



A Digital Strategy for Cork City Libraries

November 2019



Comhairle Cathrach Chorcaí
Cork City Council

Libraries | Leabharlanna

Contents

Statement of Accessibility.....	4
Part 1 – Preparing our Digital Strategy	5
1.1 Background.....	6
1.2 Methodology	8
1.3 Cork City Libraries - A Digital Profile	9
Physical Assets	9
Digital assets.....	9
1.4 SWOT analysis	11
Strengths	11
Weaknesses.....	12
Opportunities	13
Threats.....	14
Part 2 – Delivering our Digital Strategy.....	15
2.1 Digitisation.....	16
2.2 Digital Climate	18
2.3 Roles	19
Cork City Libraries.....	19
Other Stakeholders	19
2.4 Objectives.....	20
2.4.1 Service-wide Digital Development	20
Systems and Equipment.....	20
Websites.....	20
Digitisation.....	21

New services to public	21
Staff Development.....	21
2.4.2 Access and Inclusion.....	22
2.4.3 Learning and Information.....	22
2.4.4 Children and Young People.....	23
2.4.5 Music and Cultural Expression.....	23
2.4.6 Marketing and Communications.....	23
2.4.7 Reading City.....	23
2.4.8 Bibliographic Services	24
Part 3 - Our Digital Stories	25
3.1 Promoting eBooks in Blarney Library.....	26
3.2 Ballincollig Library Irish Newspaper Archive	27
3.3 City Library 3D Printer	29
3.4 City Library Promethean screens.....	30
3.5 Video Game Club in Mayfield Library	31
3.6 Music in Hollyhill Library	32
3.7 Douglas Library Epson projector and whiteboard in Lennox Robinson Room.....	34
3.8 Allsee touchscreen in Bishopstown Library	35
3.9 Facebook book club in Glanmire Library.....	36
3.10 CoderDojo in Tory Top Library.....	37
3.11 Self-service kiosks in Blackpool Library	39
Links	40

Statement of Accessibility

Cork City Libraries commit to using Plain Language in our communications. We also commit to best practice in accessibility features. This document uses:

- Sans serif font size 14 or larger
- Plain language
- Numbered lists and bullet points
- Alt text description for images
- Word cloud images downloadable in simple file format
- Table of Contents headings as links to document content



Audio recordings of 1.1 Background

https://www.corkcitylibraries.ie/corkcitylibraries/en/use-your-library/about-us/policies/digital_strategy_background.mp3

and 2.4 Objectives

https://www.corkcitylibraries.ie/corkcitylibraries/en/use-your-library/about-us/policies/digital_strategy_objectives.mp3

sections of this strategy for our blind community

You can also:

- Zoom in to enlarge
- Use Adobe Read Out Loud text-to-speech tool
- Use Natural Reader online reader at <https://www.naturalreaders.com/online/>
- View visual slideshows and films on YouTube



Part 1 – Preparing our Digital Strategy

1.1 Background

Previous digital development was planned through Technology Roadmaps in 2016 and 2017. In the previous Roadmaps, areas such as upgrading our website, introducing self-service kiosks, preparing for the national Library Management System and the introduction of GDPR were addressed and achieved. But, who could have foreseen the impact of the boundary expansion, and the opportunity afforded by the Digital Suites grant in 2018!

Added to that, we have an opportunity to broaden the scope of the previous strategies, to plan for digitisation and data management work, address the issues of file storage, developing a permanent online platform for the Cork Music Archive, and staff training to keep up with customer demands and digital trends.

Cork City Council is a partner of Cork Smart Gateway. One of the strands of Cork Smart Gateway is Citizen Engagement. Cork City Libraries have a huge role in this, in terms of delivering our services to citizens in innovative ways, but also in terms of assisting in digital literacy, and preserving our heritage through digitisation. A Digital Strategy for Cork City Libraries builds on what we have done to date, and plans for the future in an integrated, user-friendly way.

What will libraries look like in 2024? This is often asked and possibly not the right question. Instead we could look at it this way – how can we best use technology to provide our core services and enhance the cultural lives of our citizens. That is what this strategy sets out to do.

We also took this opportunity to create a digital profile of Cork City Libraries, see where we are at in 2019. I am delighted to include our Digital Stories – one for each of our library locations, to highlight the work already done by our talented staff.

I would like to specially acknowledge the work of my predecessor, Dr John Mullins, who spearheaded the digital transformation of Cork City Libraries until his retirement in 2017. Many of the projects in this strategy were initiated by John and his teams, and we would not be where we are today without him.

This Digital Strategy will work in tandem with Cork City Libraries development plan 2020 - 2024, but may be revised sooner than 5 years if required.

