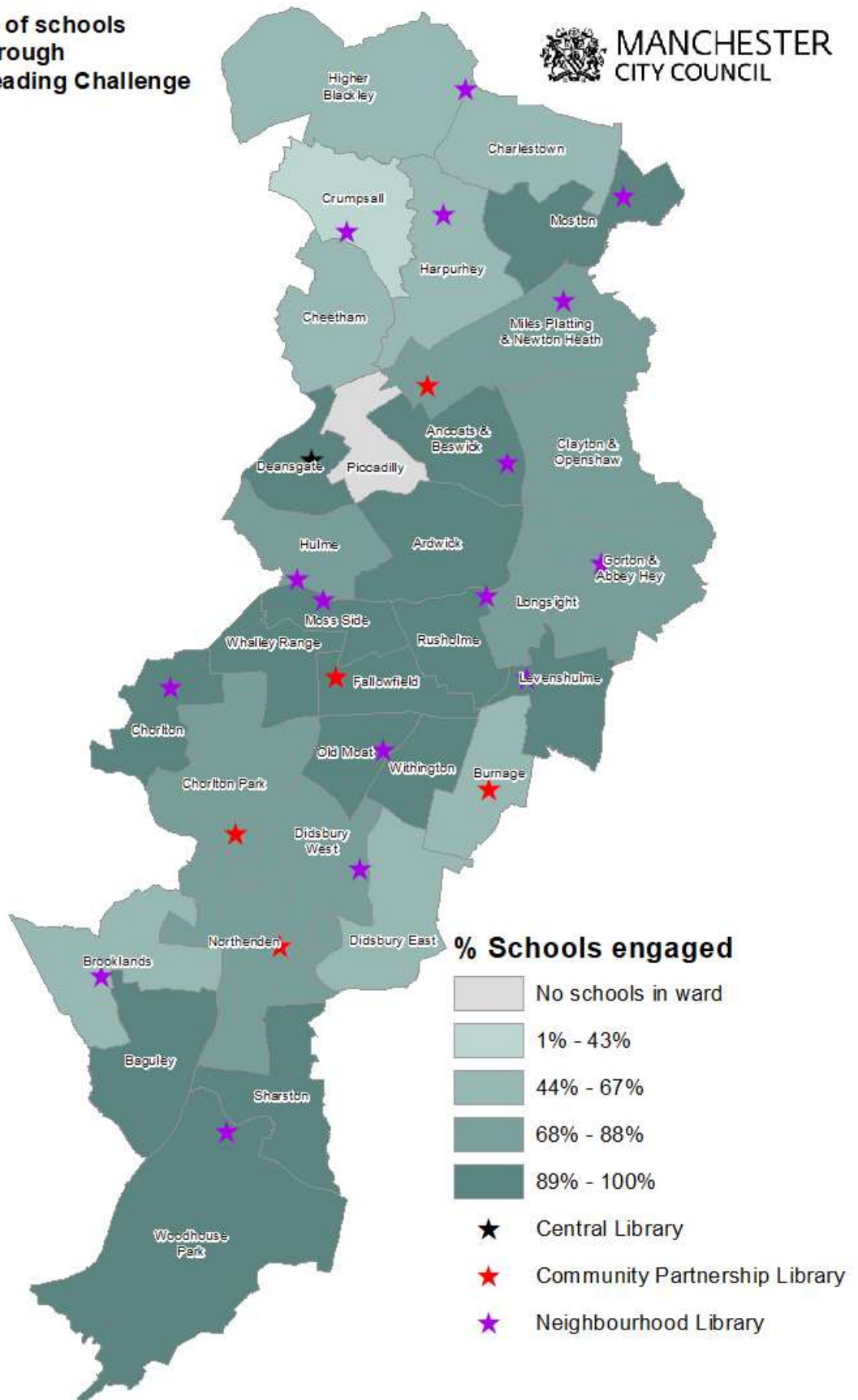


# Summer Reading Challenge 2024: Percentage of schools engaged

Percentage of schools engaged through Summer Reading Challenge 2024

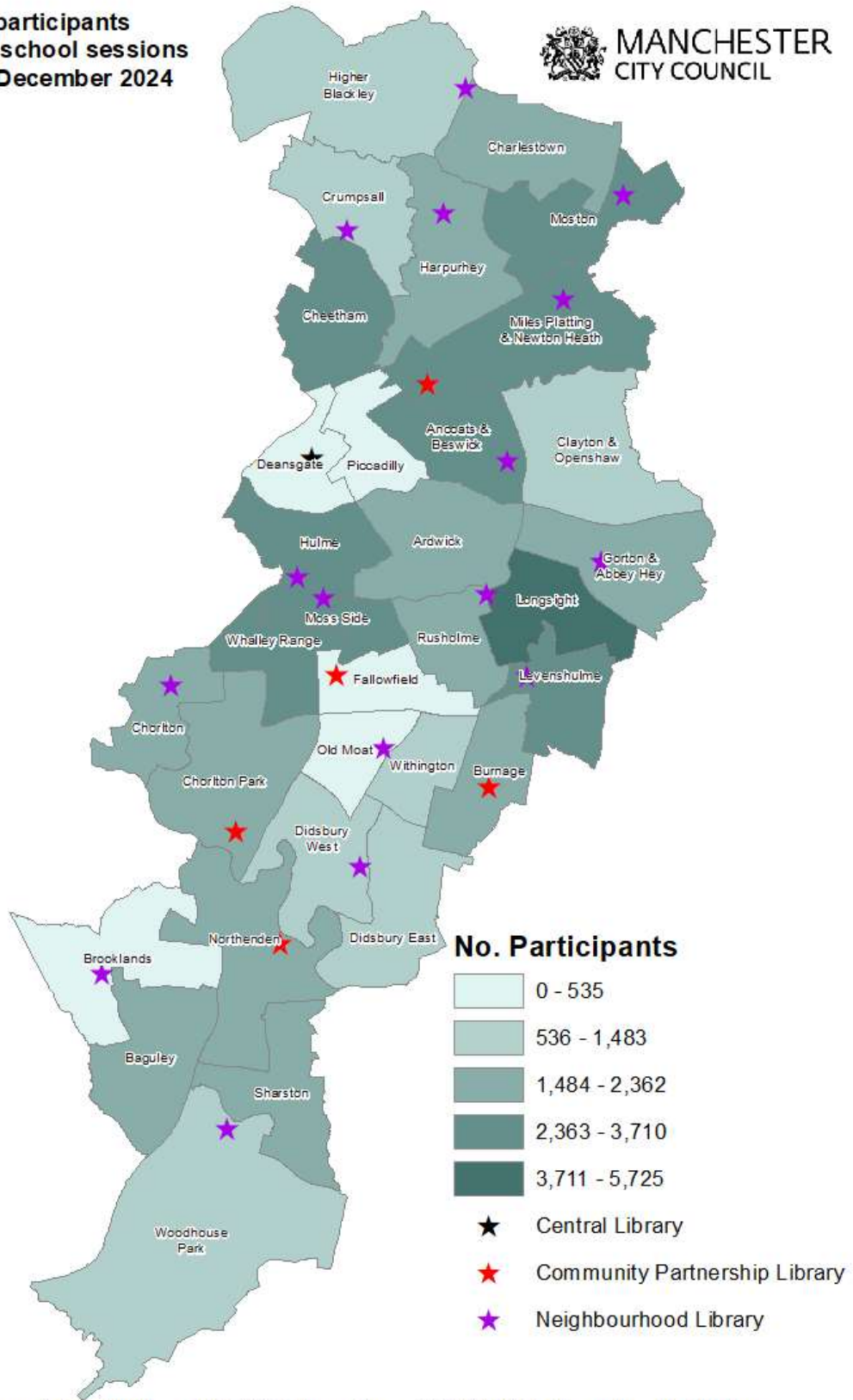


MANCHESTER CITY COUNCIL



# School engagement

Number of participants engaged in school sessions  
January to December 2024



# Manchester Libraries:

## Adult PLUS 2023 Results

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Analysis by PRI: Place  
May 2023

## Introduction

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The CIPFA Adult Public Library User Survey was carried out across all Manchester libraries during the week beginning 13<sup>th</sup> February 2023. 3182 questionnaires were received back, achieving a response rate of 71%, 3% lower than in 2020.

