

# THIRSK COMMUNITY LIBRARY

England & Wales · Charity number 1169352

## Details

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**Status** Registered

**Legal form** CIO

**Registered** 2016-09-26

**Register** [View on the Charity Commission register](#)

## Contact

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**Address** 17 White Rose Way  
Thirsk  
North Yorkshire  
YO7 1JZ

**Phone** 07505358433

**Email** [sward1901@gmail.com](mailto:sward1901@gmail.com)

**Website** [www.thirskcommunitylibrary.org.uk](http://www.thirskcommunitylibrary.org.uk)

## Activities

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**Objects:** (1) TO ADVANCE THE EDUCATION OF THE GENERAL PUBLIC IN THIRSK AND THE SURROUNDING AREA, IN PARTICULAR BUT NOT EXCLUSIVELY BY SUPPORTING THE PROVISION OF A LENDING LIBRARY.2) TO FURTHER OR BENEFIT THE RESIDENTS OF THIRSK AND THE NEIGHBOURHOOD, WITHOUT DISTINCTION OF SEX, SEXUAL ORIENTATION, RACE OR OF POLITICAL, RELIGIOUS OR OTHER OPINIONS BY ASSOCIATING TOGETHER THE SAID RESIDENTS AND THE LOCAL AUTHORITIES, VOLUNTARY AND OTHER ORGANISATIONS IN A COMMON EFFORT TO ADVANCE EDUCATION AND TO PROVIDE FACILITIES IN THE INTERESTS OF SOCIAL WELFARE FOR RECREATION LEISURE TIME OCCUPATION WITH THE OBJECTIVE OF IMPROVING THE CONDITIONS OF LIFE FOR THE RESIDENTS.

**Activities:** Provide library services for Thirsk and surrounding area

## Classification

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- **How:** Provides Buildings/facilities/open Space, Provides Services, Provides Advocacy/advice/information
- **What:** Recreation
- **Who:** Children/young People, Elderly/old People, People With Disabilities, The General Public/mankind

## Geography

- North Yorkshire

## Finances

Period end	Income	Expenditure	Assets	Employees
2025-03-31	£31,866	£21,050	-	-
2024-03-31	£19,050	£14,981	-	-
2023-03-31	£21,853	£32,688	-	-
2022-03-31	£13,943	£25,077	-	-
2021-03-31	£56,106	£12,900	-	-

## Trustees

Name	Role	Appointed
<b>SALLY BURTON</b>	Chair	2018-02-27
Anne Patricia Naughton		2019-04-29
Bronwen Mary Cohen		2023-01-20
Irene Marwood		2019-09-04
Nigel Philip Vincent Lewen		2024-03-21

**THIRSK COMMUNITY LIBRARY**

England & Wales - Charity number 1169352

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# Accounts

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**Annual Report  
2024-25**

# **Thirsk Community Library**

Email: [library@thirskcommunitylibrary.org.uk](mailto:library@thirskcommunitylibrary.org.uk)  
Phone: 01609 534589



# Introduction

This is the 8th annual report of Thirsk Community Library Charity. We have been run and managed by volunteers for over 8 years and during that time we have sought to stay true to our vision of being an inclusive community hub where people can read, learn, use IT, socialise and have fun together. Our volunteers and our partnership with North Yorkshire Council are at the heart of all we do. We exist to serve the local community by delivering the Universal Library Offer, supporting other organisations to use our space and offering activities and events which add to the well-being of local people.

*“One of the most beautiful, bustling, brilliant libraries I’ve ever visited! Hope to come back soon.” Elena, Star Bright Arts*

## Thirsk Community Library Trustees

1<sup>st</sup> December 2025

The Trustees are responsible for the charity’s overall sustainability, setting priorities and direction, ensuring that we meet the requirements of the agreement with North Yorkshire Council and of the Charity Commission, and overseeing financial and service governance.

At March 31<sup>st</sup> 2025 the trustees were:

**Sally Burton** (Chair)

**Shirley Ward** (Secretary)

**Bronwen Cohen** (Treasurer)

**Anna Naughton** (Trustee)

**Nigel Lewen** (Trustee)

**Irene Marwood** (Trustee)

## Background and Context

In the current climate of uncertainty, economic strain and mistrust of public institutions it is important to note that research shows that libraries are among the top three most trusted public services.

Libraries can support many national priorities such as the growing recognition of the importance of literacy, a focus on the early years, support for the local economy and businesses, digital skills and inclusion and improving mental health. Also critical is helping people to understand safe sources of information. Libraries provide human connection, a safe free space to come together and a space to unwind and take stock.

In Thirsk Library we always have hot drinks, a friendly face and time for a chat for those seeking company, advice or a good book.

**The ‘Universal Offer’ for libraries provides a platform for all we do.**

**The 4 key offers are:**

- ❖ **Reading without limits** to build empathy, understanding, insights into other people’s lives and worlds and a deeper understanding of our own culture. Promoting the mental health benefits of reading. As we launch the Thirsk programme for 2026 Year of Reading we will work with others to bring reading in all its forms, books, audio, e-books, news and media to more people.
- ❖ **Culture and Creativity** supporting people to take part in creative activities.

*“My children love doing crafts on Saturday morning. It’s so lovely to have somewhere free and warm to go with no pressure to spend money,”*

This can range from regular craft and Lego sessions, hosting a Home Educators Art Class, to hosting quality performances and supporting the local cultural economy. We have great opportunities in Thirsk to work with Rural Arts, the Ritz Cinema, Museums, the U3A and local 'Creatives' to do this.

- ❖ **Information and Digital** – supporting the next generation of technologies, narrowing the digital divide and helping people navigate risks and misinformation. We provide free support, access to computers, advice and outreach and work with local partners to improve digital inclusion.
- ❖ **Health and Well Being** -supporting self-care, sharing Reading Well books, delivering books to people at home and in care settings, library social groups, parent support and volunteering all promote well-being. Collaborating with Hambleton Community Action on the Talking Newspaper, hosting Repair Cafes' Health Watch, La Leche Breast Feeding group, Reusable Nappy Library and Stop Smoking Sessions, supporting the Cod Beck Discovery Project to document and share information about nature.

### **Volunteers in the driving seat**

Day to day operations are driven and delivered by volunteers. We aim to have three Library Assistant Volunteers on duty for all shifts so that we can offer a good level of service and have capacity for dealing with the unexpected. The Charity continues to provide work placements to young people undertaking the Duke of Edinburgh Award and Work Experience.

Some volunteers hold key responsibilities such as rota management, and coordinating activities such as Story Times, School Visits and Pop up Libraries. Others look after our Book Clubs, run activities such as Knit and Natter and Lego Club and take on administrative tasks.

We are working to strengthen these arrangements supporting volunteers to work in small teams with specific projects so that they share skills and spread the workload. We are very grateful to the volunteers who do some of the unseen tasks, managing the cash, cleaning, keeping an eye on stock and keeping the office in order.

A team of volunteers manage the Home Library Service for people who are not able to get to the library, selecting books and delivering them to people at home.

There are now 15 Digital Buddy Volunteers (and rising) who support people with a range of IT related needs, meeting them in the library and in other settings.



We hold regular social events and ‘thank you’s for volunteers and many attend our regular fundraising quizzes.

### **Opportunities for Volunteers**

We welcome volunteers with a wide range of background and experience.

Training is provided and experienced volunteers support new people to learn the ropes and operate the computer system. If anyone wishes to volunteer in a leadership capacity to support delivery of our priorities, and has time to commit to this, we welcome a discussion.