Ann Riordan

Senior Executive Librarian, Collections and Digital Strategy

Photo credits: Darragh Kane, Ann Riordan, Liz McNamara, Paul O'Regan, Julia Skelly, Eileen O'Sullivan, Clare Doyle, Matthew Farrell.

1.2 Methodology

- Compile Digital Profile of Cork City Libraries, July 2019
- Presentation to library Review group, July 2019
- Visits to each library and department, talking with staff, July and August 2019
- Inventory of Equipment, July and August 2019
- Brainstorming and SWOT analysis of digital services, 24 September 2019
- Compiling Digital Stories, September and October 2019
- Drafts and sign-off by end of November 2019

1.3 Cork City Libraries - A Digital Profile

15 service points and support services across 10 buildings and 1 van – delivered by 85 staff.

Physical Assets

- Computers for public and staff
- Printers
- Laptops
- Wi-Fi
- Promethean ActivPanels
- Touchscreens
- Whiteboards
- Projectors
- Self-service kiosks and supporting RFID peripherals
- RFID stock management devices
- Digital cameras and GoPros
- 3D printers
- Flatbed scanners
- Digital audio recorders
- Wacom graphics tablets
- PA systems
- Laptops, Pis, Arduinos to support CoderDojos

Digital assets

- Websites and online content – 14 platforms

- 5 websites
- 2 blogs
- 4 social network platforms
- 2 Flickr accounts
- Mailchimp
- Library app
- 5 LGMA online services and apps, free of charge for the library member
 - 12,659 eBooks
 - 6,610 eAudiobooks
 - 462 digital magazines, plus back issues
 - over 460 online courses including 60 languages
- [18 Original Library Exhibitions online](#)
- [14 Original Library Publications online](#)
- 20,000 image files photographs and maps
- 117 Fleischmann Sibelius files
- 311 Fleischmann scores and manuscripts
- Newspapers and Periodicals Index <https://ccnews.interleaf.ie/>
442,638 articles indexed
- [Online databases and resources](#) - Irish Newspaper Archives, Dictionary of Irish Biography, JSTOR, Britannica and so on
- Original 3D print stl files
- Live at the Library concert files, and other original media files
- 414 original blog articles on books, history, and music written by library staff

1.4 SWOT analysis

Strengths

National LMS means more books available to request online

our new corkcitylibraries.ie

customers can email us and get a personal response

Cork Past and Present

we keep community at forefront

3D printer **eaudiobooks**

knowledgeable staff

24/7 access to library account

staff answer the phone, not an automated menu

comprehensive range of digital services

digital magazines

role in community digital literacy

new equipment

special projects - Timeline, Film Festival kiosk

we make good use of social media to notify of events

SMS and email notifications are good

Work Matters PCs

Mailchimp OUR app

Joan Denise Moriarty / Fleischmann archive

public have access to PCs

free Wi-Fi Coder Dojo / Adult Dojo

Irish Newspaper Archive **ebooks**

self service kiosks

Weaknesses

equipment not coming at the same time from ICT
Staff lack confidence
Digital not seen as part of our daily work

MPS

Restrictions on corporate use of Instagram, What's App, Cadoo

over reliance on self-learning
MPS - lack of clarification of reporting process

Glasheen too old/too small
Filesender not suitable for large files

PCs out of date

Books in transit have to override at desk
Windows 7 still on some staff and public PCs
RFID tags from other authorities not reading

can we get admin rights for PCs
Wi-Fi poor

No storage space for equipment

Outlook mailbox size too small
Not enough file storage
Not enough charging facilities for public

delay in new equipment coming from ICT

Public not aware of range of our digital services

Can struggle with staff buy-in
overzealous Webtitan

pressure from public to be current
need to circulate existing guides to services

Opportunities

make more staff available for Outreach in digital literacy
national initiatives, Healthy Ireland and Work matters raise public profile
Workshop on Filmora and Canva

Public goodwill

Staff could use blended learning to teach digital literacy

Learn from other authorities

Workstation for self-registration

3d printers - link with designers and courses
training on Audacity and Sibelius

use What's App and Cadoo to communicate with our groups?

Make video tutorials

Each branch could have a separate desk for digital enquiries and general IT enquiries

grants! €€€€€€

use the training PC

No more fines!