The survey consisted of 28 questions. Customers were invited to rate their satisfaction of the key areas of their library's service, including books, computers, and information services. A new section for 2023 focused on digital exclusion and asked how if at all respondents accessed the internet at home. The final part of the questionnaire related to demographic information about the customer. Customers were also given the opportunity to provide any comments for improving services, which will also be analysed and forwarded to the relevant managers in due course.

Some library results are not statistically viable; as when compared to the recorded library visits, there are too few responses to a question to get a reasonable sample for analysis. A total of 9 of the Manchester libraries received an error rating over 5% and therefore caution must be taken with these results. For example, Barlow Moor (18 responses), Abraham Moss (67 responses) and Fallowfield (54 responses) were amongst the libraries that cannot reliably be measured by this survey for any of the questions because of their low response rate.

Conclusions referenced in this report that are drawn from statistically unreliable results have been indicated with an asterisk\*.

In contrast to the last survey (2020) in which Arcadia and Hulme High Street, had the two highest response rates, a total of 6 libraries received over 95% response. In the 2023 survey, Burnage library led the response rate with 99% (82 surveys), followed by Didsbury with 96% (190 surveys). A further 4 libraries had a response rate of 95% (New Moston, Miles Platting, Brooklands & Avenue).

## Results Summary

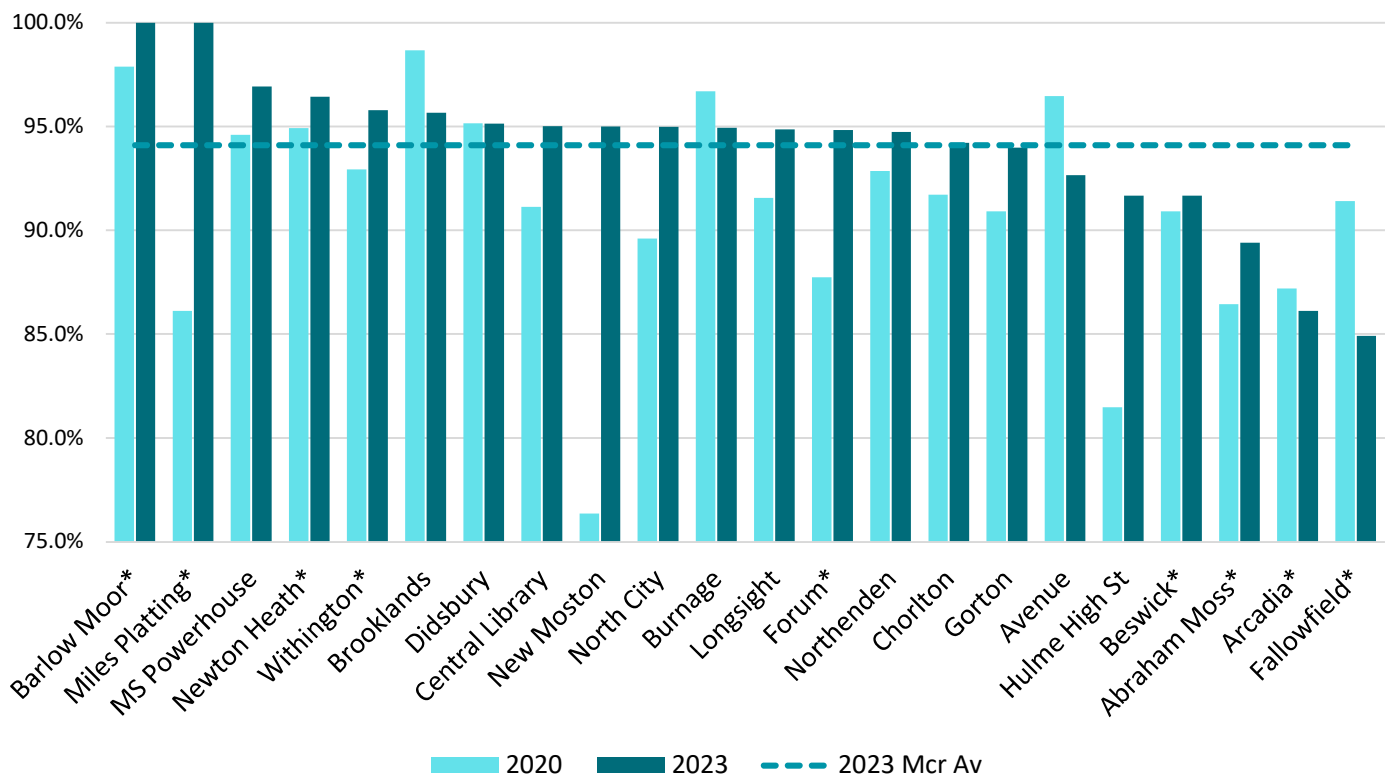
Customer satisfaction with their library – satisfaction is defined as users rating services as either good or very good.

Library	Number of Responses	2020	2023	% Change
Central Library	406	91.1%	95.0%	4%
Abraham Moss*	67	86.4%	89.4%	3%
Arcadia*	108	87.2%	86.1%	-1%
Avenue	139	96.5%	92.6%	-4%
Beswick*	49	90.9%	91.7%	1%
Brooklands	70	98.7%	95.7%	-3%
Chorlton	139	91.7%	94.2%	2%
Didsbury	190	95.1%	95.1%	0%
Forum*	298	87.7%	94.8%	7%
Gorton	170	90.9%	94.0%	3%
Hulme High St	188	81.5%	91.7%	10%
Longsight	377	91.5%	94.9%	3%
MS Powerhouse	68	94.6%	96.9%	2%
Newton Heath*	114	94.9%	96.4%	2%
North City	190	89.6%	95.0%	5%
Withington*	267	92.9%	95.8%	3%
Barlow Moor*	18	97.9%	100%	2%
Burnage	82	96.7%	94.9%	-2%
Fallowfield*	54	91.4%	84.9%	-6%
Miles Platting*	20	86.1%	100%	14%
New Moston	101	76.4%	95.0%	19%
Northenden	67	92.9%	94.7%	2%
Weighted total	<b>3,182</b>	<b>90.9%</b>	<b>94.1%</b>	<b>3%</b>
<b>2020 Results</b>	4,193		91%	
<b>% Change</b>	-24%		3%	

- ✓ The overall satisfaction rate for the city was 94.1%, compared to 90.9% in 2020. This 3% rise can be heavily attributed to the positive increases at library level from: New Moston (+19%), Miles Platting (+14%) and Hulme High Street (+10%).
- ✓ Miles Platting\* and Barlow Moor\* tied with the highest overall rating, with 100% of customers considering the libraries to be good or very good.
- ✓ Barlow Moor\* is the only library to have attained above 95% satisfaction in both 2020 and 2023.
- ✓ Positively, sixteen of the branches saw an increase in overall satisfaction rates.
- ✓ Didsbury was the only library to maintain their exact satisfaction rating.
- ✓ Fallowfield\* saw the biggest decrease in overall satisfaction, from 91% in 2020 to 84% in 2023.

