**EDGE2018 Conference Programme**

**DAY ONE Thursday 1st March 2018**

**8.00-9.00** Coffee and Registration in the atrium, Radisson Blu, Royal Mile, EH1 1TH

**Physical – Adapting and Shaping to Change**

Chair: **Alistair Gaw**, **Executive Director of Communities and Families**   
  
**9.00-9.15** Welcome and Introduction by **our Convener**

**9.15-9.30** **Alistair Gaw**

**9.30-10.00 Pam Ryan**, Director, Service Development & Innovation | Toronto Public Library

*Lending the Internet: Digital Inclusion and Poverty Reduction.*   
Supported by the City`s Poverty Reduction Strategy and a donation from Google Canada, Toronto Public Library initiated a WiFi hotspot lending program targeting low income households without home internet access. The program currently supports loaning 500 devices with unlimited data plans for 6 month loans. A research study is part of the initiative and results to date will be shared.

**10.00-10.05** **Café Conversation lead by the Chair**

**10.05-10.30 Christine Cook**, Service Development Officer (Adults), Fife Cultural Trust Head Office

Talking about how they asked their customers what could they physically do to increase footfall and issues and change perceptions about just what can take place in a library – and how much fun it’s appropriate to have while you’re there!  Themed nights were suggested, so they have successfully built on that. Whisky tasting, Chocolate tasting and more.  They charge to cover costs and have partnered various local and national providers to provide talks and consumables.

**10.30-10.35** **Café Conversation lead by the Chair**

**10.35-11.05** Refreshment Break

**11.05-11.35 Kate Pitman**, Idea Store Service Development Manager, Tower Hamlets

Libraries and adult community education have continued to converge in ways that we’d never imagined. We were never simply a co-located service and have always had cross service front-line staff and shared admin support. But over the years we have developed more and more joint working and common approaches to different areas. This has led to innovative work in areas such as health, employability, digital services and volunteering.

All of this work is part of our core service and offered as standard across the board. This is not a traditional library service with some initiatives or projects as add-ons, we are developing all the time.

**11.35-11.40 Café Conversation lead by the Chair**

**11.40 -12.10** **Molly Page,**Lifelong Learning – Development Worker  
  
1 in 5: Raising Awareness of Child Poverty

Despite being an affluent city 22% of Edinburgh’s children live in poverty, with every school having families affected. The impact of poverty on children’s outcomes is well documented - on standard of living, quality of life, health, opportunities and educational attainment. Whilst schools and services cannot always tackle the structural causes of poverty, research shows that there is much that can be done to mitigate some of the impacts. Edinburgh’s 1in 5 Project is centred on a programme of work to: raise awareness and understanding of causes and the stigmatising effects of child poverty and its impact on educational outcomes; explore the cost of the school day; and, examine how schools and services can create equity for all. 85 Edinburgh schools as well as community, youthwork and sports services have now completed training and are utilising the 1 in 5 suite of resources to explore how they can implement change.

‘*It was and continues to be a very important element of the school's journey to full awareness of the social influences on pupil and school success. 1 in 5 has undoubtedly had a profound and positive effect on the ethos and character of our school’.* (Headteacher, 1 in 5 school)

12.10-12.15 **Café Conversation lead by the Chair**

**12.15-1.15 Lunch** in Dunedin Room

**Social – Innovative, Creative and Effective**

Chair: **Alison Thompson, Co Founder, Social Bite**

**1.15-1.30 Alice Thompson**

**1.30-1.55 Rachael Rivera** RLIANZA | Manager- Central Library Experience, Ngā Pātaka Kōrero o Tāmaki Makaurau - Auckland Libraries

It all started with a report written by a local charity group-Lifewise. The report detailed the experience of being homeless in Auckland City and there was a lot of reference to the Central Library fulfilling the role of a ‘lounge’ for rough sleepers.  It was named as a place people came for community and relaxation time, access to computers and a chance to keep in touch with family and friends.

Once we read this, we realised how important our offer was to this community, and we wondered if we were serving this group the best way possible. We decided the best way to hear about these customers and their experience of the library was to have a *hui* (meeting) and the ‘Library Lounge hui’ was born.

**1.55-2.00 Café Conversation lead by Chair**

**2.00 -2.25 Douglas Hamilton**, Chair of the Poverty & Inequality Commission in Scotland & Director, The R S Macdonald Charitable Trust

The Commission will provide independent advice to ministers and have a strong scrutiny role in monitoring progress towards tackling poverty and inequality. It will also have an advocacy role to help bring about real reductions in poverty and inequality in Scotland. In time for EDGE in March, the commission will have published its first piece of advice and Douglas will be able to talk to some of their priorities.