Encourage community groups to use equipment

Online membership renewal

create a peer-to-peer forum for user IT queries

half-hour free internet

Gather list of resources for staff

New staff bring new skills

collaborate with tech companies, colleges, designer dojo, maker dojo

Aim for well trained staff

LGMA buying power gets better online resources

staff make customers aware of online resources such as tinkercad and photopea

Threats

pressure to keep up - equipment and training

My Open Library

equipment obsolescence

Lost personal interaction

registration was an opportunity to interact and inform

No control over Sierra

duty of care to provide age appropriate material

Control over age appropriate online content

Loss of local power with National LMS

self service increased negative conversations with customers

Interoperability

lose sight of our bigger purpose

"this isn't the job I signed up for"

role changes lead to demotivation

Cyber security

overreliance on tech

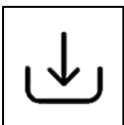
hard to strike a balance

patrons intimidated by tech

excluded if not "all-in"

Data Security

self-service lost opportunity to talk to our customers



Download SWOT data in simple file format:

<https://www.corkcitylibraries.ie/!NJUHEL>



Part 2 – Delivering our Digital Strategy

2.1 Digitisation

Digitisation is the process of creating digital files – by scanning, photographing or recording physical items such as maps of Cork; or by creating them digitally from the beginning, such as digital photographs, film or sound recordings or cataloguing records. Libraries have long recognised the importance of digitisation for many reasons:

- Preservation – customers can consult a high-quality digital copy, while the original artefact is kept safe.
- Sharing – by making the digital file available through internet platforms, people anywhere in the world have access to the artefact without having to visit the library.
- Organisation and retrieval – the foundation of finding any item, in a library, or on the internet, is good cataloguing through use of accurate and consistent keywords, descriptors and search terms.

Cork City Libraries, recognising the value of our Local Studies books and materials, embarked on a programme of digitisation of local resources, which culminated in the [Cork Past and Present](#) website. Cork Past and Present showcases images, maps, rare books and other material of Cork interest.

Our digitisation criteria include:

- Items of Cork importance
- Items that are rare or of value
- Items of which we have the only or last copy

Here are of some our recent digitisation projects:

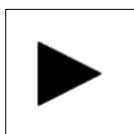
- [Ye Mayoral Booke of Thomas Pembrock 1733 Mayor of Corke](#)
- [From The Kingdom to the Sea and The River Lee and its Tributaries](#) books by Liam Milner
- Aloys Fleischmann – [scores and audio files](#)

- [Live at the Library](#) – live concerts and interviews
- Mary Elmes exhibition – [‘I Got Things Done’](#)
- Martin Duggan – [Shandon Archives](#)

Of course, websites are no longer the only way to share digitised content. Increasingly collections are shared through social platforms which allow people to contribute additional information. Added to this, new types of digitised content are being created every day – our Facebook photographs of new books added to stock, films of music events, our video guides for the public on YouTube.

It is important to note, that while technology makes it easier to create and share content, it is of no value if the content cannot be found. It is of vital importance that digital content is described and tagged to the highest standard of Metadata Discovery, to make sure it can be found easily from a search.

The migration of Cork Past and Present from TerminalFour to pTools gives us an opportunity to rethink the look and feel of this website. In addition, we need a permanent online platform for the Cork Music Archive – an archive that has physical items – Joan Denise Moriarty’s costumes and travel tickets! - as well as music scores, and sounds files. These platforms may be websites, they may be sharing platforms – either way, we will learn from best practice and make best use of technology to continue producing high quality, culturally valuable digitised resources, accessible to all.



Watch a video on our Digitisation projects on YouTube

<https://www.youtube.com/watch?v=Cnj4qBSoD40>

2.2 Digital Climate

Since the last Technology Roadmap we have seen the expansion of our service to include three new branches. We also saw unprecedented investment in digital equipment through the Digital Suites grant from the Department of Community and Rural Development in 2018. This enabled us to buy and provide up-to-date equipment to support our services to the public.

It is important to keep an eye on future to identify and plan for change, whether it is from the library world, or beyond. It is also important that developing our digital services we

- seek integrated systems where possible
- choose systems that improve services to the public
- choose systems that improve staff efficiencies
- choose systems and services that match our objectives.

The most important changes in the immediate future in terms of digital services are:

- Tender and provision of a new Library Management System (LMS)
- Tender for new e-services, including eBooks and eAudiobooks
- Migration of Cork Past and Present website
- Switch from Windows 7 to Windows 10
- Switch from Office 2007 to Office 365

External influences that impact on digital development include:

- Data security
- Data protection
- Growing uses of open data
- National Digital Strategy
- Consumer appetite for STEM, STEAM and Makerspace projects

2.3 Roles

Cork City Libraries

The digital development of Cork City Libraries is steered by Ann Riordan, Senior Executive Librarian for Collections and Digital Strategy, with input from Senior Library management colleagues.

Ann is supported by **Digital Services** department (eLibs) in areas of websites, digitisation, and non-fiscal metrics.