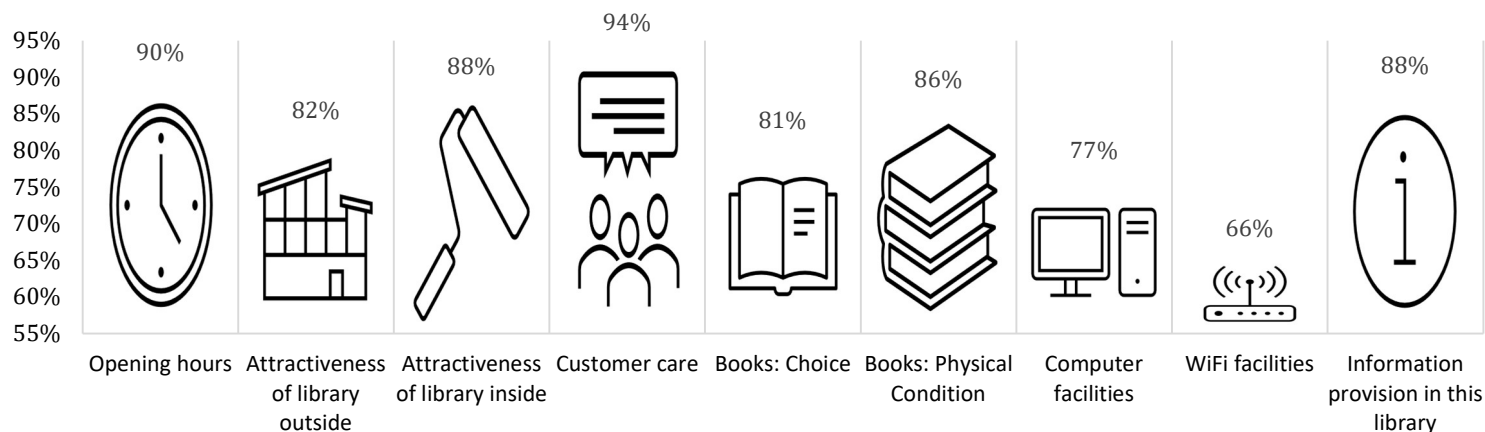
## Libraries: Overall

- The library with the most questionnaires completed was Central Library with 406 responses, followed by Longsight library with 377 responses.
- 15 libraries were above the Manchester weighted average for overall satisfaction of 94%, with Barlow Moor\* and Miles Platting\* having the highest proportion who felt the library overall was good or very good (100%).
- Encouraging progress in overall satisfaction levels can also be seen at New Moston and Miles Platting\*, increasing by 19% and 14%\* respectively, placing them both above Manchester’s 2020 average.
- There was also salient improvement in satisfaction from customers of Hulme High Street library, in which scores increased 10% from 81.5% to 91.7%.
- Fallowfield library recorded the lowest overall satisfaction level: 85% of respondents rated the library as good or very good, this was 6% decrease since 2020. However, it must be acknowledged that only 54 forms were completed.
- Of the libraries with statistic viability, Moss Side Powerhouse had the highest overall satisfaction ratings (97%). Of these libraries, the lowest overall satisfaction was Hulme High Street (92%), Avenue (93%) and Gorton (94%).
- Considering only the statistically viable results, the biggest decrease in satisfaction rates related to Avenue which dropped 4% to 92.6% from 96.5%.



## Key Areas of Satisfaction

In addition to their overall satisfaction customers were also asked to rate how they felt regarding nine key indicators which are listed in the chart below.



- ✓ 94% of customers rated **customer care** as good or very good. The city-wide average was 3% higher than the result from 2020. 18 out of the 22 libraries either improved or maintained their satisfaction rating in this area since 2020.
- ✓ Satisfaction with **opening hours** improved since 2020 with 90% (+4%) of customers considering them to be good or very good. This increase can be heavily attributed to the 46% increase in satisfaction regarding Miles Platting which jumped from 24% to 70%.
- ✓ Despite Barlow Moor\* having the lowest satisfaction rate for **opening hours** (49%), it improved by 4% when compared to the 2020 results.
- ✓ In an exact reflection of the previous survey (2020), 82% of customers reported their library's **external appearance** as very good or good. The highest satisfaction rate was for Gorton (94%) which improved 34% since 2020. This development reflects the introduction of the Gorton Hub building which opened in November 2022.
- ✓ 88% of customers reported the **internal appearance** as good or very good. This was a 4% increase since 2020. In comparison to the 2020 survey in which New Moston saw the biggest decline (-25% when compared to 2016), in 2023 it had the most improvement with satisfaction rising 19% to 76% overall. Miles Platting scored highest, with 100% of their respondents giving a positive rating.
- ✓ Satisfaction with **computers** declined from 78% to 77% city wide compared to 2020. Both Barlow Moor\* and Miles Platting\* scored highest of all branches, with 100% of respondents rating computers as good or very good. The 100% from Miles Platting was the biggest improvement, with satisfaction rising 18%. In contrast, Fallowfield\* scored the lowest (70%) and declined 14%.
- ✓ All libraries now offer free **Wi-Fi** and customers are invited to use their own devices. Overall satisfaction with the Wi-Fi decreased 4%. Miles Platting\* had the highest satisfaction rating (93%), and Burnage had the highest improvement (+17%). In a repeat of 2020 results, Central Library ranked lowest (59%), decreasing 6%.
- ✓ Across all indicators, **information provision** had the highest improvement rating since 2020. Satisfaction rose from 82% to 88%. Just 3 libraries, Didsbury (-8%), Barlow Moor\* (-1%) and Fallowfield (-9%) decreased in their scores. Moss Side Powerhouse scored the highest, with 98% of respondents rating positively.
- ✓ Customer satisfaction with the **choice of books** increased from 80% to 81%. Additionally, the physical **condition of books** improved from 82% to 86% of customers feeling satisfied. A big contribution to this rise can be attributed to North City which satisfaction with physical condition of the book stock rose 10%.

## Libraries: League Ranking

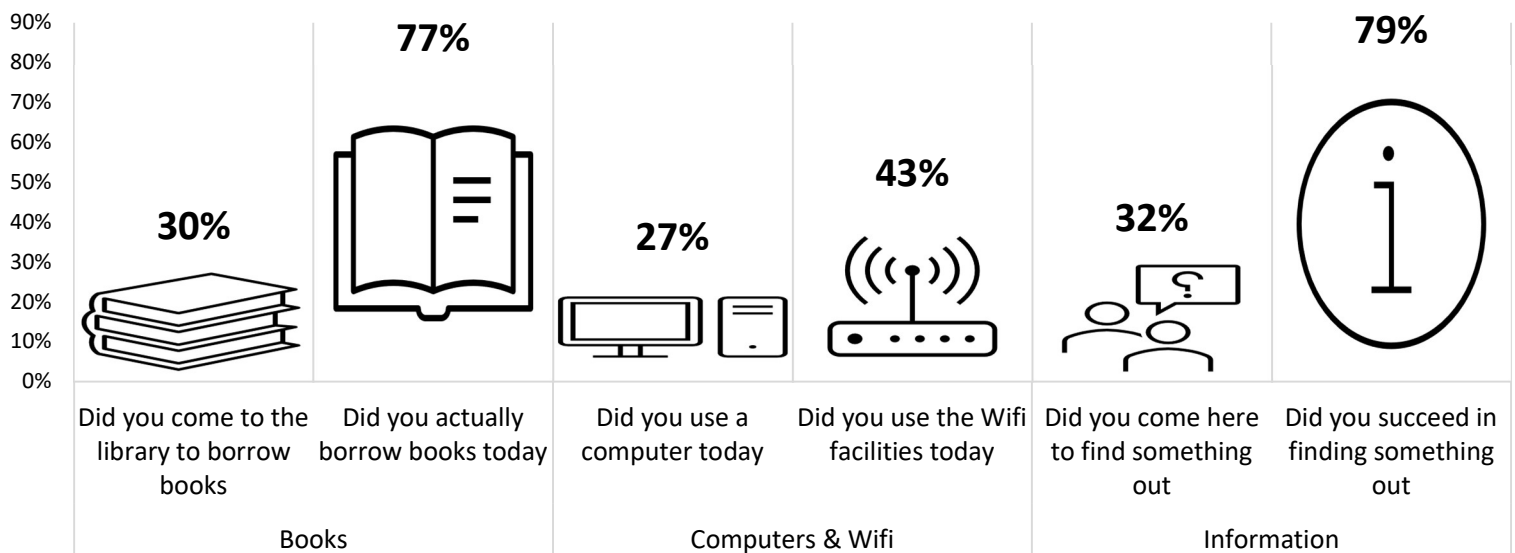
- Of all the key satisfaction questions, standard of customer care had the biggest proportion of respondents considering this to be good or very good (94%). Abraham Moss\*, Moss Side Powerhouse, Barlow Moor\*, Miles Platting\* and Northenden scored 100%.
- Across the 9 indicators Miles Platting ranked in the top three for seven of the satisfaction measures, however, it must be acknowledged that only 20 forms were completed.
- Barlow Moor\*, Moss Side Powerhouse, Gorton and Brooklands were ranked in the top three for three different satisfaction measures each.
- Both Fallowfield\* and Arcadia\* ranked in the bottom three for 6 out of 10 key measures, such as customer care, choice of books and overall satisfaction.
- Of the libraries with statistically viable results, New Moston was ranked in the bottom three libraries most often (5 measures), followed by Hulme High Street (3 measures).