## **Our Performance in 2024-2025**

- ❖ **Volunteers donated over 10,000 hours of their time.** An increase on previous years due to our Digital Hub coming on line
- ❖ **A total of 60 volunteers across all our activities**
- ❖ **37,746 visits to the library**
- ❖ **The public computers were used 1970 times and portable devices used our free wifi an estimated 2000 times**

- ❖ **Delivered, hosted or organised over 700 activities for the local community**
- ❖ **39,162 books borrowed**
- ❖ **Numerous people helped to sign up to BorrowBox for ebooks and audio books (data is not attributed to local libraries for BorrowBox)**
- ❖ **12 Book clubs were supported with monthly books gathered from across the county**
- ❖ **We recorded and sent out the Talking Newspaper to about 20 listeners with sight loss every month**

In common with libraries across the country, the number of loans has reduced slightly. The good news is that North Yorkshire performs very well compared with other similar areas. There is a big increase in people using Borrow Box to download e-books and audio books but these borrowers do not get attributed to individual libraries in the way that paper books do.

## Our Activities

We directly deliver or organise a wide range of activities including:

- ❖ Knit and Natter meeting every week and providing a welcoming social group for knitters and fabric crafters
- ❖ Memory Swap meeting monthly to share and discuss life in the past
- ❖ Warhammer Games Club meeting every week for young people from 9 upwards



- ❖ Lego Clubs meeting twice a week
- ❖ Construction Play every week for pre-school children
- ❖ Story Time every week for pre-school children

- ❖ Music Time weekly sessions
- ❖ Two pop up libraries in local schools
- ❖ School visits to the library
- ❖ Friday Friends meeting every week to share quizzes, games and chat
- ❖ Thirsk Digital Hub and Digital Buddies provide 3 weekly sessions and outreach to local venues to help people with any digital needs
- ❖ Support to 12 Book Clubs with monthly bundles of books gathered from across North Yorkshire.
- ❖ Home Library delivering books to people who can't get to the library



*"I'm so grateful to the people who bring books to my house. It's the highlight of my week and you do so well finding books I love"*

- ❖ Regular Quiz Nights
- ❖ Speakers and Author Visits

## Partnerships

We work with a number of partners to support other groups to use our space and benefit from our facilities and skills.

This includes:

- ❖ Thirsk Repair Café
- ❖ Adult Learning Service
- ❖ Employment Support Services
- ❖ Hambleton Community Action - Talking Newspaper
- ❖ Smoking Cessation support
- ❖ Banking Services
- ❖ Parent Support Groups
- ❖ Play Groups and Childminders



- ❖ Hambleton Reusable Nappy Library
- ❖ La Leche League Breastfeeding Support
- ❖ North Yorkshire Police
- ❖ Art sessions for children who are 'home educated'
- ❖ Cod Beck Discovery Project
- ❖ Rural Arts

### **North Yorkshire Council**

NYC continues to support the library, paying a percentage of the lease cost, buying all the books, providing a range of online resources and providing all the computers and systems. The Council also funds a part time Community Library Support Officer who works with volunteers to train them, advise on new systems and support day to day delivery.

### **Bookmarked - Mini Festival with Rural Arts and White Rose Bookshop**

This Mini Festival at the end of March aimed to celebrate books included book binding and calligraphy workshops, theatre, music and film. We are in discussion with Rural Arts about future events linked to 2026 Year of Reading. We were grateful for funds from NYC –Inspire Fund and Thirsk Infant School Charity which enabled us to organise and fund 12 interactive, story based workshops, reaching over 200 pupils in local primary schools delivered by the fantastic Elena Joy Miller from Starbright Arts. We also hosted a Bronte and Hardy themed music night in the library and had an exciting theatre group visit with music, acrobatics and antics.



## Summer Reading Challenge

Summer 2024 saw us working with 12 local primary schools to invite children to sign up to read 6 books during the summer holidays. We ran a full programme of activities to support the challenge and repeated the whole thing again in 2025. The library really buzzes during the summer holidays and we have been lucky to have small grants and some funds from Tesco which have enabled us to offer a lot of free or very low cost activities



## Thirsk Digital Hub

In 2024 we launched Thirsk Digital Hub with the aim of making a step change from a library that offered some digital support to a Digital Hub for Thirsk based in the library but working on other sites and with other partners. We are very proud of our performance in 2024-5 as we helped 642 people with a range of digital needs. This project has received new funding and we are now outreaching with new partners as well as delivering 3 sessions a week in the library. Our Library Assistant Volunteers also support many people with printing, Bus Passes, Blue Badges and numerous ad-hoc digital requests.



## Financial Position

Our finances remain healthy but we are never complacent and continue to raise funds by selling books, holding quizzes, raffles and events and applying for grants.

Our income and expenditure for day to day running and back office costs are roughly in balance but we need to raise additional funds for activities and events. We have experienced a drop in income from room bookings over the last few months and will be working to achieve new bookings.

We are also experiencing a drop in income from Overdue Fines because NYC has introduced an email or text reminder to people to return their books. This is welcomed by the public and is a good thing in that it removed a perceived barrier to borrowing. However, we have noticed a reduction in such payments.

We are very grateful for support from: *NYC - Inspire Fund, Thirsk Infant School Charity, The Coop, Tesco and Thirsk Ladies Group.*

## Priorities for 2026 and Beyond

2026 is a big year for libraries as the Government has declared this to be a **Year of Reading**. This initiative is aimed at all age groups with a national strap-line '**Go All In**' the campaign aims to encourage reading to enhance interests by reading about them, be that sport, gardening, films or music. It also promotes the importance of reading for relaxation, mental health.

The campaign recognises that one of the strongest indicators of future academic success is that parents and carers regularly read to children. It also recognises that across all age groups people are reading less- in any format.

We are currently building up an exciting programme to drive our own initiative, **Thirsk Reads!** (name to be finalised), making Thirsk a place where people celebrate and share reading.

We are seeking to use the **Year of Reading** as a platform to build on existing relationships, grow new partnerships and promote library membership and borrowing across all age groups. We are developing a project plan, aimed at building on the **Year of Reading** to steadily increase library membership and during 2026 and then for 2 years after that.

Our plans fall into the following areas:

❖ **More people knowing about us and the value of libraries**

❖ **Marketing and Publicity**

Developing a Marketing Plan to enhance local knowledge of what we offer, make improved use of Social Media and other communications and identify how volunteers and partners can promote library services.

❖ Developing **Library Ambassadors** in a range of settings and communities

❖ **Partnership**

Enhance our partnerships to help develop and deliver this project across agencies. We will work with childcare providers, schools, adult learning, businesses, partner charities and communities to share the benefits of reading

❖ Expand our work with schools, nurseries and playgroups to encourage more loans and raise awareness among pupils and parents

❖ Targeting groups who are under- represented in terms of library membership to include teenagers, people from the most disadvantaged families, people who struggle to get to the library, supporting people with additional needs to use the library

❖ **Increasing borrowing**

Last year borrowing across North Yorkshire was down by approximately 2%. This is part of a national trend. Our goal over 3 years is to buck that

trend and increase borrowing by X% on last year's baseline. (% to be agreed)

- ❖ Working over 3 years to achieve an ambition for every Primary School Child and all Year 7s to be library members
- ❖ Managing the library environment- improving how we display, rotate and manage stock to keep it refreshed and attractive
- ❖ Managing relationships with existing customers and promoting borrowing among people who attend events and activities
- ❖ **Improved information about the benefits and value of reading and the range of available on-line resources**
- ❖ Collaborate with others to produce information for all sections of the community. For example, for parents, job seekers, users of health services, community groups
- ❖ **Reading related events and activities**  
We will produce a programme with monthly themes and events and evaluate the impact and will use the Year of Reading as a catalyst to grow and strengthen our team.