Ann is supported by **Bibliographic Services** in Systems (Sierra and cataloguing) and circulation metrics.

The **Digital Strategy Group** is a new and evolving implementation group which is a forum for ideas, sharing, demonstrations and tips.

All other **Implementation Groups** use systems and equipment to support their services and projects, and have contributed objectives to this Digital Strategy.

Other Stakeholders

- Cork City Council ICT Services
- Cork City Council Training and Development
- External support contracts, including Bibliotheca, Surfbox, Interleaf
- Cork Smart Gateway

2.4 Objectives

2.4.1 Service-wide Digital Development

The Senior Executive Librarian will drive these objectives:

Systems and Equipment

- Contribute to tender preparation for new LMS
- Prepare systems and staff for new LMS
- Prepare for new e-services
- Ensure equal provision of digital equipment across our ten buildings
- Make the case for a replacement plan for kiosks and equipment from Digital Suites grant
- Create a new system of metrics collection on Excel 365
- Keep Data Protection at forefront of our library work
- Ensure that our Wi-Fi service meets customer demands
- Investigate options for digital file storage
- Provide a mobile circulation solution for pop-up libraries, outreach activities and LibraryLink
- Seek a Managed Print Solution that meets our needs and those of our customers
- Prepare for grant announcements by maintaining a list of suitable digital projects
- Support departments and implementation groups in achieving their digital objectives.

Websites

- Continue to develop corkcitylibraries.ie, including providing Browsealoud, and an events calendar
- Oversee the migration of Cork Past and Present from Terminal4 to pTools

- Assess need for a new design Cork Past and Present with a focus on user-friendly packaged features
- Provide a permanent home for Cork Music Archive that provides logically structured content using best practice in metadata and Content Discovery
- Provide varied content on our websites
- Provide accessible content on our websites

Digitisation

- Source training on latest Content Discovery standards and practices
- Formalise digitisation guidelines
- Formalise annual digitisation plan, including identifying new items or collections for digitisation
- Define criteria for social content
- Invest in digitisation equipment – including camera, camera stand, lighting and screens

New services to public

- Support the running of coding classes for adults
- Promote the lending of Zoom recorders and GoPro cameras to community groups

Staff Development

- Provide a training PC for staff, with access to recommended courses
- Provide training in Excel and Open Data
- Support staff in pursuing technology related relevant courses
- Support staff in attending technology related relevant seminars and conferences
- Digital Strategy Group to meet regularly to learn from each other and share tips

Cork City Libraries will drive these objectives through its Implementation Groups:

2.4.2 Access and Inclusion

- Support digital inclusion by becoming the go-to provider of digital access, training (computer classes) and support for local communities
- Build on partnership with private and charity sectors that can support us in delivering initiatives to help more citizens access the internet and browse with confidence
- Promote assistive software and apps
- Provide staff training in assistive software and apps
- Create information that is accessible and inclusive
- Create audio files of our online exhibitions to support the blind community
- Create video tutorials for patrons
- Create social stories
- Share City of Sanctuary resources compiled by library staff

2.4.3 Learning and Information

- Be proactive in information literacy and critical literacy skills, assess authority of sources
- Host an event or seminar in critical literacy skills
- Disseminate media guides or IFLA guides to promote media literacy in the community
- Continue to work and build relationships with our Learning City and Growing Lifelong Learning in Cork (GLLiC) partners ETB, UCC, CIT, HSE, and Cork Lifelong Learning Festival
- Provide appropriate study spaces with sockets and charging points
- Expand online resources and databases
- Create an information pack for schools in new city catchment area, focussing on services for Leaving Cert History curriculum, library online resources and 3D printing, with a view to developing

research skills and promoting digital and information literacy among students

- Support community in digital literacy – source tutors
- Run digital literacy sessions in our libraries

2.4.4 Children and Young People

- Continue to provide age appropriate digital material and resources
- Expand involvement in CoderDojo
- Develop portable graphics lab

2.4.5 Music and Cultural Expression

- Develop the online home for the Cork Music Archive
- Seek appropriate file storage for Cork Music Archive and other music related digital files
- Seek funding for music booth and digital instruments in Hollyhill Library

2.4.6 Marketing and Communications

- Allow more staff access to Cork City Libraries' Facebook and Twitter pages
- Continue to use MailChimp as a promotional tool and expand its reach by targeting new audiences
- Keep up-to-date with trends in digital marketing, supported by staff training
- Continue to invest in state-of-the-art digital technology required for marketing and communication purposes
- Continue to invest in state-of-the-art digital technology required for multi-media exhibitions