Library	Count of Top 3	Top Three In:
Miles Platting*	7	Overall, Internal, Customer Care, Books; Condition, Computers, Wi-Fi & Information
Barlow Moor*	3	Overall, Customer Care & Computers
MS Powerhouse	3	Overall, Internal & Information
Gorton	3	External, Internal & Computers
Brooklands	3	External, Wi-Fi & Information
Beswick*	2	Opening Hours & Books: Condition
Northenden	2	Customer Care & Books: Condition
Longsight	2	Books: Choice & Wi-Fi
Avenue	2	Opening Hours & Books: Choice
Abraham Moss*	1	Books: Choice
Newton Heath*	1	Opening Hours
Didsbury	1	External

Library	Count of Bottom 3	Bottom Three In:
Fallowfield*	6	Overall, Customer Care, Books: Choice, Books: Condition, Computers & Information
Arcadia*	6	Overall, Internal, Customer Care, Books: Choice, Books: Condition & Wi-Fi
New Moston	5	Opening Hours, External, Internal, Books: Condition & Information
Hulme High St	3	Customer Care, Computers & Information
Northenden	2	Opening Hours & External
Abraham Moss*	2	Overall & External
Chorlton	2	Internal & Wi-Fi
Central Library	2	Computers & Wi-Fi
Miles Platting*	1	Opening Hours
Withington*	1	Books: Choice

## Library Usage

- 32% of customers wanted to find something out during their visit and of those respondents, 79% succeeded. Beswick\* Library saw the biggest increase from 2020 (+17%), followed by Barlow Moor\* (+10%) which scored 95% and 100% respectively.
- 30% of customers visited the library to borrow books comparable to 37% in 2020. Of the 30% of customers that intended to borrow a book, 77% did so. Respondents were most likely to intend to borrow a book from Burnage (65%) and least likely from Central Library (21%).
- 27% of visitors used a computer, a 10% decrease from 2020. Half of users from Miles Platting\* and Barlow Moor\* used a computer. Respondents were least likely to use a computer in Fallowfield\* and Didsbury; both 19%.
- 43% of respondents used the Wi-Fi, a 36 % decrease from 2020. The library with the least Wi-Fi usage was Miles Platting\* (16%). The highest rate of Wi-Fi use was from users of Arcadia\* library with 57%.

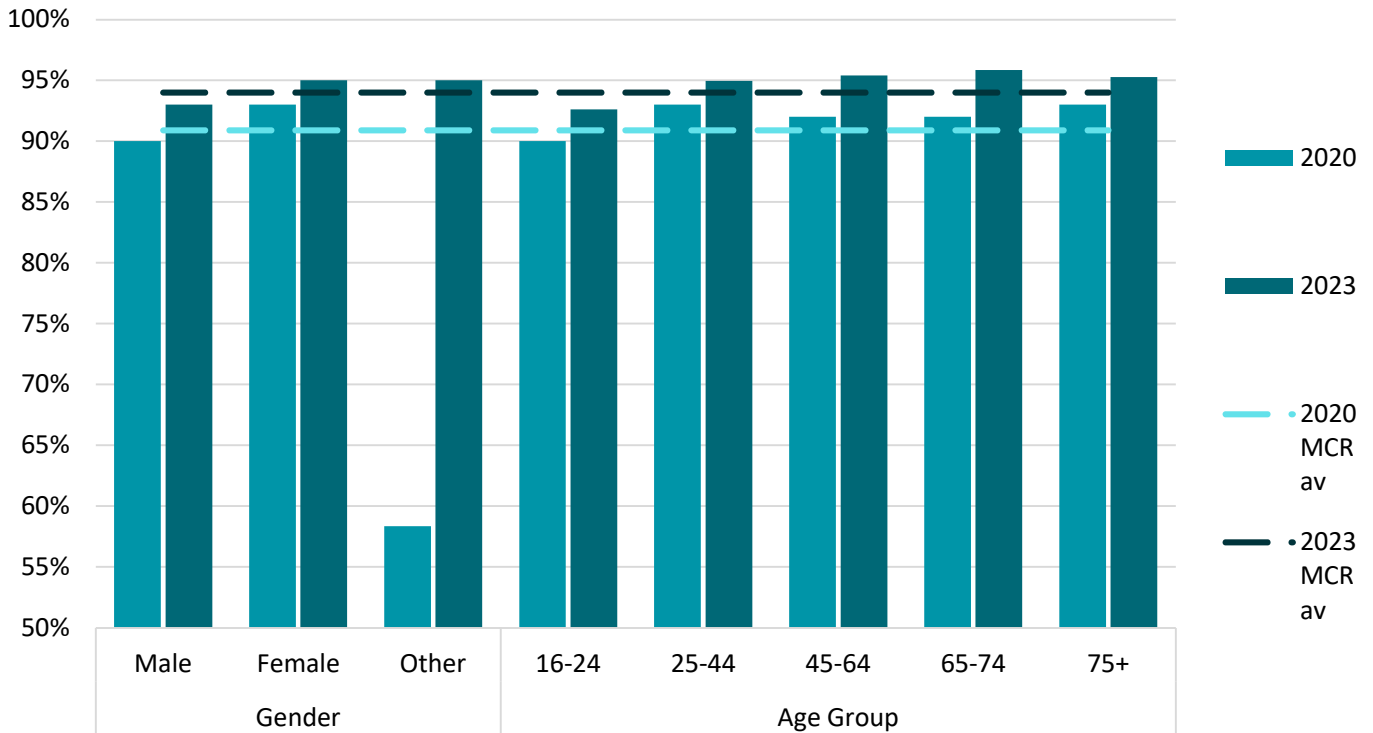


## About our customers

- The most likely way for respondents to travel to the library was on public transport (45%) which is an exact reflection of the proportion of 2020 respondents. 16 % of customers travelled to the library using private transport such as cars or motorbikes – this is a 4% decline since 2020. 2023 saw an incline in respondents travelling to the libraries on foot, rising from 30% to 34%.
- A section focusing on loneliness and isolation was introduced in 2020. 38% percent of respondents said they felt lonely either some of the time or often, and 73% of those respondents said visiting the library helped to reduce these feelings of loneliness.
- The gender split for the weighted Manchester response was 59% female and 40% male; in 2020 this was 56% female and 43% male. The response rate for this question was 90%, which was 1% higher than the 2020 response rate. Overall satisfaction levels showed that female customers were 95% satisfied and male customers 93% satisfied.

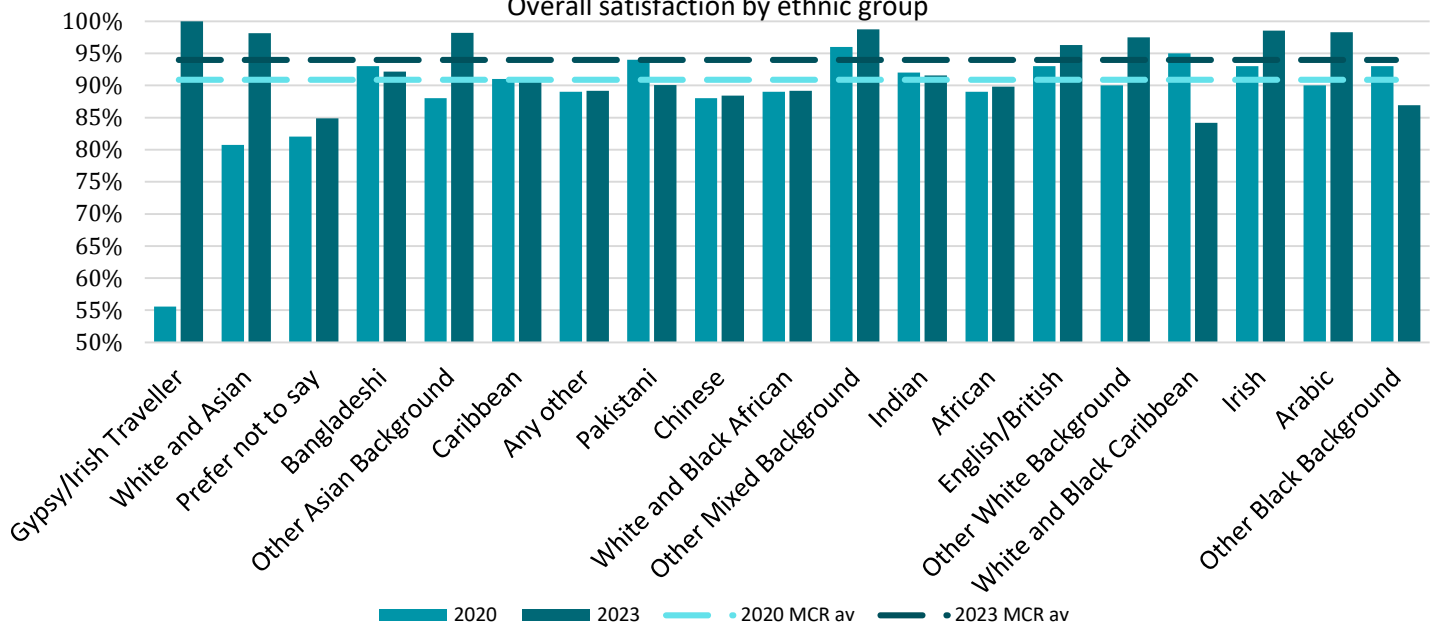
- Age: 18% of the customers who took part in the survey were under 25. The age group with the highest number of respondents was 35 to 44, making up 18% of respondents who provided their age. 7% were 75 and over: the oldest of whom were aged 97. The age group with lowest proportions of satisfied customers were the under 25s at 93%, whereas the 65-74 cohort had the highest numbers of satisfied respondents (96%).