**2.25-2.30** **Café Conversation lead by Chair**

2.30-3.00 Refreshment Break

**3.00-3.30 Susan Benton** President & CEO of Urban Libraries Council

With a new resident social worker, the Brooklyn Public Library is pushing staff and patrons toward a culture of inclusivity. Most all of our urban libraries now will have a social worker at least part-time, if not full-time, if not multiple social workers in multiple neighbourhood or branch libraries. In some respects, libraries are less intimidating than other social service providers: There’s little bureaucracy to navigate; there’s nothing to sign. And there’s a rich history of libraries as “safe and trusted spaces,” where customers expect to find answers to questions that vex them. There’s tremendous word of mouth on the street in terms of people knowing that they can find help at a public library.

**3.30-3.35 Café Conversation lead by Chair**

**3.35-4.00** **Patricia Santelices,**Principal Officer, Mental Health and Well Being, with guest **Kevin Neary**

Turn Your Life Around is a programme designed and delivered by the Lifelong Learning team in our Education service in conjunction with Police Scotland. It includes training local volunteers who have had a number of adverse childhood experiences (ACEs) to share their stories of despair and hope with staff, pupils and families.  Hear from one of the volunteers Kevin, who will share his story and how his life was turned around by caring staff he met along the way and how he is now changing other people’s lives for the better.  A reminder that every positive and compassionate interaction we have with others can be life changing.

**4.00-4.05** **Cafe Conversation lead by the Chair**

**4.05 – 4.15 – Close of Day One**

**The Gala Dinner**

**7.00pm** Drinks reception, Great Scots Hall.

**7.45pm** Call to dinner – Canongate Room.  
  
**8.00pm** Dinner in the George Suite,hosted by **David Bruce**,

Senior Education Manager, Schools & Lifelong Learning, City of Edinburgh Council

**The EDGE2018 Award Ceremony**. Awards presented by **Alistair Gaw**, Director of Communities & Families, City of Edinburgh Council

**DAY TWO Friday 2nd March 2018**

**8.30 – 9.15am** Arrival and coffee

**Digital - All our Futures**

**Chair: Professor. Dr. Frank Huysmans – Professor of Library Science, The Hague**

**9.15-9.45** **Frank Huysmans**

Franks speciality is public Libraries. Frank is the author of numerous publications his latest being an in-depth analysis for Culture & Education on “Promoting Media & Information Literacy in Libraries.

**9.45-10.10 Aude Charillon**, Library and Information Officer, Business, Intellectual property and Digital – Newcastle

Aude Charillon talks about how Newcastle Libraries is publishing its data and materials under an open licence, arguing that if library and information services released their information, it would allow libraries to evidence their combined impact as well as providing a huge data set for use by researchers, policy-makers, campaigners and fellow citizens.

**10.10-10.15 Café Conversation lead by the Chair**

**10.15-10.35 Colin Carter,** Director of Library Engagement with Innovative

Around the world, libraries are successful in adapting and re-inventing themselves to the changing needs and expectations of their users. There are some common themes to be observed regardless of the country or the type of library, for instance - User expectations: how they access services and resources are being influenced by technology and the internet. Space is a premium resource that needs to be used effectively: Do more with less. Meeting the customer where they want to meet the library. Drawing on engagement with all types of library and hearing success stories through many conference presentations, Colin will present some of the great success stories that he has encountered.

**10.35-10.40 Café Conversation lead by the Chair**

**10.40-11.00** Refreshment Break

**11.00-11.20 David McNeil**, Digital Director, Scottish Council Voluntary Organisation

While many of us take the ability to use the internet for granted, the [latest statistics](https://www.ons.gov.uk/businessindustryandtrade/itandinternetindustry/bulletins/internetusers/2017) show that one-in-ten people have never used the internet. However, [more than double](http://www.lloydsbank.com/banking-with-us/whats-happening/consumer-digital-index.asp) that figure lack the basic digital skills to be able to benefit fully from the internet. A starting point for truly realising Scotland’s full potential must be in ensuring that no-one is left behind in a digital world. Libraries are playing a crucial role in addressing the digital divide.

**11.20-11.25 Café Conversation lead by the Chair**

**11.25-11.45 Lilly Asch,** closing EDGE2018 with a life story that will have you on the EDGE of your seats!  
  
“Harry Potter saved my life” A session by Lilly Asch on how literacy & learning along with mentoring can break down barriers and assist those in need to find their path in life. Lilly has one of the most inspirational stories to tell.

**11.45- 11.50** **Café Conversation lead by the Chair**

**11.50-12.15 Close of EDGE2017 Paul McCloskey**, **Lifelong Learning Strategic Manager (Community Learning & Development and Libraries)**

**From 12.15** Lunch, The Cannongate Room