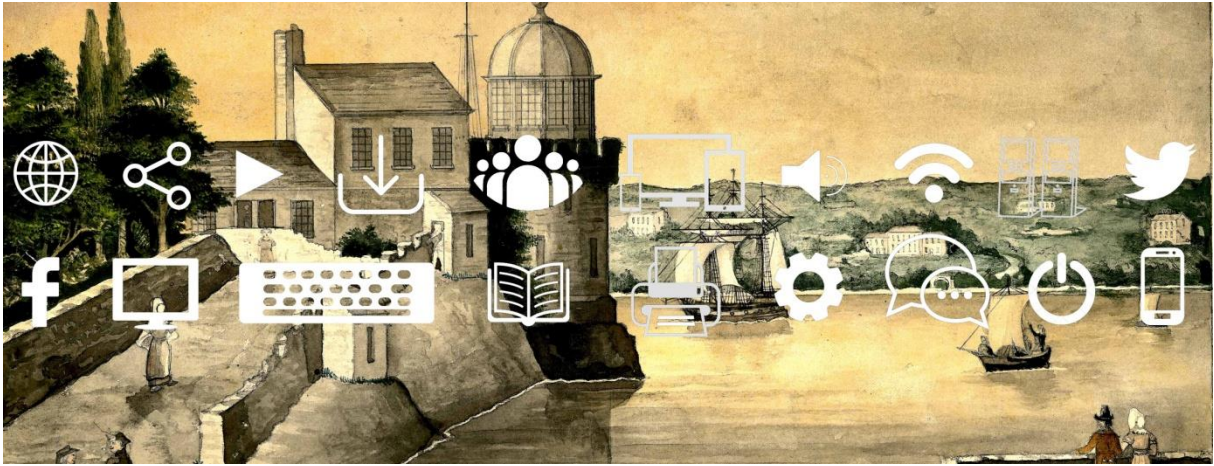
2.4.7 Reading City

- Continue to develop the use of touchscreens to promote events and initiatives in all service points
- Facilitate a writing blog for library users

- Use technology to promote new titles, authors and books of interest
- Provide eBooks and eAudiobooks with loan of relevant technology to LibraryLink patrons
- Continue to invest in state-of-the-art digital technology required for lectures, readings and events
- Continue the collaboration with Cork Film Festival in providing online film access booths and through continuous development of the AVA platform
- Provide an online presence for Cork; A City of Writers, A City of Readers establishing Cork as a city of literature both nationally and internationally by showcasing its literary festivals, culture, and events with our partners UCC, MLC, Ó Bhéal, Fiction at the Friary and Triskel Arts Centre
- Continue to develop the Cork World Book Fest website
- Investigate suitable platforms for online book clubs

2.4.8 Bibliographic Services

- Take an active role in eBook and eAudiobook purchase
- Prepare for the new Library Management System
- Maintain optimum cataloguing standards by sourcing appropriate training, and attending national meetings
- Prepare for national book tender and electronic invoicing
- Contribute new book content for online platforms
- Make best use of stock management RFID devices



Part 3 - Our Digital Stories

Since the first computers were installed in our libraries in the early 1990s, staff have embraced technology as part of their job, and as a tool to improve services to our customers. It is important to acknowledge the work of previous staff to get us where we are now, and to the staff who are moving us forward.

Here are some of our digital stories.

3.1 Promoting eBooks in Blarney Library



I found, through conversation at the desk, that many new and existing library members are totally unaware of the breadth and scale of public libraries' online offerings, particularly eBooks. They often appear to have an antiquated notion about public libraries. In fact, Cork City Libraries have enthusiastically embraced technology and of course we now have BorrowBox, our own free to use downloadable eBook app, linked to an active library membership. I believe that eBooks (and their BorrowBox adjunct, eAudiobooks) have a complimentary, rather than competitive, role to play in our public libraries. They can expand our services beyond the four walls of the library physical space and limited opening hours – of particular importance to a public used to a service accessible all the time, from anywhere, through the internet. Our eBooks service also keeps pace with the prompt, downloadable 'consumption' of books as provided by the likes of Amazon with their Kindle service, where books

are available immediately (at least in theory with BorrowBox!) at the click of a button.

To promote our eBook offerings, I talk to new and renewing members about it when they sign up, and I have some promotional material in the branch which I distribute to them.