Overall satisfaction by gender and age

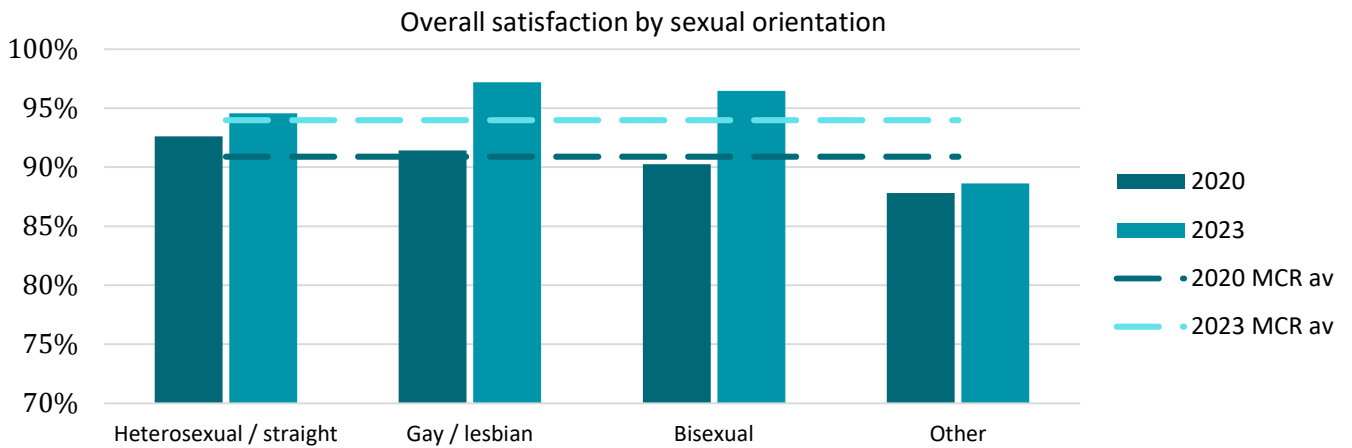


- With regards ethnic groups, 66% of those surveyed identified as being White (4% higher than the previous survey), 11% Asian, 12% Black, 4% Mixed and 3% Other. The response rate for this question was 91% which is a 6% increase since 2020. The group with the highest level of overall satisfaction was Gypsy or Irish Traveller (100%) which increased 44% since 2020, followed by Other Mixed Background (99%). Mixed ethnicities White and Black Caribbean were the ethnic group with the lowest levels of satisfaction (84%). The size of the response captured for these ethnic groups is very small so it should be noted that this may not be a true reflection of satisfaction levels amongst these groups.

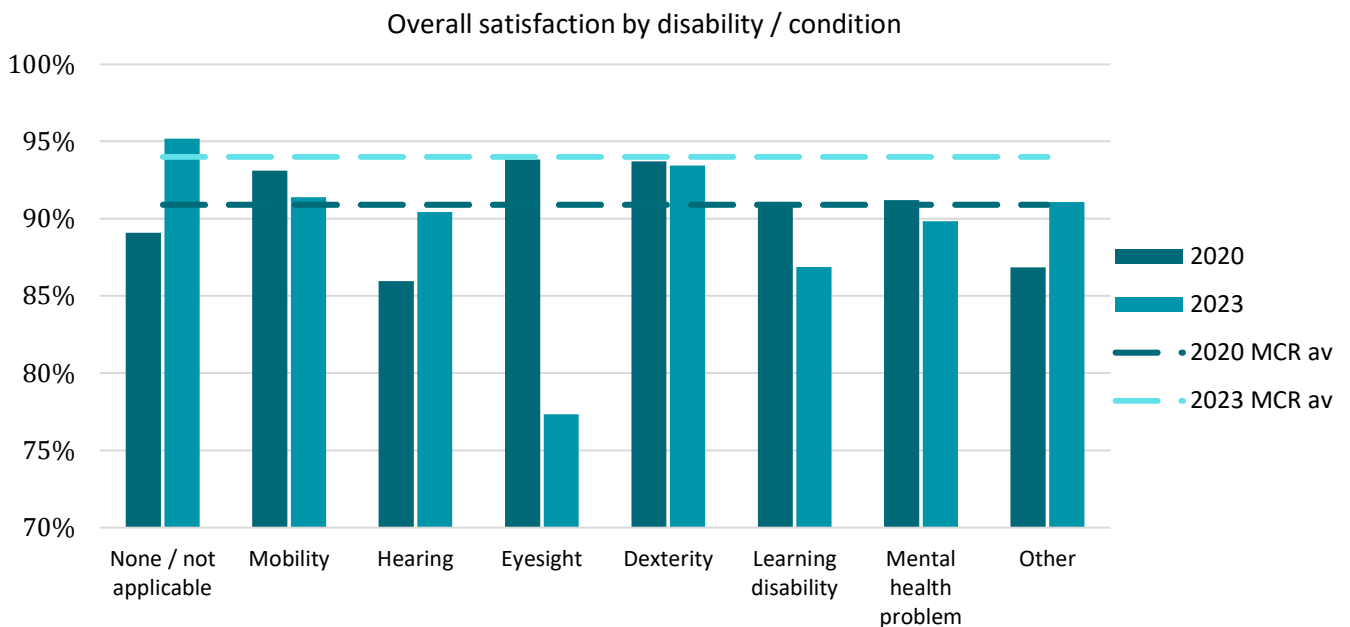
Overall satisfaction by ethnic group



- In terms of sexual orientation, 89% of respondents identified as being heterosexual, 5% as gay/lesbian, 4% bisexual and 2% other. The response rate to this question was 88% therefore the results may not be fully representative of our customer cohort, however this is a 10% increase in response rate since the previous survey. Customers who cited their sexuality as gay/lesbian had the highest level of satisfaction overall (97%) whilst customers who cited their sexuality as other had the lowest overall satisfaction (87%). This is closely aligned to 2020.



- Customers taking part in the PLUS survey were asked if they had a disability/condition. 28% of respondents considered themselves to have at least one. 8% of respondents had mobility difficulties, 5% had hearing difficulties, 3% had a dexterity disability, 5% learning disability, 2% had eyesight difficulties and 12% said they had mental health problems. Overall, customers who cited no disabilities were more likely to be satisfied than those who did. The lowest satisfaction rate was from those who noted having disabilities related to their eyesight (77% which is 17% lower than 2020). The response rate for this question was 81%.