## Other Priorities for 2026

- ❖ **Deliver our Digital Hub commitments**  
Ensure we can maintain services and momentum when external funding ceases. Maintain a high level of free access to computers and wifi for the public.
- ❖ **Talking Newspapers for the Blind (NTN)**  
We are continuing to work with Hambleton Community Action and now seeking to increase circulation of USBs and develop the Newspaper as a

podcast so it can reach more people across the area and to incorporate a wider range of news media and local interest stories into it. We also plan to start to share it with Care Settings and Support Groups.

❖ **Establish new activities groups**

Chess, Board Games and Jigsaws and expand the new Tea and Tech Adult Coding Club.

❖ **Support the Cod Beck Discovery Project**

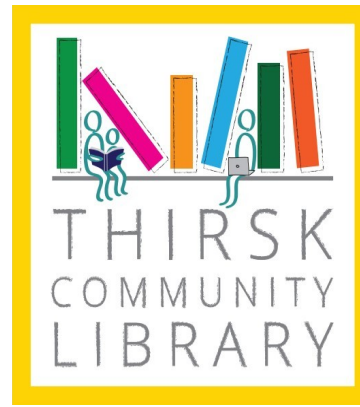
Space for meetings and presentations and with volunteer Project Librarians to ensure information is retained in an accessible format for local people, drawing in NYC support from library colleagues with Local Studies and Archive expertise.

❖ **Review how we use our space**

To make it welcoming and accessible to key groups of users.

❖ **Continue to recruit, train and support a wide range of volunteers to lead and run the library**

*"We love the Library. It's always warm and welcoming and the volunteers are all so helpful"*



## **Thirsk Community Library**

### **Statement of Accounts 2024-25**

Our finances remain healthy but we are never complacent and continue to raise funds by selling books, holding quizzes, raffles and events and applying for grants.

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We are very grateful for support from: *NYC - Inspire Fund, Thirsk Infant School Charity, The Coop, Tesco and Thirsk Ladies Group.*

**Thirsk Community Library Trustees**

1<sup>st</sup> December 2025



For the period from	01/04/2024	To	31/03/2025
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**Section A Receipts and payments**

	Unrestricted funds	Restricted funds	Endowment funds	Total funds	Last year
	to the nearest £	to the nearest £	to the nearest £	to the nearest £	to the nearest £
<b>A1 Receipts</b>					
Library Services	5,163	-	-	5,163	4,812
Fund Raising	1,010	-	-	1,010	488
Grants and Donations	14,178	-	-	14,178	5,042
Room Hire	6,700	-	-	6,700	4,200
Activities and Events	3,738	-	-	3,738	4,062
Bank & Building Society Interest	1,077	-	-	1,077	446
<b>Sub total (Gross income for AR)</b>	<b>31,866</b>	<b>-</b>	<b>-</b>	<b>31,866</b>	<b>19,050</b>
<b>A2 Asset and investment sales, (see table).</b>					
	-	-	-	-	-
<b>Sub total</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>
<b>Total receipts</b>	<b>31,866</b>	<b>-</b>	<b>-</b>	<b>31,866</b>	<b>19,050</b>
<b>A3 Payments</b>					
Activities and Events	5,403	-	-	5,403	4,695
Rent and Insurance	4,001	-	-	4,001	3,500
Repairs, Renewals & Maintenance	472	-	-	472	5,566
Administration	2,174	-	-	2,174	1,816
Licences & Subscriptions	239	-	-	239	502
Childrens' Books & Posters	482	-	-	482	-
Advertising & Promotion	1,611	-	-	1,611	-
Digital Hub Administrator	4,015	-	-	4,015	-
Computer Software & Training	593	-	-	593	-
Website Development	1,200	-	-	1,200	-
Bad Debt	860	-	-	860	-
<b>Sub total</b>	<b>21,050</b>	<b>-</b>	<b>-</b>	<b>21,050</b>	<b>16,079</b>
<b>A4 Asset and investment purchases, (see table)</b>					
Galaxy Tablet	289	-	-	289	-
Trolleys and Shelves	-	-	-	-	1,768
Display Stands	-	-	-	-	1,848
<b>Sub total</b>	<b>289</b>	<b>-</b>	<b>-</b>	<b>289</b>	<b>3,616</b>
<b>Total payments</b>	<b>21,339</b>	<b>-</b>	<b>-</b>	<b>21,339</b>	<b>19,695</b>
<b>Net of receipts/(payments)</b>	<b>10,527</b>	<b>-</b>	<b>-</b>	<b>10,527</b>	<b>- 645</b>
<b>A5 Transfers between funds</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>
<b>A6 Cash funds last year end</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>
<b>Cash funds this year end</b>	<b>10,527</b>	<b>-</b>	<b>-</b>	<b>10,527</b>	<b>- 645</b>

**Section B Statement of assets and liabilities at the end of the period**

Categories	Details	Unrestricted funds to nearest £	Restricted funds to nearest £	Endowment funds to nearest £
<b>B1 Cash funds</b>	Barclays Bank	31,750	-	-
	Nationwide Building	26,835	-	-
	Cash	326	-	-
	<b>Total cash funds</b>	<b>58,911</b>	<b>-</b>	<b>-</b>

Categories	Details	Unrestricted funds to nearest £	Restricted funds to nearest £	Endowment funds to nearest £
<b>B2 Other monetary assets</b>		-	-	-
		-	-	-
		-	-	-

Categories	Details	Fund to which asset belongs	Cost (optional)	Current value (optional)
<b>B3 Investment assets</b>			-	-
			-	-
			-	-

Categories	Details	Fund to which asset belongs	Cost (optional)	Current value (optional)
<b>B4 Assets retained for the charity's own use</b>	Galaxy Tablet	Unrestricted	-	289
	Display Stands	Unrestricted	-	1,848
	Reception desk, cupboards, shelves & chair	Unrestricted	-	20,402
	Trolleys & Library Boxes	Unrestricted	-	1,976
	Filing Cabinets	Unrestricted	-	270
	Blinds	Unrestricted	-	140
	Camera	Unrestricted	-	808
	Gazebo Table & Chairs	Unrestricted	-	23
			-	-

Categories	Details	Fund to which liability relates	Amount due (optional)	When due (optional)
<b>B5 Liabilities</b>			-	
			-	

Signed by one or two trustees on behalf of all the trustees

Signature	Print Name	Date of approval
	SALLY BURTON	11/12/25
	Bronwen Cohen	11/12/25



Section A

Independent Examiner's Report

Report to the trustees/ members of

THIRSK COMMUNITY LIBRARY

On accounts for the year ended

31 MARCH 2025

Charity no (if any)

1169352

Set out on pages

2-3

I report to the trustees on my examination of the accounts of the above charity ("the Trust") for the year ended

Responsibilities and basis of report

As the charity trustees of the Trust, you are responsible for the preparation of the accounts in accordance with the requirements of the Charities Act 2011 ("the Act").

I report in respect of my examination of the Trust's accounts carried out under section 145 of the 2011 Act and in carrying out my examination, I have followed the applicable Directions given by the Charity Commission under section 145(5)(b) of the Act.

Independent examiner's statement

I have completed my examination. I confirm that no material matters have come to my attention (other than that disclosed below \*) in connection with the examination which gives me cause to believe that in, any material respect:

- accounting records were not kept in accordance with section 130 of the Act or
- the accounts do not accord with the accounting records

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in order to enable a proper understanding of the accounts to be reached.

\* Please delete the words in the brackets if they do not apply.

Signed:

[Signature]

Date:

7/7/25

Name:

GRANAM MELVYN JOHANSON

Relevant professional qualification(s) or body (if any):

ACMA

Address:

2 RIPLEY GROVE

WIGGINTON

YORK YO32 2DF

Section B

Disclosure

Only complete if the examiner needs to highlight matters of concern (see CC32, Independent examination of charity accounts: directions and guidance for examiners).