Thomas Ryan, Blarney Library



Find out more about BorrowBox at

<https://www.corkcitylibraries.ie/en/online/read-online/>

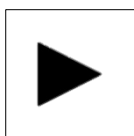
3.2 Ballincollig Library Irish Newspaper Archive

Time to open the Local Studies inbox to see what chest of surprises it will spring today. A typical mix of queries. Some answerable within moments. Some an extension of correspondence you thought (hoped!) was

completed. Some requiring detailed research and some that look destined for the 'Mission Impossible' folder. Here's one of the latter – "Can you please tell me why my ancestor, Matthew Bourke, was transported to Australia after Oldcastletown Fair in the 1825. Records here are incomplete". That's unfortunate, Australian records are usually so thorough they put Ireland's to shame. Where the heck is 'Oldcastletown' anyway, is it even in Cork?

The first resource that comes to mind is the online Irish Newspaper Archive which the library has recently subscribed to. Eighty-five newspapers fully searchable and spanning the centuries right up to the present day. I try various search permutations and date parameters. Nothing. How about "Burke" NEAR "Oldcastletown" 1820 – 1825? Bingo, the incident was covered by three newspapers, two from Kerry and one from Cork. "Matthew" is spelt with one 't', the fair was in 1824 and Oldcastletown is a townland equating with the village of Kildorrery. The road out of the village is the townland boundary and it was along it that Matthew got involved in a post-fair fracas and found himself responsible for the unfortunate death of another young man. Before he knew it he was arrested, found guilty of manslaughter and on his way to Australia. My correspondent was hugely pleased with the information uncovered using the Irish News Archive and duly informed me that on arriving in Australia her ancestor went on to become – a policeman.

Richard Forrest, Ballincollig Library



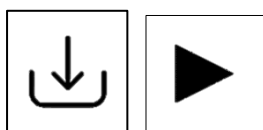
To find out more, watch our YouTube video on the Irish Newspaper Archive at <https://www.youtube.com/watch?v=FIYucV-a0Gs>

3.3 City Library 3D Printer



The City Library and Bishopstown Library have 3D Printers (Ultimaker 2+) in operation and available to the public since December 2018. Members of the public, including primary and secondary pupils, engineering and design students and local businesses can now imagine, design and create their own concepts and ideas. You can pick existing design models from sites such as <http://www.thingiverse.com> or create your own designs using <http://www.tinkercad.com/>, all for free. Once you have picked or created your design you then need to run it through an additional piece of software called CURA to 'slice' it. This tells the printer how to recreate your 3D design in a series of layers. CURA is freely available to download. Once the 'sliced' design code is created and launched on the 3D printer you can watch your designs being created, layer by layer, before your eyes.

Rose Smyth, Reference Library



For further information, and to download 3D print templates yourself, visit our website at <https://www.corkcitylibraries.ie/en/services/3d->

[printing/](#) or watch our YouTube video at https://www.youtube.com/watch?v=z6s_V83ypts

3.4 City Library Promethean screens



All Cork City Libraries' branches installed Promethean ActivPanel devices at the end 2018. These are large 75" screen units which are easily portable and have a number of uses in libraries. Running on Windows 10 operating system, these screens are fully interactive and Bluetooth and Wireless enabled. The screen in the City Library is in almost daily use for public displays, showing exhibitions and for presentations. The ActivPanel has replaced the traditional and cumbersome projection display technology for presentations and events making setting up and viewing presentations much easier. Presenters can easily connect their devices to the ActivPanel and the interactive screens allow a richer presentation experience for all. The screens are fully mobile and can be safely and easily moved by staff.



Visit our website at <https://www.corkcitylibraries.ie/en/use-your-library/booking-a-space/> for information on equipment and facilities available to book at your library.

3.5 Video Game Club in Mayfield Library



Mayfield Library's Video Game Club provides a safe and fun environment for young gamers to meet, socialize and play together. We are dedicated to fair fun, inclusivity and good sportsmanship both in-game and in our interactions. We encourage people of all levels of familiarity and skill to participate. We aim to provide an environment that allows people to experience all types of games, emphasizing fun and co-operation over

competition. Participation is easy, and we encourage all members to bring along and teach their own games.

Libraries are always seeking new ways to attract patrons, especially those who rarely or never visit the library. We work to increase footfall from non-traditional library users and young people by adapting to their interests and giving them a place to feel included. Gaming is a means of fostering greater community involvement with the library and its services.

We provide the opportunity for patrons to experience community gaming on the library's new cutting-edge technology; especially for families who may not have ready access to these devices, or that chose not to have them in their household but would still like to participate occasionally.

Video Game Club has recently expanded to include board games and game-related art and drawing.

Julia Skelly, Mayfield Library

3.6 Music in Hollyhill Library

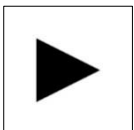
Hollyhill Library continues to support and encourage music locally. We are home to a Community Gamelan programme, where primary school classes are invited to workshops on how to play this traditional Indonesian instrument. We run a guitar club, a songwriters' club, a gramophone circle, provide ukulele lessons for the over 55's and have also recently started a singers' club.