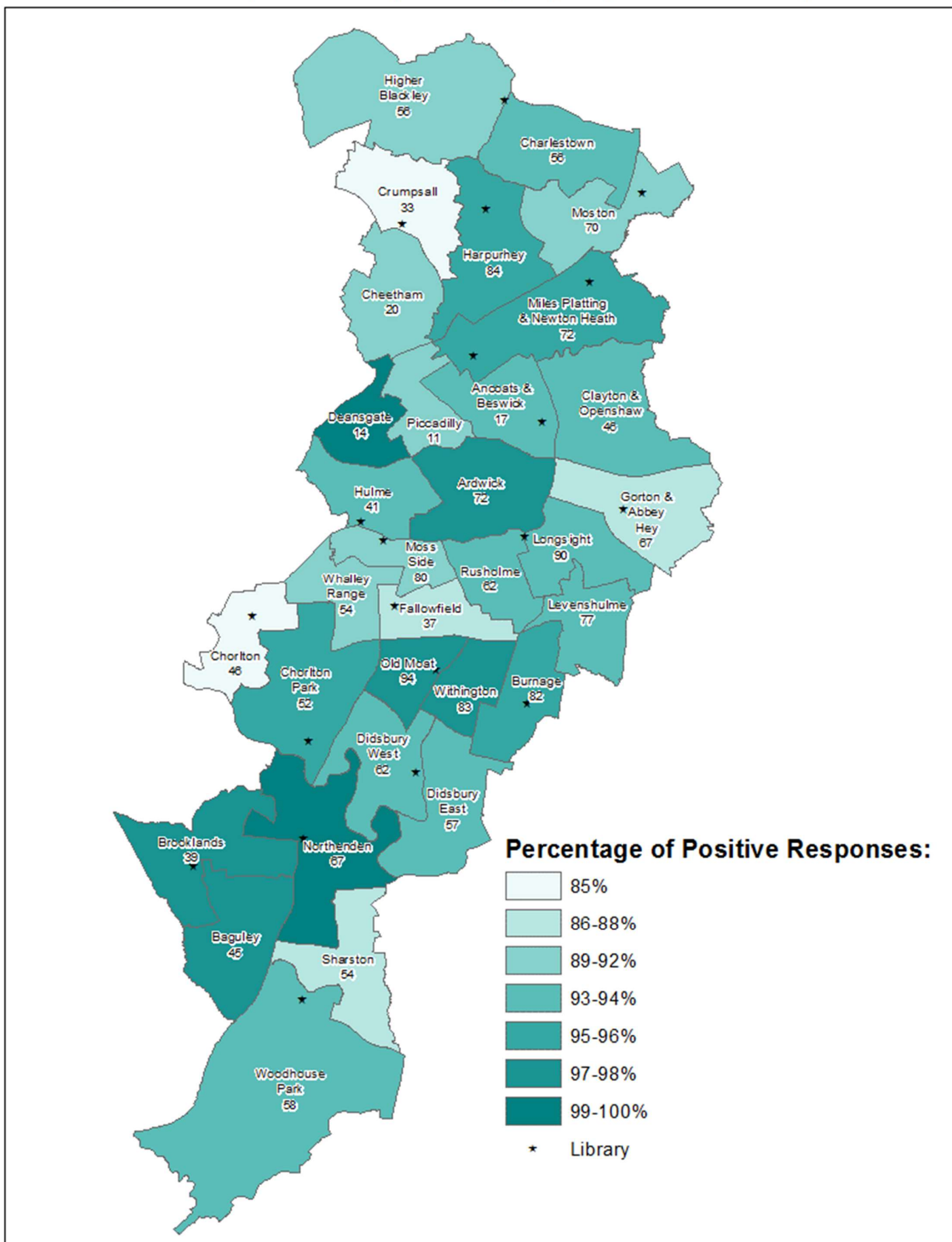
- 38% of respondents cited their faith as Christian, 15% Muslim, and 40% declared they did not have a religion. The response rate to this question was 90% (a 16% increase to the response rate in 2020). Customers who cited their religion as Buddhist were the most satisfied at 100% (although there were just 35 respondents identifying with this demographic). Those who preferred not to provide a response about religion were least satisfied at 88%. It must be noted the cohort size for different religious groups captured in this survey were small so may not show a true reflection of satisfaction levels amongst this group.

- 47% of customers surveyed in Manchester were economically active (working part-time, full-time, self-employed), in comparison to 44% in 2020. Of the customers in Manchester who were economically inactive, 14% were students, which was 8% less than 2020, 10% unemployed, 2% long-term sick or disabled, 23% were retired and 2% were looking after the home or family. Of the customers who are economically active, 95% were satisfied with their local library; those who are retired 96% and those who are unemployed 93%. The response rate for this question was 89% (a 7% increase since 2020).
- 49% of respondents have been using the library for over three years and 38% have been using the library for over a year, while 13% were making their first visit, which shows new customers are being attracted as well as retaining a high number of our existing customer base. Of those making their first visit, 96% were satisfied with the library they visited compared to those who had been using the library for three years or more at 92%.
- Customers were also asked if using the library had helped them in aspects of their personal lives. 57% responded saying it had helped them in study/learning, 26% to get online, 44% meeting people, 46% in feeling better about themselves, 11% for job seeking, 38% said it helped them with their health and wellbeing, 11% for their job and 3% for managing finances. Out of all responses received, 89% indicated that using a library has helped them in one or more aspects of their lives.
- A new element of the survey in 2023 questioned digital inclusion. 14% of respondents indicated that they did not have access to the internet at home. Of the 14%, almost half (47%) suggested this was due to the expense of Wi-Fi and 25% said they had no need for it. 21% of respondents stated they didn't have the equipment necessary for Wi-Fi use and a further 13% said they didn't have the skills to use it. 5% of customers said they didn't feel safe to use the internet at home.
- Finally, customers were given the opportunity to offer a closing comment or library suggestion for improvement. 1,538 respondents chose to do so, and the comments are currently being analysed.

# Manchester Adults PLUS 2023

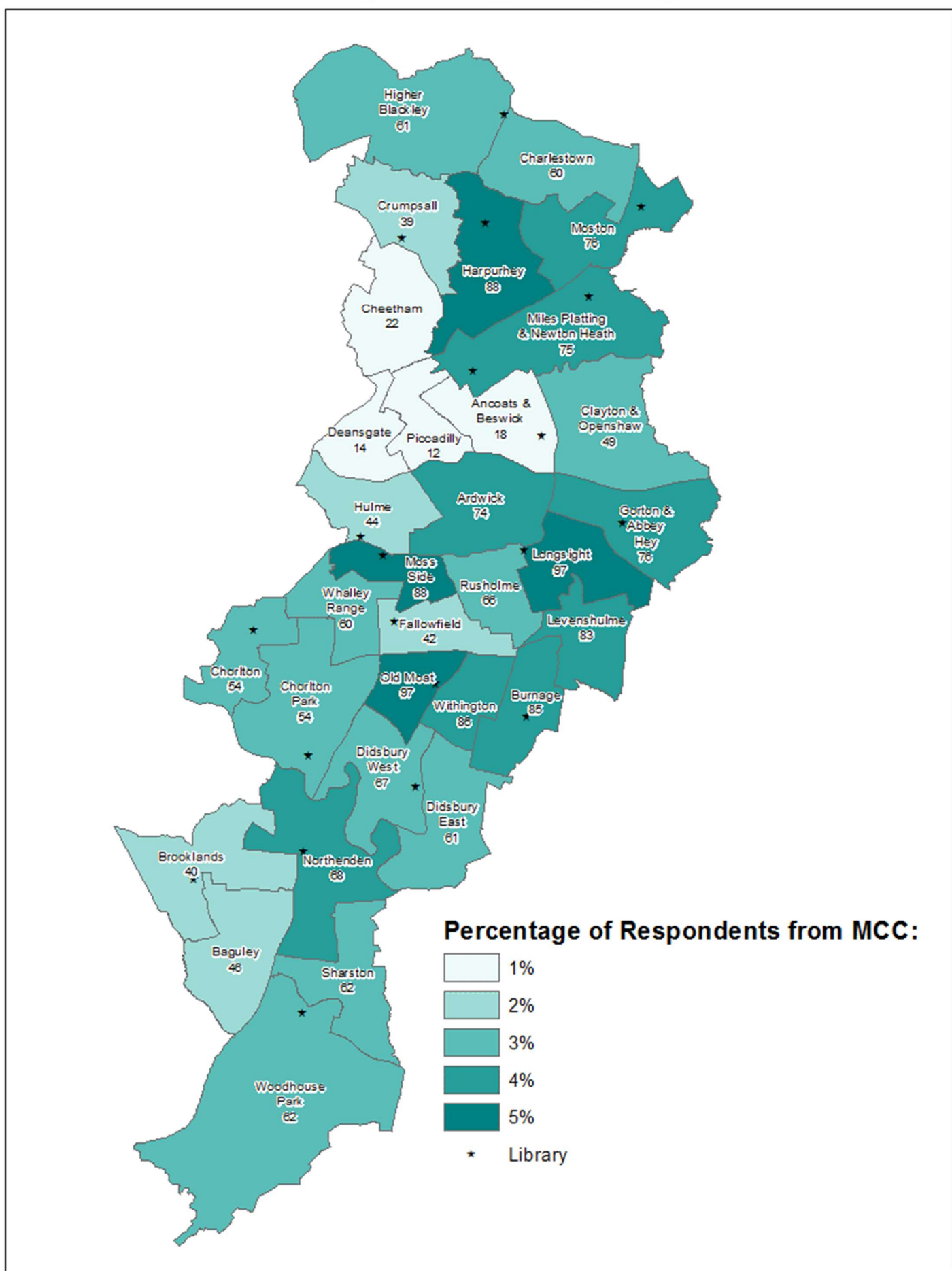
Overall, how good is this library?