Give here brief details of any items that the examiner wishes to disclose.

NOTHING MATERIAL TO DISCLOSE

**THIRSK COMMUNITY LIBRARY**

England & Wales - Charity number 1169352

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# Accounts

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# Thirsk Community Library

## Annual Report

### 2023-2024



## **Introduction**

This is the 7th annual report of Thirsk Community Library Charity. We continue to strive to live up to our vision of being an inclusive community hub where people can read, learn, use IT, socialise and have fun together. Above all else we prioritise being welcoming, friendly and helpful and being a great place to volunteer.

## **Leadership of the Charity**

Trustees lead the charity and are responsible for its overall sustainability, setting priorities and direction, ensuring that we meet the requirements of the agreement with North Yorkshire Council and of the Charity Commission and overseeing financial and service governance. At March 31<sup>st</sup> 2024 the trustees were.

Sally Burton: Chair

Shirley Ward: Secretary

Bronwen Common: Treasurer

Anna Naughton: Trustee

Nigel Lewin: Trustee

Irene Marwood: Trustee

## **Volunteer Leadership**

Day to day operations are overseen by volunteers. Some volunteers hold key responsibilities such as Three Rings Manager (rota management) Data Management and Coordinating activities such as Story Times, School Visits and Pop Up Libraries and looking after our Book Clubs.

## **Opportunities for Volunteers**

We welcome volunteers with a wide range of background and experience. All are valued for the contributions they make. We have been able to provide work experience to young people and to adults who are seeking to build their confidence as well as those completing Duke of Edinburgh Awards.

Volunteers work as Library Assistants, undertake administrative roles, organise group sessions such as Knit and Natter and Lego Club, lead Story Times and help with events and activities. They also manage all rotas, communications, building management, events, cleaning and library finances.

We also have a team of volunteers who manage the Home Library Service for people who are not able to get to the library, selecting books and delivering them to people at home.

We now have 13 Digital Buddies who support people with a range of IT related needs.

We hold regular social events and 'thank you's' for volunteers and many attend our regular fundraising quizzes.

Around 90 adults and 40 young people have volunteered with the library since 2017.

## **Our Performance**

- **Volunteers donated around 7,000 hours of their time.**
- **There were around 35,000 visits to the library.**
- **The computers were used by 2000 people.**
- **We delivered or organised nearly 700 activities for the local community.**
- **Over 200 sessions were held by other organisations in the library**

## **We issued the following books:**

- **1865 Audio Books**
- **33,778 Adult Fiction Books**
- **10,538 Adult Non Fiction Books**
- **37,324 Junior Fiction Books**
- **4291 Junior Non Fiction Books**
- **2435 Large Print Fiction**
- **144 Large Print Non Fiction**
- **816 Teenage Fiction**
- **74 Teenage Non Fiction**

## **Our Activities**

We directly deliver or organise a wide range of activities including:

- Knit and Natter
- Warhammer Games Club
- Lego Clubs
- Construction Play
- Story Time
- Music Time
- Two pop up libraries in local schools
- School visits to the library
- Social Groups
- Friday Friends
- Home Library Services
- Thirsk Digital Hub and Digital Buddies
- Support to 11 Book Clubs with monthly bundles of books gathered from across North Yorkshire.
- Regular Quiz Nights

- Speakers and Author Visits

### Lego Drop-In session



### Knit and Natter Group



## Chris Geeson Creative Clubs Warhammer Games Club



## Partnerships

We work with a number of partners to support other groups to use our space and benefit from our facilities.

This includes:

- Thirsk Repair Café
- Adult Learning Service
- Employment Support Services
- Smoking Cessation support
- Banking Services
- Parent Support Groups
- Play Groups and Childminders
- Hard of Hearing Group
- Hambleton Reusable Nappy Library
- Art sessions for children who are 'home educated'

## Home Education Art Group



## Thirsk Repair Cafe



### **North Yorkshire Council.**

The Council continues to support the library, paying a large percentage of the lease cost, buying all the books, providing a range of online resources and providing all the computers and systems. The Council also funds a part time Community Library Support Officer who works with volunteers to train them, advise on new systems and support day to day delivery.

### **Housing 21 Meadowfields Supported Housing**

We share a site with Meadowfields and we are very grateful for their support in maintaining the building and welcoming people. We are particularly grateful to be able to use the Bistro for our regular Quiz Nights.

## **New developments in 2024**

### **Northallerton Talking Newspapers for the Blind (NTN)**

Last year we formed a partnership with NTN to support them in recording and distributing their Talking Newspaper. This partnership is now developing and we are working with Hambleton Community Action to secure the future of the service. We are planning that we will work together to extend the reach of the Talking Newspapers to cover Thirsk, Northallerton and all associated villages and to see how it may benefit our Home Library customers. We will also be using the recordings in the library for social groups to share.

### **Rural Arts**

We are planning a new joint project for April 2025 with Rural Arts and White Rose Bookshop. This will involve arts, music, theatre and some outreach activities in local primary schools. We hope this partnership will bring many opportunities to extend what we can provide for local people.

### **Thirsk Digital Hub**

We have launched Thirsk Digital Hub. Helped by some funding from the Shared Prosperity Fund we have been able to extend our digital services to include more dedicated Digital Buddies, extra slots in the week to support the public and a Saturday morning Digital Café. We are also researching the best way to help people with sight loss and looking at Coding and other activities for young people.

### **Financial Position**

Our finances remain healthy but we are never complacent and continue to raise funds by holding Quizzes, raffles and events and applying for grants.

In the last financial year we received welcome grants from Broadacres Housing Association and Tesco's which helped to pay for children's activities and we are currently a Coop Community Fund charity.

Our income and expenditure on day to day running costs are broadly in balance and we have been able to invest some money in improving our communications, leaflets and website this year and to make some funds available to support our digital expansion.



Receipts and payments accounts

CC16a

For the period from	Period start 4/1/2023	To	Period end 3/31/2024
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**Section A Receipts and payments**

	Unrestricted funds	Restricted funds	Endowment funds	Total funds	Last year
	to the nearest £	to the nearest £	to the nearest £	to the nearest £	to the nearest £
<b>A1 Receipts</b>					
Library Services	4,812	-	-	4,812	4,468
Fund Raising	488	-	-	488	1,206
Grants and Donations	5,042	-	-	5,042	11,095
Room Hire	4,200	-	-	4,200	2,962
Activities and Events	4,062	-	-	4,062	1,952
Bank & Building Society Interest	446	-	-	446	170
	-	-	-	-	-
	-	-	-	-	-
<b>Sub total (Gross income for AR)</b>	<b>19,050</b>	<b>-</b>	<b>-</b>	<b>19,050</b>	<b>21,853</b>
<b>A2 Asset and investment sales, (see table).</b>					
	-	-	-	-	-
	-	-	-	-	-
<b>Sub total</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>
<b>Total receipts</b>	<b>19,050</b>	<b>-</b>	<b>-</b>	<b>19,050</b>	<b>21,853</b>
<b>A3 Payments</b>					
Activities and Events	4,695	-	-	4,695	3,415
Rent and Insurance	3,500	-	-	3,500	4,001
Repairs, Renewals & Maintenance	5,566	-	-	5,566	641
Administration	1,816	-	-	1,816	1,765
Licences & Subscriptions	502	-	-	502	299
Fund Raising	-	-	-	-	243
Salaries	-	-	-	-	4,617
	-	-	-	-	-
	-	-	-	-	-
<b>Sub total</b>	<b>16,079</b>	<b>-</b>	<b>-</b>	<b>16,079</b>	<b>14,981</b>
<b>A4 Asset and investment purchases, (see table)</b>					
Trolleys and Shelves	1,768	-	-	1,768	-
Display Stands (2)	1,848	-	-	1,848	-
Reception Desk, Cupboards etc	-	-	-	-	17,707
<b>Sub total</b>	<b>3,616</b>	<b>-</b>	<b>-</b>	<b>3,616</b>	<b>17,707</b>
<b>Total payments</b>	<b>19,695</b>	<b>-</b>	<b>-</b>	<b>19,695</b>	<b>32,688</b>
<b>Net of receipts/(payments)</b>	<b>- 645</b>	<b>-</b>	<b>-</b>	<b>- 645</b>	<b>- 10,835</b>
<b>A5 Transfers between funds</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>
<b>A6 Cash funds last year end</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>
<b>Cash funds this year end</b>	<b>- 645</b>	<b>-</b>	<b>-</b>	<b>- 645</b>	<b>- 10,835</b>