We collaborate with Music Generation Cork City and the Department of Music, UCC, as well as The Cork Academy of Music. In addition, we run regular music events, as well as highlight All-Day Mid-Summer and Christmas Concerts.

All of this is supported by PA and events equipment, headphones and our Promethean screens, and we are not stopping there. We wish to develop our digital music services by creating a music booth, purchasing digital instruments, and supporting these with apps and software.

Elizabeth McNamara, Hollyhill Library



Visit our Youtube page for a live performance by baritone Joe Corbett in Hollyhill Library <https://www.youtube.com/watch?v=ihdjnK7P4iU>

3.7 Douglas Library Epson projector and whiteboard in Lennox Robinson Room



Douglas Library had an Epson EB-1460Ui projector and whiteboard in its Lennox Robinson Room, installed in spring 2019. This was used to great effect at the opening of the exhibition Douglas Village, Lennox Robinson and Bernard Canavan in August 2019, to project photographs of the playwright and the artist in the room during the public viewing. About forty people passed through the room that day, and the experience was much enhanced by the projection. There is much potential for this equipment to be used by the clubs and groups in the library, of which there are many, and it can also be used by visiting classes from local schools.

Sadly, Douglas Library was affected by the fire in Douglas Shopping Centre in August 2019. Cork City Libraries hope to have a library presence back in the community by November 2019.

Caitriona Honohan, Douglas Library

3.8 Allsee touchscreen in Bishopstown Library



The Allsee touchscreen was installed at the top of the entrance steps into Bishopstown Library. This places the unit at a point of maximum exposure for patrons entering the library.

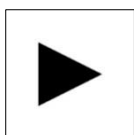
The screen is utilised to provide information on upcoming events, ongoing initiatives, library closures as well as other promotional material such as the Cork City Council 'New City' video presentation.

The unit has also been used to display Cork City Libraries virtual exhibitions.

The ability to upload material to the kiosk remotely through the My Signage Portal web service is a great advantage and allows for custom graphics to be created locally (in Photoshop) which can then be arranged in a playlist for display on the kiosk. Playlists can be scheduled with a specific timeframe and multiple playlists can be stored.

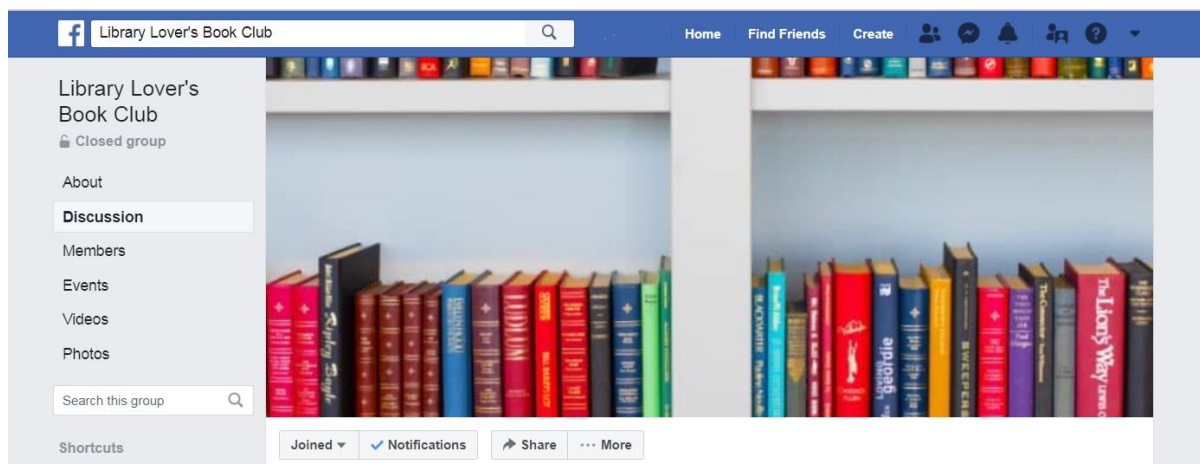
The visual impact of the kiosks readily attracts the attention of patrons to the library and generates increased interests in events and activities that the library is running including exhibitions, talks, and longer-term initiatives such as the 'Summer Reading Challenge'.

Paul O'Regan, Bishopstown Library



Visit our Youtube page to watch Paul talk about the touchscreen in Bishopstown Library at <https://www.youtube.com/watch?v=REysFK6e66s>

3.9 Facebook book club in Glanmire Library



In response to staff and customer suggestions for an online book discussion platform, Glanmire Library created a Facebook book club group page.