Count of positive responses and percentage by respondents' home postcode.



# Manchester Adults PLUS 2023

## Residence of Manchester Respondents by Ward (1,926)



District Centre Footfall and Closest Library Opening Hours  
 Source: MRI OnLocation data, sample 4 week taken from Oct 24

Sum of Report		Hour																							
Location	Day	12am	1am	2am	3am	4am	5am	6am	7am	8am	9am	10am	11am	12pm	1pm	2pm	3pm	4pm	5pm	6pm	7pm	8pm	9pm	10pm	11pm
Cheetham Hill	Monday	1%	0%	0%	0%	0%	1%	1%	1%	2%	4%	5%	6%	8%	8%	9%	6%	7%	8%	10%	9%	7%	4%	2%	
	Tuesday	1%	0%	0%	0%	0%	1%	1%	1%	3%	4%	5%	6%	8%	7%	6%	7%	9%	11%	9%	6%	4%	2%		
	Wednesday	1%	0%	0%	0%	0%	1%	1%	1%	3%	3%	5%	6%	7%	7%	6%	6%	8%	10%	11%	9%	6%	4%	2%	
	Thursday	0%	0%	0%	0%	0%	1%	1%	2%	1%	2%	4%	5%	6%	8%	8%	9%	6%	6%	9%	10%	8%	7%	4%	2%
	Friday	1%	0%	0%	0%	0%	1%	1%	1%	1%	3%	3%	4%	5%	6%	7%	8%	6%	7%	10%	11%	10%	8%	5%	2%
	Saturday	1%	0%	0%	0%	0%	0%	1%	1%	1%	2%	3%	4%	6%	7%	9%	6%	7%	7%	11%	11%	10%	9%	4%	3%
	Sunday	1%	0%	0%	0%	0%	0%	1%	1%	1%	2%	4%	6%	5%	7%	9%	7%	7%	9%	9%	12%	9%	6%	3%	1%
<b>Cheetham Hill Total</b>		<b>1%</b>	<b>0%</b>	<b>0%</b>	<b>0%</b>	<b>0%</b>	<b>1%</b>	<b>1%</b>	<b>1%</b>	<b>2%</b>	<b>4%</b>	<b>5%</b>	<b>6%</b>	<b>7%</b>	<b>8%</b>	<b>7%</b>	<b>6%</b>	<b>7%</b>	<b>9%</b>	<b>11%</b>	<b>9%</b>	<b>7%</b>	<b>4%</b>	<b>2%</b>	
Chorlton	Monday	0%	0%	0%	0%	0%	0%	1%	2%	4%	4%	8%	10%	13%	9%	7%	9%	7%	7%	6%	5%	3%	2%	1%	
	Tuesday	0%	0%	0%	0%	0%	0%	1%	3%	5%	5%	8%	9%	11%	9%	7%	8%	7%	6%	6%	5%	4%	3%	2%	1%
	Wednesday	0%	0%	0%	0%	0%	0%	1%	3%	6%	5%	7%	9%	12%	9%	7%	8%	7%	6%	6%	5%	3%	3%	2%	1%
	Thursday	0%	0%	0%	0%	0%	0%	1%	3%	5%	4%	7%	12%	13%	8%	7%	8%	6%	5%	6%	5%	3%	3%	3%	1%
	Friday	0%	0%	0%	0%	0%	0%	1%	2%	3%	4%	6%	12%	14%	7%	7%	8%	7%	6%	5%	5%	4%	3%	3%	2%
	Saturday	1%	0%	0%	0%	0%	0%	0%	0%	2%	4%	8%	13%	16%	9%	9%	8%	7%	5%	4%	4%	3%	2%	2%	2%
	Sunday	1%	0%	0%	0%	0%	0%	0%	1%	2%	5%	11%	16%	16%	9%	6%	6%	6%	5%	6%	3%	2%	2%	1%	1%
<b>Chorlton Total</b>		<b>1%</b>	<b>0%</b>	<b>0%</b>	<b>0%</b>	<b>0%</b>	<b>1%</b>	<b>2%</b>	<b>4%</b>	<b>4%</b>	<b>8%</b>	<b>12%</b>	<b>14%</b>	<b>9%</b>	<b>7%</b>	<b>8%</b>	<b>7%</b>	<b>6%</b>	<b>5%</b>	<b>5%</b>	<b>3%</b>	<b>3%</b>	<b>2%</b>	<b>1%</b>	
Fallowfield	Monday	1%	1%	0%	0%	0%	0%	0%	1%	3%	3%	3%	7%	6%	8%	7%	7%	8%	10%	9%	7%	6%	5%	4%	4%
	Tuesday	2%	1%	0%	0%	0%	0%	0%	1%	2%	2%	3%	5%	6%	7%	6%	6%	6%	9%	8%	6%	6%	6%	8%	8%
	Wednesday	5%	4%	2%	1%	0%	0%	0%	1%	2%	2%	2%	6%	6%	7%	6%	7%	7%	6%	5%	6%	5%	6%	8%	7%
	Thursday	4%	4%	2%	1%	0%	0%	0%	1%	2%	2%	2%	7%	6%	7%	6%	6%	6%	6%	6%	6%	7%	6%	6%	7%
	Friday	4%	3%	2%	1%	0%	0%	0%	1%	2%	2%	2%	6%	5%	7%	6%	6%	7%	7%	7%	6%	6%	6%	6%	6%
	Saturday	7%	4%	3%	1%	1%	0%	0%	0%	1%	2%	3%	4%	7%	7%	7%	7%	7%	8%	6%	6%	5%	4%	6%	6%
	Sunday	7%	4%	3%	2%	1%	0%	0%	0%	1%	2%	4%	6%	6%	8%	8%	9%	9%	7%	6%	6%	4%	3%	3%	2%
<b>Fallowfield Total</b>		<b>4%</b>	<b>3%</b>	<b>2%</b>	<b>1%</b>	<b>0%</b>	<b>0%</b>	<b>1%</b>	<b>2%</b>	<b>2%</b>	<b>3%</b>	<b>6%</b>	<b>6%</b>	<b>7%</b>	<b>6%</b>	<b>7%</b>	<b>7%</b>	<b>8%</b>	<b>7%</b>	<b>6%</b>	<b>5%</b>	<b>5%</b>	<b>6%</b>	<b>6%</b>	
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	Wednesday	1%	1%	0%	1%	0%	1%	1%	2%	4%	5%	6%	6%	8%	10%	10%	9%	8%	7%	7%	4%	3%	2%	1%	1%
	Thursday	0%	0%	0%	0%	0%	1%	1%	1%	4%	6%	8%	6%	10%	11%	10%	8%	10%	7%	5%	3%	3%	2%	1%	1%
	Friday	0%	0%	0%	0%	0%	1%	1%	2%	4%	6%	6%	7%	10%	12%	9%	9%	7%	7%	6%	4%	3%	2%	1%	1%
	Saturday	1%	0%	0%	0%	0%	1%	0%	1%	3%	9%	7%	14%	15%	10%	8%	6%	6%	5%	6%	2%	2%	2%	2%	1%
	Sunday	1%	1%	0%	1%	0%	0%	1%	1%	3%	4%	6%	12%	12%	12%	10%	9%	9%	5%	4%	3%	2%	1%	1%	1%
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Harpurhey	Monday	0%	0%	0%	0%	0%	0%	1%	3%	8%	9%	10%	12%	11%	11%	10%	9%	6%	3%	2%	1%	1%	0%	0%	