## Section B Statement of assets and liabilities at the end of the period

Categories	Details	Unrestricted funds to nearest £	Restricted funds to nearest £	Endowment funds to nearest £
<b>B1 Cash funds</b>	Barclays Bank	22,312	-	-
	Nationwide Building	25,758	-	-
	Cash	313	-	-
	<b>Total cash funds</b> <small>receipts and payments agreement account(s)</small>	<b>48,383</b>	<b>-</b>	<b>-</b>

Categories	Details	Unrestricted funds to nearest £	Restricted funds to nearest £	Endowment funds to nearest £
<b>B2 Other monetary assets</b>		-	-	-
		-	-	-
		-	-	-

Categories	Details	Fund to which asset belongs	Cost (optional)	Current value (optional)
<b>B3 Investment assets</b>			-	-
			-	-
			-	-

Categories	Details	Fund to which asset belongs	Cost (optional)	Current value (optional)
<b>B4 Assets retained for the charity's own use</b>	Display Stands	Unrestricted	-	1,848
	Reception desk, cupboards, shelving and story chair	Unrestricted	-	20,402
	Trolleys & Library Boxes	Unrestricted	-	1,976
	Filing Cabinets	Unrestricted	-	270
	Blinds	Unrestricted	-	140
	Camera	Unrestricted	-	808
	Gazebo Table & Chairs	Unrestricted	-	23
				-

Categories	Details	Fund to which liability relates	Amount due (optional)	When due (optional)
<b>B5 Liabilities</b>			-	
			-	
			-	

Signed by one or two trustees on behalf of all the trustees

Signature	Print Name	Date of approval

**THIRSK COMMUNITY LIBRARY**

England & Wales - Charity number 1169352

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# Accounts

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# Thirsk Community Library

Registered Charity Number: 1169352

## Annual Report

April 1<sup>st</sup> 2022 to March 31<sup>st</sup> 2023



***'I cannot say anything that would improve this library. The volunteer staff are all wonderful, very helpful and with a great sense of humour. Thanks to all of you'***

## **Introduction**

This is the 6th annual report of Thirsk Community Library Charity. We continue to live up to our vision of being an inclusive community hub where people can read, learn, use IT, socialise and have fun together. Above all else we prioritise being welcoming, friendly and helpful and being a great place to visit and to volunteer.

## **Leadership of the Charity**

Trustees lead the charity and are responsible for the overall sustainability of the charity, setting priorities and direction, ensuring that we meet the requirements of the agreement with North Yorkshire Council and of the Charity Commission and overseeing financial and service governance. At March 31<sup>st</sup> 2023 the trustees were.

Sally Burton: *Chair*

Shirley Ward: *Secretary*

Bronwen Cohen: *Treasurer*

Anna Naughton: *Trustee*

Irene Marwood: *Trustee*

Fiona Maher: *Trustee*

Ann MacNamara: *Trustee*

Stephanie Fletcher: *Trustee*

## **Operational Management**

Day to day operations are overseen by volunteers. Some volunteers hold key responsibilities such as Three Rings Manager (rota management) Data Management and Coordinating activities such as Story Times, School Visits and Pop Up Libraries and looking after our Book Clubs. Volunteers are always welcome to propose activities and to put forward suggestions for projects or services. For example one volunteer has run an excellent Collage Art session for us and another has offered her skills in producing social media posts.

We don't have a 'Manager' as the library is self-managed by the volunteers on each shift. All work to deliver our vision and all have induction and training to undertake their roles. Our volunteers have a wide range of skills and aptitudes and their strength lies in good teamwork and communication.

## **Financial Position**

Our finances remain healthy. However we cannot be complacent. We have a good reserves position mainly due to the Covid-related grants we have received. We have allocated significant sums to purchasing new shelving, desks, trolleys and chairs, re-decorating and carpet cleaning. We were supported in this venture by an allocation of £3800 from Hambleton District Council .

We have been able to pay for activity leaders to run sessions for children with the help of a Get Going grant of £1000 from NYCC.

We received £380 from HDC to support our Warm Spaces initiative.

Our income and expenditure on day to day running costs are broadly in balance but we do not make a profit from day to day income.

We undertake fundraising activities such as holding Quizzes, selling second hand books, Christmas stalls, raffles and a 50/50 Club. We also welcome donations.

The agreement with North Yorkshire Council allows us to keep all monies from fines, reservations and printing.

NYC pays for the lease for the building and we are charged for a percentage of this each quarter. We also fund all insurance, cleaning, fire safety checks, consumables and volunteer expenses and all activities for the public.

## **Partnership with North Yorkshire Council**

The Council continues to buy all the books and provides all the computers and systems. The Council also funds a part time Community Library Support Officer who works with volunteers to train them, advise on new systems and support day to day delivery.

For the last 6 years we have also been supported by Laura Dinning, an Outreach Librarian from NYC. Following some staffing changes Laura has now moved to another patch and we welcome Lucy Harrison-Wright as our new Outreach colleague. We would like to record our thanks to Laura for all her help, patience and advice over the last 6 years.

At the end of March 2022 Brenda Robinson retired after a career of over 35 years in public libraries. Brenda had been our Community Library Support Officer for 5 years. She had worked with us from the first day we took over the library and we are very grateful for all her support, goodwill and pearls of wisdom she passed on from that career in libraries.

Our new Community Library Support Officer, Emma Jenner started in April 2022. She has wide experience in a number of charitable ventures and has built up strong relationships with volunteers and customers and is a highly valued member of our team.

## **Opportunities for Volunteers**

Our volunteer policy makes it clear that we are welcoming and inclusive and that we believe our strength lies in having a range of volunteers with varying skills who work together to deliver our vision.

There are no specific qualifications or experience needed to volunteer with us. The priority is that people understand and sign up to the vision and values of the library, work in a team and are welcoming to all our customers.

We provide a detailed induction, shadowing our experienced volunteers, and training sessions for all new volunteers. When people feel ready they are able to go onto our rota and be part of the team on days they select.

Some of our volunteers do not work as part of the rota but help us with regular admin, fundraising, and help with events or working for part of shifts processing books, shelving, making refreshments, reading stories or chatting to customers. All contributions are very much valued and appreciated.

We also offer placements for Work Experience, CV building and Duke of Edinburgh's candidates and placements for young people with a range of additional support needs.

## **What's in it for volunteers?**

People who volunteer gain new experiences, make friends and get the satisfaction of knowing they are contributing to their community.

Volunteers are able to undertake additional training if they wish to build up their CV and skills portfolio and they can also use volunteering as a stepping stone to employment. Others will use it as a stepping stone into retirement, bringing their skills and experience to the team as they end their paid working lives.

We hold regular social events and 'thank you's' for volunteers and many attend our regular fundraising quizzes.

Around 75 adults and 20 young people have volunteered with the library since 2017. We appreciate every one of them.