This is called the Library Lover's Bookclub page and it is now 3 years old and has close to 450 members. The page runs itself with me as an administrator. I don't recommend books as set reading but rather, allow people to contribute what they like or are currently reading.

One of the major advantages of having the online bookclub page means events, reviews or interesting articles can be shared easily from other online websites. Members can join from all over the world and there is no limit on how many can join.

It also means we can connect with authors as many have an active online presence. Liz Nugent and Catherine Kirwan have shared and added comments in the past which is a great boost to the page.

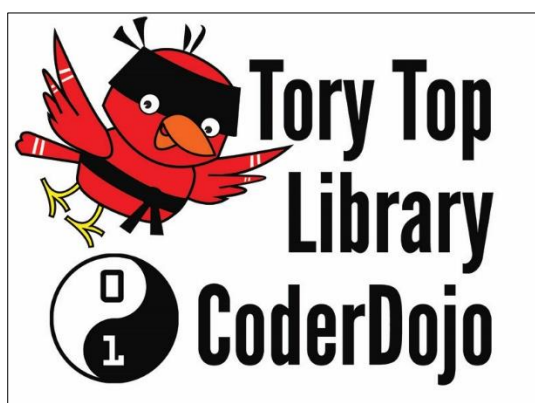
Máire Walsh, Glanmire Library



Visit the Library Lovers Book Club at

<https://www.facebook.com/groups/corkcountylibrarybookclub/>

3.10 CoderDojo in Tory Top Library



CoderDojo is a movement that began in Cork in 2011 and has since grown globally with a mission to provide an opportunity for young people worldwide to learn to code. Aligning with the CoderDojo principles of creating a free, volunteer-led, community-based coding club, volunteers organized a club in Tory Top library over 4 years ago.



The community room in Tory Top library provides the space to support a digital environment where young people can learn to code, create websites, apps and games and explore technology in a fun, sociable, scaffolded setting. Run by volunteers and champions of digital learning and exploration, the club requires the support of the community to continue to drive the CoderDojo mission. All participants are accompanied by a parent or guardian to ensure a safe and supported digital learning experience. It has proven to be a very popular club and continues to run weekly for young people, from ages 7 to 17.

Angela Hannon, Tory Top Library

3.11 Self-service kiosks in Blackpool Library

At Blackpool Library, we're about people.

We know our patrons - we stock their library; and have added a digital dimension to our customer care, with the introduction of self-service kiosks.

Available on the adult and children's library floors, self-service kiosks give our users an opportunity to check in and out their items independently and efficiently.



And we're still here to help – statistics for desk and kiosk circulation in the first month of 2019 make interesting reading: by end of summer 2019 80% of routine transactions are carried out at kiosks, freeing up staff to devote time to the other 20%. While moving forward, we're looking after what's important at Blackpool – Our People.

Clare Doyle, Blackpool Library

Links

Websites

- Library website
www.corkcitylibraries.ie
- Cork Past and Present
<http://www.corkpastandpresent.ie/>
- Interactive Timeline 1918 to 1923
<http://www.cork1918to1923.ie/>
- Cork Music Archive
<https://rorygallaghermusiclibrary.org/cork-music-archive/>
- Cork World Book Fest
<https://corkworldbookfest.com/>
- Come here till I tell ya! Cork City Libraries Blog
<https://corkcitylibraries.tumblr.com/>
- Rory Gallagher Music Library Blog
<https://rorygallaghermusiclibrary.org/>

Socials

- Facebook
<https://www.facebook.com/CorkCityLibrary/>
<https://www.facebook.com/RoryGallagherMusicLibrary/>
<https://www.facebook.com/groups/corkcountylibrarybookclub/>
- Twitter
<https://twitter.com/corkcitylibrary>
- YouTube
<https://www.youtube.com/user/corkcitylibraries/>
- Flickr
<https://www.flickr.com/photos/corkcitylibraries/>
<https://www.flickr.com/photos/171538708@N08/albums>

- Mailchimp
<https://www.corkcitylibraries.ie/en/online/mailing-list/>

Research

- Newspapers and Periodicals Index
<https://ccnews.interleaf.ie/>
- Other databases and resources:
<https://www.corkcitylibraries.ie/en/online/explore-online/>

Online text reader

- Natural Reader
<https://www.naturalreaders.com/online/>

3D Printer

- Thingiverse
<https://www.thingiverse.com/>
- Tinkercad
<https://www.tinkercad.com/>

Digital Cities

- Cork Smart Gateway
<http://www.corksmartgateway.ie/>
- EU Digital Cities Challenge
<https://www.digitallytransformyourregion.eu/>