



*Run by the people of Northfields - for the people of
Northfields*

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Our vision

A service at the heart of the community run by the people of Northfields - for the people of Northfields

- Northfield Community Library (NCL) seeks to be a hub for the community with **books at its heart**.
- NCL works with a range of organisations to deliver events and activities that will appeal to different age groups and diverse interests.
- We aim to promote community cohesion and combat social isolation through our welcoming atmosphere and the activities on offer.
- NCL became a registered Charity in 2019 and successfully bid for grant from LB Ealing under their CML grants programme in 2020.

Relationship between LBE and NCL

- LBE funded independent advisors for prospective CMLs during bid phase.
- Underpinned by various legal agreements – Service Agreement and Lease.
- LBE provides the library stock and networked computers. They maintain and repair the building structure.
- LBE provides grant – which reduces over the current 4 year funding period.
- NCL runs the library service and provides the same services as any council library – must open a minimum 30 hours per week and provide LB Ealing with service data.
- NCL pays for operating costs – more accurate information could have been provided by LBE at bid stage.
- Requires positive relationship between both parties to be successful.

How we are run

- We are entirely volunteer led and run by a board of **trustees** who are supported by an enthusiastic team of **volunteers**
- Now we have eight trustees. Each has a specific area of responsibility eg Volunteer management, Health and Safety, Events, Outreach, Training and Development, Fundraising. All Trustees are hands on and most also work on shifts.
- Trustees meet regularly with Team Leaders and volunteers to discuss service improvements, training needs etc.

How we are structured

- Surveyed and spoke to many potential volunteers during the bid period and chose a volunteer model to reflect their feedback.
- 10 x 3 hour shifts per week. 3 x volunteers per shift headed by a Team Leader.
- Most volunteers work 1 – 2 shifts every 2 weeks.
- We also have separate volunteer teams for admin, finance, events, outreach and fundraising
- In total we have around 80 active volunteers.

What has worked well

- Operating model has enabled us to be open consistently
- Volunteer base is stable and loyal – very few people have left!
- Local residents really value and support us
- Trustees work collaboratively and are driven to provide an excellent service
- We run a busy events and activities programme – recent author talks have seen around 60 attendees
- We have good partnerships to provide digital skills training, ESOL, Read Easy and others
- The outreach team is promoting us and engaging with other community groups
- Fundraising is now our focus and we are making good progress with lettings, book sales, special events such as plant sales and Christmas bazaar
- LBE relationship good – funded refurbishment work before handover of library, installing solar panels to assist with energy costs

Challenges

- Inability to add our own library stock or have much influence over new stock
- Can wait a long time for repairs and computer issues to be fixed
- Developing and encouraging volunteers to take on more responsibility for events etc
- Securing our financial future after 2027 – we have made a good start with fundraising but it needs to ramp up.