## **How much time has been donated?**

In the 6 years April 2017-to April 2023 over **25,000** hours of volunteer time was committed to direct service in the library (this would have been over 28,000 without Covid).

At the same time around **7500** hours were committed selecting and delivering books to people's homes. In addition, around **7000** hours were spent on 'support activities such as finance, training, applying for grants, managing the building, ordering materials, planning for activities, cleaning and liaison with partners. This is a huge commitment of which we can all be very proud.

## **An inclusive and welcoming public service**

The building is accessible with dedicated disabled parking, level access, accessible toilets, a lift and a hearing induction loop. We also have volunteers with experience of supporting people with learning disabilities, autism, dementia and mental health needs. We provide Large Print and Audio Books for those with visual disabilities.

We provide a range of services to support local people. In the last year this has included:

- A 'Warm Space' to welcome people struggling to afford heating or simply looking for some company.
- Zen Tangle Sessions- mindful drawing with drinks and chat.
- Friday Friends, a welcoming group for people who want to chat, play board games or devise quizzes together.
- Hard of Hearing Group in collaboration with Community Works.
- Volunteering opportunities for people with disabilities and health issues.
- A meeting space for employment support discussions, one to one help and counselling.
- Pop Up Visits by the Police, Public Health and Local Charities.
- Adult Learning classes in Literacy, numeracy, English as a second language and family learning.
- Providing space for the Thirsk Repair Café. The brilliant volunteers from the Repair Café and great partners and the popular Repair Café is a great asset to the community that we feel really complements our values and philosophy.

All these groups add to the wonderful atmosphere in the library and comment on the warm welcome we provide.



**The Repair Café, bringing people together to learn how to fix things, reducing waste, saving money and adding to the social atmosphere in the library**



**Adult Learning from North Yorkshire Council have delivered lessons in the library and continue to work with us on new projects**

## **Working outside the library**

Some of our services are delivered outside the library, meeting local needs in the community. We have a Home Library Service whereby volunteers select and deliver books to people who cannot get to the library. This is a highly valued service supporting some of the most vulnerable people in the community.

We also visit schools and nurseries to read to children and provide a Pop up Library which takes books into schools for children to borrow.

## **Activities for Children and Young People**

We continue to deliver a range of activities for children as follows:

- A weekly Story Time Session with a rota of keen story tellers who all bring their own magic to the sessions
- Regular sessions for a group of childminders and the children in their care
- Weekly Construction Play for pre-school children
- 2 Lego Clubs after school
- Warhammer Games Club every week
- Regular crafts activities.
- Author talks
- Visits from schools to the library

We affiliated our War Hammer Games Club with North Yorkshire Youth in order to test out whether we can build this into a wider games club and whether we can obtain financial support for this.

Over the summer we ran the popular Summer Reading Challenge with the theme of Gadgeteers. We provided a range of activities from fixing bikes, trikes and scooters, to mini engineering projects, arts and crafts and Lego building. We were also supported by Thirsk Yarn bombers who came every week and taught children how to knit. Two volunteers ran 'Gadgeteer Sessions' introducing children to fun activities using circuits, batteries, magnets and elastic.

**We took part in a Reading Agency Project to encourage under 5s to attend and listen to stories. This lasted 6 weeks and was very popular. Many thanks to volunteer Pat for delivery of the sessions.**





**Making Minecraft Models was very popular with children and adults and we did a repeat as we sold out**



**Making Christmas decorations**

**One of the highlights for children was a talk about Space by local author Mike Barfield**



## Partnerships with schools

We work with all local primary schools to help them promote reading and literacy. We visit all local primary schools and invite pupils to take part in the summer and Christmas Reading Challenges and we welcome school visits when we read stories, issue library cards and undertake games and activities to help children learn about how libraries work. We also offer a 'Pop up Library Service' to take books out to Thirsk Community Primary School and Carlton Miniott Primary Academy School for families to borrow and volunteers visit schools to read to children. We also have a partnership with Alanbrooke Primary Academy and will develop this further this year.

We work with Thirsk High School to provide Work Experience and Duke of Edinburgh award placements and we have other students attend for extended periods to supplement their education.



**Pupils from All Saints Primary School enjoying a library visit**

## **Helping people to find information and use IT**

We have 8 Public Computers and a Printer/Photocopier available for public use. We are aware that many local people do not have a computer or broadband at home and the library is an important place for them to access IT and manage their affairs.

The library also has free access to the NYC Guest Wi-Fi system and people can bring in their own devices and work in the library.

## **Our Digital Buddies continue to support people with a range of IT support**

This year they offered drop in sessions for people wanting help with the NHS App and we will repeat this. They also support people applying for Blue Badges, Bus Passes, setting up email accounts, helping people print items and helping people with data protection.

We also take part in the ReBoot Scheme to collect and repurpose PCs and devices to donate to people who need them.

## **Talking Newspapers for the Blind**

We have formed a new partnership and now provide a service to copy the Talking Newspaper and post it out to local people. We receive the USB sticks back each month, record the new paper and send it out. We are looking into offering a social group for people who would like to come into the library to listen to the articles and discuss local issues.

## **Priorities for 2023-24**

- Complete the re-decoration and refurbishment of the library
- Maintain our links with schools and our range of children's activities
- Promote and increase the numbers using Home Library Services
- Repeat our offer of a 'Warm Space'
- Increase our number of activities for adults
- Recruit and induct new volunteers
- Re-open one late shift per week to make us more accessible to more people
- Complete the drafting of new guidelines on all core tasks for volunteers
- Work with North Yorkshire Youth to explore the possibility of providing more services for young people aged 10-16
- Introduce a Local History/Local Affairs discussion group
- Set up a programme of speakers 3 or 4 times a year



For the period from	Period start date 4/1/2022	To	Period end date 3/31/2023
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**Section A Receipts and payments**

	Unrestricted funds to the nearest £	Restricted funds to the nearest £	Endowment funds to the nearest £	Total funds to the nearest £	Last year to the nearest £
<b>A1 Receipts</b>					
Library Services	4,468	-	-	4,468	3,055
Fund Raising	1,206	-	-	1,206	2,356
Grants and Donations	11,095	-	-	11,095	7,210
Room Hire	2,962	-	-	2,962	145
Activities and Events	1,952	-	-	1,952	1,135
Bank Interest	170	-	-	170	42
	-	-	-	-	-
	-	-	-	-	-
<b>Sub total(Gross income for AR)</b>	<b>21,853</b>	<b>-</b>	<b>-</b>	<b>21,853</b>	<b>13,943</b>
<b>A2 Asset and investment sales, (see table).</b>					
	-	-	-	-	-
	-	-	-	-	-
<b>Sub total</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>
<b>Total receipts</b>	<b>21,853</b>	<b>-</b>	<b>-</b>	<b>21,853</b>	<b>13,943</b>
<b>A3 Payments</b>					
Activities and Events	3,415	-	-	3,415	7,908
Marketing	-	-	-	-	480
Rent and Insurance	4,001	-	-	4,001	4,017
Salaries	4,617	-	-	4,617	10,452
Administration & Maintenance	2,406	-	-	2,406	1,538
Licences & Subscriptions	299	-	-	299	477
Fund Raising	243	-	-	243	205
	-	-	-	-	-
	-	-	-	-	-
<b>Sub total</b>	<b>14,981</b>	<b>-</b>	<b>-</b>	<b>14,981</b>	<b>25,077</b>
<b>A4 Asset and investment purchases, (see table)</b>					
Book & Poster Stand	-	-	-	-	289
Reception Desk, Cupboards, Shelving & Story Chair	17,707	-	-	17,707	-
<b>Sub total</b>	<b>17,707</b>	<b>-</b>	<b>-</b>	<b>17,707</b>	<b>289</b>
<b>Total payments</b>	<b>32,688</b>	<b>-</b>	<b>-</b>	<b>32,688</b>	<b>25,366</b>
<b>Net of receipts/(payments)</b>	<b>- 10,835</b>	<b>-</b>	<b>-</b>	<b>- 10,835</b>	<b>- 11,423</b>
<b>A5 Transfers between funds</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>
<b>A6 Cash funds last year end</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>
<b>Cash funds this year end</b>	<b>- 10,835</b>	<b>-</b>	<b>-</b>	<b>- 10,835</b>	<b>- 11,423</b>