	Tuesday	0%	0%	0%	0%	0%	0%	1%	3%	7%	9%	11%	14%	11%	11%	10%	9%	6%	3%	2%	1%	1%	0%	0%	0%
	Wednesday	0%	0%	0%	0%	0%	0%	1%	3%	6%	8%	11%	14%	11%	11%	11%	10%	6%	4%	2%	1%	1%	0%	0%	0%
	Thursday	0%	0%	0%	0%	0%	0%	1%	4%	9%	10%	11%	12%	11%	11%	10%	9%	6%	3%	2%	1%	1%	0%	0%	0%
	Friday	0%	0%	0%	0%	0%	0%	1%	3%	8%	10%	10%	12%	11%	12%	11%	9%	6%	3%	2%	1%	1%	0%	0%	0%
	Saturday	0%	0%	0%	0%	0%	0%	0%	2%	6%	10%	13%	13%	13%	12%	11%	8%	5%	2%	1%	1%	0%	0%	0%	0%
	Sunday	0%	0%	0%	0%	0%	0%	0%	1%	3%	11%	14%	16%	17%	17%	12%	3%	2%	1%	1%	0%	0%	0%	0%	0%
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Levenshulme	Monday	1%	0%	0%	0%	0%	0%	1%	4%	7%	5%	5%	4%	6%	9%	8%	12%	9%	7%	6%	3%	2%	2%	1%	
	Tuesday	1%	0%	0%	0%	0%	0%	1%	3%	5%	6%	4%	6%	5%	10%	8%	14%	6%	6%	7%	6%	4%	3%	3%	1%
	Wednesday	1%	0%	0%	0%	0%	0%	1%	4%	5%	5%	5%	5%	6%	9%	8%	9%	8%	8%	8%	6%	5%	3%	2%	2%
	Thursday	1%	0%	0%	0%	0%	0%	1%	3%	3%	5%	5%	4%	6%	9%	9%	12%	5%	14%	7%	5%	4%	3%	2%	1%
	Friday	1%	0%	0%	0%	0%	0%	1%	4%	4%	4%	5%	5%	6%	12%	10%	12%	7%	6%	6%	5%	4%	3%	2%	2%
	Saturday	2%	1%	1%	0%	0%	0%	0%	2%	4%	3%	4%	5%	6%	10%	10%	15%	6%	7%	7%	5%	4%	3%	3%	2%
	Sunday	2%	1%	0%	0%	0%	0%	1%	3%	4%	4%	4%	6%	9%	9%	11%	13%	6%	6%	6%	5%	4%	2%	1%	1%
<b>Levenshulme Total</b>		<b>1%</b>	<b>0%</b>	<b>0%</b>	<b>0%</b>	<b>0%</b>	<b>1%</b>	<b>3%</b>	<b>5%</b>	<b>4%</b>	<b>5%</b>	<b>5%</b>	<b>6%</b>	<b>10%</b>	<b>9%</b>	<b>12%</b>	<b>7%</b>	<b>8%</b>	<b>7%</b>	<b>5%</b>	<b>4%</b>	<b>3%</b>	<b>2%</b>	<b>2%</b>	
Northenden	Monday	1%	0%	0%	1%	0%	0%	1%	2%	4%	6%	5%	6%	7%	8%	8%	9%	12%	9%	8%	5%	3%	2%	2%	2%
	Tuesday	2%	0%	0%	0%	0%	0%	1%	2%	4%	4%	4%	5%	7%	7%	8%	10%	12%	12%	7%	5%	4%	2%	2%	1%
	Wednesday	1%	0%	0%	0%	0%	0%	1%	1%	4%	4%	5%	6%	9%	9%	8%	8%	11%	8%	7%	6%	4%	2%	3%	2%
	Thursday	0%	0%	0%	0%	0%	0%	1%	2%	4%	4%	4%	6%	7%	7%	7%	13%	10%	10%	8%	7%	3%	3%	2%	2%
	Friday	0%	0%	0%	0%	0%	0%	1%	1%	3%	3%	4%	5%	6%	8%	7%	8%	11%	8%	8%	6%	4%	5%	5%	4%
	Saturday	2%	5%	0%	0%	0%	0%	1%	1%	2%	4%	4%	5%	7%	7%	9%	9%	9%	6%	5%	5%	4%	4%	4%	6%
	Sunday	5%	3%	0%	1%	1%	1%	1%	1%	2%	4%	5%	5%	8%	7%	6%	10%	10%	8%	6%	6%	4%	4%	4%	2%
<b>Northenden Total</b>		<b>2%</b>	<b>1%</b>	<b>0%</b>	<b>0%</b>	<b>0%</b>	<b>1%</b>	<b>1%</b>	<b>3%</b>	<b>4%</b>	<b>4%</b>	<b>6%</b>	<b>7%</b>	<b>8%</b>	<b>8%</b>	<b>9%</b>	<b>11%</b>	<b>9%</b>	<b>7%</b>	<b>6%</b>	<b>4%</b>	<b>4%</b>	<b>3%</b>	<b>3%</b>	
Rusholme	Monday	1%	1%	0%	0%	0%	0%	1%	3%	3%	4%	5%	7%	9%	7%	8%	10%	10%	8%	6%	6%	4%	3%	2%	
	Tuesday	2%	1%	0%	0%	0%	0%	0%	1%	3%	3%	4%	5%	7%	8%	7%	10%	11%	8%	6%	5%	3%	4%	3%	2%
	Wednesday	2%	1%	0%	0%	0%	0%	0%	1%	3%	3%	4%	5%	8%	10%	7%	7%	8%	9%	8%	6%	6%	5%	4%	3%
	Thursday	2%	1%	0%	0%	0%	0%	0%	1%	3%	3%	3%	5%	7%	9%	7%	8%	9%	10%	8%	6%	6%	5%	4%	3%
	Friday	2%	1%	1%	0%	0%	0%	0%	1%	2%	3%	3%	5%	7%	8%	8%	8%	9%	9%	7%	6%	5%	5%	4%	3%
	Saturday	3%	1%	1%	1%	0%	0%	0%	0%	1%	2%	3%	4%	6%	8%	7%	7%	8%	8%	8%	8%	7%	6%	6%	4%
	Sunday	3%	2%	1%	1%	1%	1%	0%	1%	1%	2%	3%	4%	7%	7%	7%	8%	9%	9%	8%	7%	7%	5%	4%	3%
<b>Rusholme Total</b>		<b>2%</b>	<b>1%</b>	<b>1%</b>	<b>0%</b>	<b>0%</b>	<b>0%</b>	<b>1%</b>	<b>2%</b>	<b>2%</b>	<b>3%</b>	<b>5%</b>	<b>7%</b>	<b>8%</b>	<b>7%</b>	<b>8%</b>	<b>9%</b>	<b>10%</b>	<b>8%</b>	<b>6%</b>	<b>6%</b>	<b>5%</b>	<b>4%</b>	<b>3%</b>	
Victoria Avenue	Monday	0%	0%	0%	0%	0%	1%	2%	6%	8%	6%	5%	6%	6%	5%	7%	12%	9%	7%	6%	4%	4%	2%	1%	1%
	Tuesday	0%	0%	0%	0%	0%	1%	2%	6%	9%	6%	5%	5%	7%	12%	9%	7%	12%	9%	8%	6%	4%	3%	2%	1%
	Wednesday	0%	0%	0%	0%	0%	1%	2%	6%	8%	5%	5%	5%	6%	7%	7%	12%	8%	7%	6%	6%	3%	2%	1%	1%
	Thursday	0%	0%	0%	0%	0%	1%	2%	6%	8%	5%	5%	5%	6%	6%	8%	11%	8%	7%	6%	5%	3%	2%	2%	1%
	Friday	0%	0%	0%	0%	0%	1%	2%	5%	7%	5%	6%	5%	6%	6%	8%	12%	8%	8%	7%	4%	3%	2%	1%	1%
	Saturday	1%	0%	0%	0%	1%	1%	1%	2%	3%	6%	8%	9%	8%	11%										