

## Swansea Libraries WPLS 2022-23

### Appendix 2 - impact statement and additional strategic narrative

Instead of the case studies previously submitted, authorities are asked to submit one impact statement for their service. Good impact statements are expected to include evidence that the library service has made a positive difference to an individual (or group of individuals). This would normally go beyond a description of services provided and their use, to show the outcome, and may include testimony from the customers concerned provided you have their permission to include this. Individuals should not be named within the impact statement.

#### Authority: Swansea Council

**1. The impact which the library has had on an individual, or on a group of individuals, during the year. Describe the use made of the service, and the difference that use made to the individual or group concerned. Indicative length 300 words**

*Please indicate if permission for the Welsh Government to re-use and/or publish the impact statement has been obtained or not: Yes - obtained*

*No – not obtained – permission granted to be shared for this purpose*

A customer at a community library in west Swansea recently suffered a close bereavement, that of his father who he lived with. This left him not only with his grief but also having to deal with arrangements. He expressed to staff how he felt comfortable sharing with them how it had affected him and it was very apparent that his anxiety and distress were reduced after spending time in the library.

*“Sometimes I just need to talk to someone, I am so lonely without my Dad. Thank you for listening.”*

He also chose to use the library space to meet with friends and family and others and tell them about his father's passing and discuss the funeral arrangements etc. He was able to meet the minister who is going to conduct the funeral service and together, using the computer facilities in the library, they created and printed the Order of Service. It had been worrying him how he was going to be able to do this within his budget otherwise, especially as he has no computer access at home and was also grateful for the facility in the library to scan and print essential documents. He had never scanned anything before and had difficulty concentrating on tasks at times, so also benefitted from staff assistance with digital skills also.

*“I don't know how I would have managed without you helping me and being able to do the Orders of Service myself has saved me a fortune at this difficult time.”*

*“Ever since I was a little boy I have always thought of the library as a safe and welcoming place. There is nowhere else in the community where I can go and feel welcome to stay for as long as I need to without having to buy a drink or food.”*