## Section B Statement of assets and liabilities at the end of the period

Categories	Details	Unrestricted funds to nearest £	Restricted funds to nearest £	Endowment funds to nearest £
<b>B1 Cash funds</b>	Barclays Bank	38,338	-	
	Nationwide Building Society	10,301	-	
	Cash	310	-	
	<b>Total cash funds</b>	<b>48,949</b>	<b>-</b>	<b>-</b>
	(agree balances with receipts and payments account(s))	Agreement Error	OK	OK

Categories	Details	Unrestricted funds to nearest £	Restricted funds to nearest £	Endowment funds to nearest £
<b>B2 Other monetary assets</b>		-	-	-
		-	-	-
		-	-	-
		-	-	-

Categories	Details	Fund to which asset belongs	Cost (optional)	Current value (optional)
<b>B3 Investment assets</b>			-	-
			-	-
			-	-
			-	-

Categories	Details	Fund to which asset belongs	Cost (optional)	Current value (optional)
<b>B4 Assets retained for the charity's own use</b>	Shelving and Supports	Unrestricted	2,541	-
	Trolleys and Library Boxes	Unrestricted	208	-
	Blinds	Unrestricted	140	-
	Gazebo Table & Chairs	Unrestricted	23	-
	Desk Chair	Unrestricted	154	-
	Camera	Unrestricted	808	-
	Filing Cabinets	Unrestricted	270	-
	Book & Poster Stands	Unrestricted	289	-
	Desk, cupboards, shelves & chair	Unrestricted	17,707	-

Categories	Details	Fund to which liability relates	Amount due (optional)	When due (optional)
<b>B5 Liabilities</b>			-	
			-	
			-	

Signed by one or two trustees on behalf of all the trustees	Signature	Print Name	Date of approval

**THIRSK COMMUNITY LIBRARY**

England & Wales - Charity number 1169352

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# Accounts

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# Thirsk Community Library

Registered Charity Number: 1169352

## Annual Report April 1<sup>st</sup> 2020 to March 31<sup>st</sup> 2021



## **Introduction**

This is the fourth annual report of Thirsk Community Library Charity. During this very unusual year we continued to provide services but in very different ways. We were closed to the public or offering a restricted face to face service for much of the year but we continued to do our very best to ensure people could access books and IT and to keep our volunteers engaged. We were supported by many local people and organisations, including schools, councils and businesses. We received ongoing support and advice from North Yorkshire County Council and funding support from Town and Parish Councils. We also received financial support from the Government in the form of Covid related grants.

Our volunteers continue to be brilliant, ensuring that we can keep the library functioning, even in the middle of a global pandemic.

## **Leadership of the Charity**

Trustees lead the charity and are responsible for the overall sustainability of the charity, setting priorities and direction, ensuring that we meet the requirements of the agreement with North Yorkshire County Council and of the Charity Commission and overseeing financial and service governance. For 2020 to 2021 the trustees were:

Sally Burton: Chair

Shirley Ward: Secretary

Mel Johnson: Treasurer

Abigail Homer: Trustee

Anna Naughton: Trustee

Irene Marwood: Trustee

## **Operational Management**

Day to day operations are overseen by a Management Group of volunteers. Any volunteer can ask to join this group and can submit ideas and proposals to them.

## **Policies and Procedures;**

The Charity maintains policies on Health and Safety, Safeguarding, Data Protection, Equality and Diversity, Volunteers and Cash Management which are reviewed and updated as needed. We provide a detailed induction for new volunteers to ensure they are aware of all requirements.

We also provide ongoing refresher training and our partners at North Yorkshire County Council offer training to all new volunteers and ongoing training on procedures, IT, and best practice.

## **Key highlights of 2020-2021**

At the end of the financial year 2019-2020 the country entered a national lockdown and the library was closed.

We anticipated this and widely advertised that people could borrow up to 30 books to read during this time.

After a few weeks, and with good weather we decided to make good use of our stock of second hand books and to place them around Thirsk so that people could pick up a book while out for a walk. This was very popular and we started to get requests for more books and especially for books for children who were not attending school.

Libraries could not legally open to the public but we asked the question 'could we legally select, issue and deliver books to people who are stuck at home?' After some local discussions and advice we decided that we would work jointly with Community Works, a local charity that had been designated as a Community Support Organisation by North Yorkshire County Council. We set up strict health and safety protocols and library volunteers worked in socially distanced pairs to select books for people which were then delivered by volunteer drivers from Community Works.

This service proved popular with a wide range of people, from traditional home library users to families with children who were being home educated and parents of pre-school children who were missing story times.



This young reader is enjoying her library books in the garden.

When we were allowed to reopen we continued this offer and we also set up a 'Select and Collect Service' for people who didn't want to come into the library. We also created bundles of books for people to 'grab and go' to reduce the time people spent in the library.



As soon as we were able we re-opened to allow essential use of IT as we are aware that access to our computers is a lifeline for many people who do not have WIFI or a computer at home.

There was a very significant amount of work to develop Risk Assessments, ensure everyone was trained and also to set up all the systems for selecting, issuing and delivering books to people during the lockdown periods. We are very grateful for all of our volunteers who all attended training 2 sessions to ensure that everyone was fully appraised of the Health and Safety Systems we put in place and the processes for this new style of delivery. We hope we don't need to do it again but if we do, we have all the information we need to be effective.

Volunteers helped in many ways, from coming in and undertaking cleaning, designing registration forms, issuing new library cards to new members by post, delivering books and delivering training sessions. This was a massive team effort.

### **Activities and events**

Obviously we had to stop all our activities but we didn't stop trying to reach people.

We recorded a story time which was posted on Facebook each week, with different people from around our town reading the stories. This varied from a Councillor, a Scout Leader, Charity CEO, Estate Agent, Butcher, Bookshop Owner, Head Teacher, World Champion Rower, and some of our volunteers.

We also set up a Virtual Lego Club, run by two fantastic children who set a challenge each week and were then joined on Zoom by other children who all shared their creations.

In the winter of 2020 we planned a Christmas Reading Challenge and were supported by a donation from the Rotary Club of Thirsk and by Thirsk Yarnbombers to produce a craft bag for every child who participated. Just as we launched this the Country entered another lockdown period which meant we couldn't invite children into the library to sign up. We managed to sign up nearly 200 children remotely and to issue them with a bag of books and a craft bag with activities in it.



This young reader collected his bundle of books and craft bag from the door of the library.

## **Financial Position**

Our accounts for 2020-2021 show a strong position in terms of income and reserves. However, this figure hides a significant underlying challenge.

We were grateful to receive grants from Hambleton District Council to support us with some of the costs of reopening the library, such as increased costs for sanitiser, signs and cleaning materials. We also received grants from the Treasury aimed at supporting certain businesses and organisations to cover lost income and to re-open and re-launch services. In addition we had already received a grant of £10000 from the National Lottery towards the cost of a part time activities coordinator.

During 2021-2022 we have started to spend this money. The charity trustees felt that as we had received public money we should invest some of this in offering activities at a subsidised price to encourage people to attend the library and to broaden what we could offer to people. We have thus invested in salaries, equipment and promotions and we are planning improvements to the library environment.

We should note that during 2020-2021 our monthly income was reduced by over £1000 per month due to library closures and the reduced ability to raise funds and hold fundraising events.



## In memory of Laura Brown

Everyone at Thirsk Community Library was deeply saddened by the sudden passing of Laura Brown in October 2021. Laura was a stalwart of our volunteer team. She was the Vice Chair of the Management Group and took a particular interest in inducting and training new volunteers. Laura was a retired professional librarian who had held many posts in libraries in Belfast and Northern Ireland and her passion for libraries and providing a public library service continued into her retirement. Laura was the inspiration behind our initiative to place books around the area and to deliver books to people during the lockdowns and she worked tirelessly to ensure the library was available to all who wanted it. Laura moved to Thirsk to be near her family and we are glad she came here. In her own quiet way she made a massive contribution to Thirsk and the surrounding area. We miss her greatly and will do all we can to ensure we keep her passion alive.











**Thirsk Community Library**  
**Customer Service Standards**

We are committed to providing excellent Customer Care.

**We will always:**

Treat all of our customers fairly, equally and with respect

Help anyone who needs additional support to use our services

Try to make our communications clear and easy to understand

Help people to find the books or information they need and help them connect with other organisations that can help them

Help people with IT or make them an appointment with an IT Buddy

**When customers visit us we will:**

Greet them and offer help

Attend to people as soon as possible

Provide a welcoming and attractive environment

**When a customer calls us we will:**

Aim to answer the phone in person within 5 rings

Respond to voicemail messages within one day

Resolve the issue or pass it onto someone who can respond within one working day, letting you know if there is a delay

**When a customer contacts us via email or Facebook we will:**

Acknowledge the contact and resolve the issue the same working day

Advise the customer if it will take longer and keep them up to date

**We will also**

Make it easy for you to give us feedback

Use customer feedback to help us improve the service

Share information to tell you how we are doing



CHARITY COMMISSION  
FOR ENGLAND AND WALES

Charity Name <b>Thirsk Community Library</b>	No (if any)
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## Receipts and payments accounts

For the period from	Period start date 1-Apr-20	To	Period end date 31-Mar-21
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### Section A Receipts and payments

	Unrestricted funds to the nearest £	Restricted funds to the nearest £	Endowment funds to the nearest £	Total funds to the nearest £
<b>A1 Receipts</b>				
Lottery Garnt	10,000	-	-	10,000
COVID Business Support	39,513	-	-	39,513
IT Project	2,680	-	-	2,680
Other Grants & Donations	1,412	-	-	1,412
Library Services	1,002	-	-	1,002
Fund Raising	982	-	-	982
Room Hire	428	-	-	428
Bank Interest	89	-	-	89
<b>Sub total</b> (Gross income for AR)	<b>56,106</b>	<b>-</b>	<b>-</b>	<b>56,106</b>
<b>A2 Asset and investment sales, (see table).</b>				
	-	-	-	-
	-	-	-	-
<b>Sub total</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>
<b>Total receipts</b>	<b>56,106</b>	<b>-</b>	<b>-</b>	<b>56,106</b>
<b>A3 Payments</b>				
Events	220	-	-	220
COVID Provisions	2,863	-	-	2,863
IT Project	1,284	-	-	1,284
Insurance and Rent	4,025	-	-	4,025
Staff Salaries	2,430	-	-	2,430
Marketing	400	-	-	400
Legal Costa	720	-	-	720
Fund Raising	348	-	-	348
Administration Costs & Maintenance	610	-	-	610
<b>Sub total</b>	<b>12,900</b>	<b>-</b>	<b>-</b>	<b>12,900</b>
<b>A4 Asset and investment purchases, (see table)</b>				
Camera	808	-	-	808
Office Equipment	570	-	-	570
<b>Sub total</b>	<b>1,378</b>	<b>-</b>	<b>-</b>	<b>1,378</b>
<b>Total payments</b>	<b>14,278</b>	<b>-</b>	<b>-</b>	<b>14,278</b>
<b>Net of receipts/(payments)</b>	<b>41,828</b>	<b>-</b>	<b>-</b>	<b>41,828</b>
<b>A5 Transfers between funds</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>
<b>A6 Cash funds last year end</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>
<b>Cash funds this year end</b>	<b>41,828</b>	<b>-</b>	<b>-</b>	<b>41,828</b>

## Section B Statement of assets and liabilities at the end of the period

Categories	Details	Unrestricted funds to nearest £	Restricted funds to nearest £
<b>B1 Cash funds</b>	Barclays Bank	61,118	-
	Nationwide Building Society	10,089	-
		-	-
	<b>Total cash funds</b>	<b>71,207</b>	<b>-</b>
	(agree balances with receipts and payments account(s))	Agreement Error	OK

Categories	Details	Unrestricted funds to nearest £	Restricted funds to nearest £
<b>B2 Other monetary assets</b>		-	-
		-	-
		-	-
		-	-
		-	-
		-	-

Categories	Details	Fund to which asset belongs	Cost (optional)
<b>B3 Investment assets</b>			-
			-
			-
			-
			-

Categories	Details	Fund to which asset belongs	Cost (optional)
<b>B4 Assets retained for the charity's own use</b>	Shelving and Supports	Unrestricted	2,541
	Trolleys & Library Boxes	Unrestricted	208
	Blinds	Unrestricted	140
	Gazebo Table & Chairs	Unrestricted	523
	Desk Chair	Unrestricted	154
	Camera	Unrestricted	808
	Filing Cabinets	Unrestricted	270
			-

Categories	Details	Fund to which liability relates	Amount due (optional)
<b>B5 Liabilities</b>			-
			-
			-
			-
			-

Signed by one or two trustees on behalf of all the trustees

Signature	Print Name

**CC16a**



**Last year**

**to the nearest £**

-
-
5,000
5,482
5,571
4,757
3,150
-
23,960

-
-
-

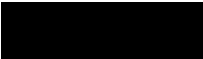
23,960
--------

1,190
-
2,462
4,249
-
70
-
1,338
1,270
10,579

718
154
872

11,451
--------

12,509
-
-
12,509



**Endowment funds**

to nearest £

-
-
-
-

OK

**Endowment funds**

to nearest £

-
-
-
-
-
-

**Current value (optional)**

-
-
-
-
-

**Current value (optional)**

-
-
-
-
-
-
-
-
-

**When due (optional)**


**Date of approval**


## **Independent examiner's report to the trustees of Thirsk Community Library Trust**

I report to the trustees on my examination of the accounts of Thirsk Community Library Trust (the Trust) for the year ended 31 March 2021

### **Responsibilities and basis of report**

As the charity trustees of the Trust you are responsible for the preparation of the accounts in accordance with the requirements of the Charities Act 2011 (the Act).

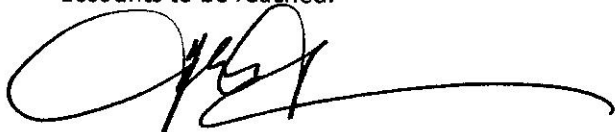
I report in respect of my examination of the Trust's accounts carried out under section 145 of the 2011 Act and in carrying out my examination I have followed all applicable Directions given by the charity Commission under section 145(5)(b) of the Act

### **Independent examiner's statement**

I have completed my examination. I confirm that no material matters have come to my attention in connection with the examination giving me cause to believe that in any material respect:

1. Accounting records were not kept in respect of the Trust as required by section 130 of the Act; or
2. The accounts do not accord with those records.

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.



Signed:

Name David Reginald TUCKER

Relevant professional qualification or membership of professional bodies (if any): Nil

Address: 98 Topcliffe Road, Sowerby, Thirsk, North Yorkshire. YO7 1RY

Date: 25<sup>th</sup> August 2021