

**SUFFOLK
LIBRARIES**

Creating positive wellbeing

How our services meet basic
emotional needs to build
resilient communities

**WHERE I
BELONG**

In association with



Introduction

WHERE I BELONG

Libraries can provide opportunities to meet many of our basic emotional needs, and to develop the innate resources – the skills and knowledge we are born with – that enable us to get our needs met.

Suffolk Libraries has worked closely with Suffolk Mind to explore how – and to what extent - [high, medium, low] the different services the Library provides can meet a person's emotional needs.



High



Medium



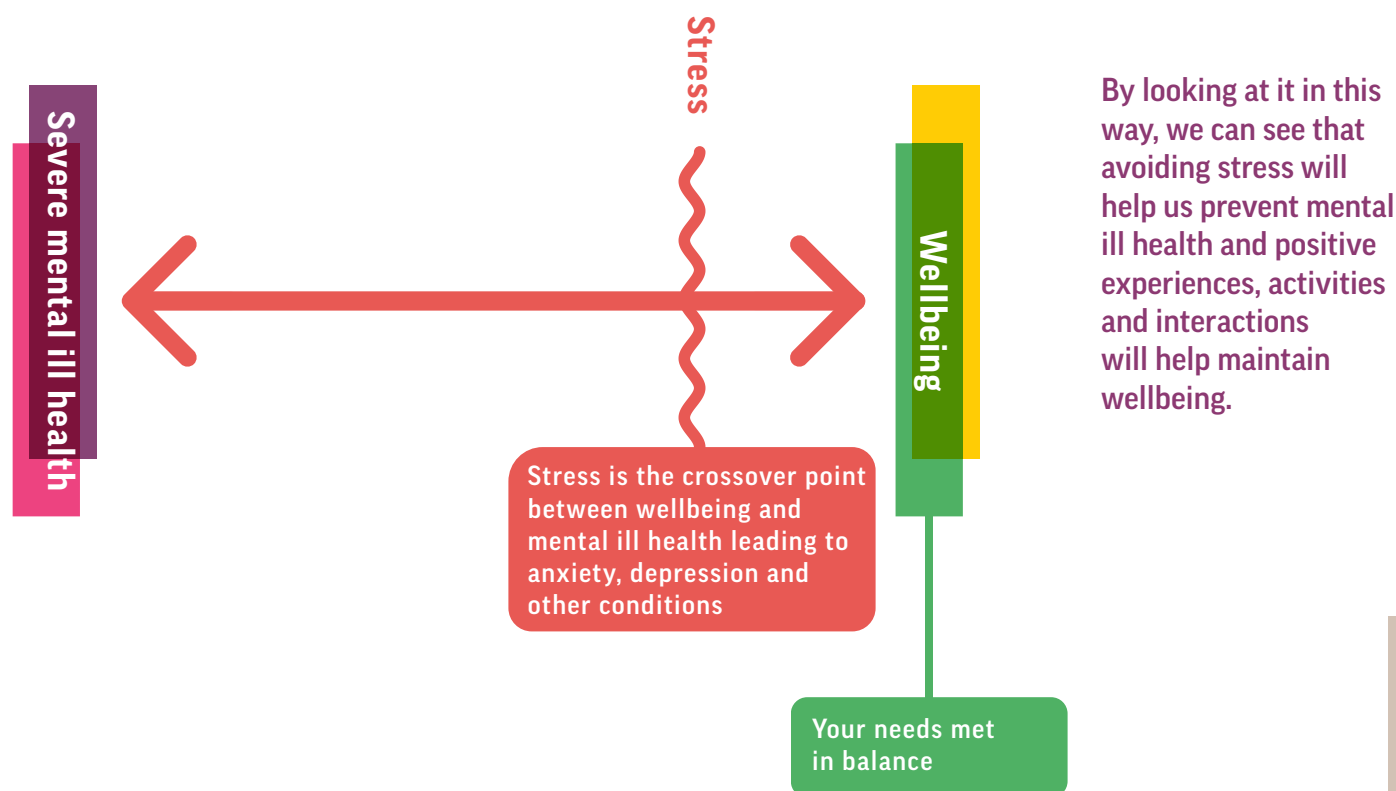
Low

The basis for this evaluation has been Suffolk Mind's Emotional Needs & Resources model (see below)

This model starts with the principle that mental health exists along a continuum. We are all on this continuum – and we move up and down it depending on how we cope with the challenges of life and what positive opportunities we have to get our emotional needs met.

At one end we have wellbeing, where we hope to be most of the time, and at the other end we have severe and enduring mental ill health conditions. The crossover point from wellbeing into mental ill health is stress.

Stress is nature's way of telling us that one or more of our emotional needs are not being met. So if we recognise the signs of stress within ourselves (maybe trouble sleeping, feeling sick in the morning, migraines, for example), and then take a step back and think about which need or needs might not be met for us at the moment, we can problem solve and try to avoid getting more ill.



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Factors to help reduce stress and to promote our needs being met include:

- the environment (for example, finding quiet space where we can find privacy)
- developing skills like rapport-building, which help to forge relationships and join communities; and
- learning to use some of the skills and knowledge we're born with, like using our imagination to calmly problem solve.

To find out more, visit the Suffolk Mind website: www.suffolkmind.org.uk

WELLBEING

An overview

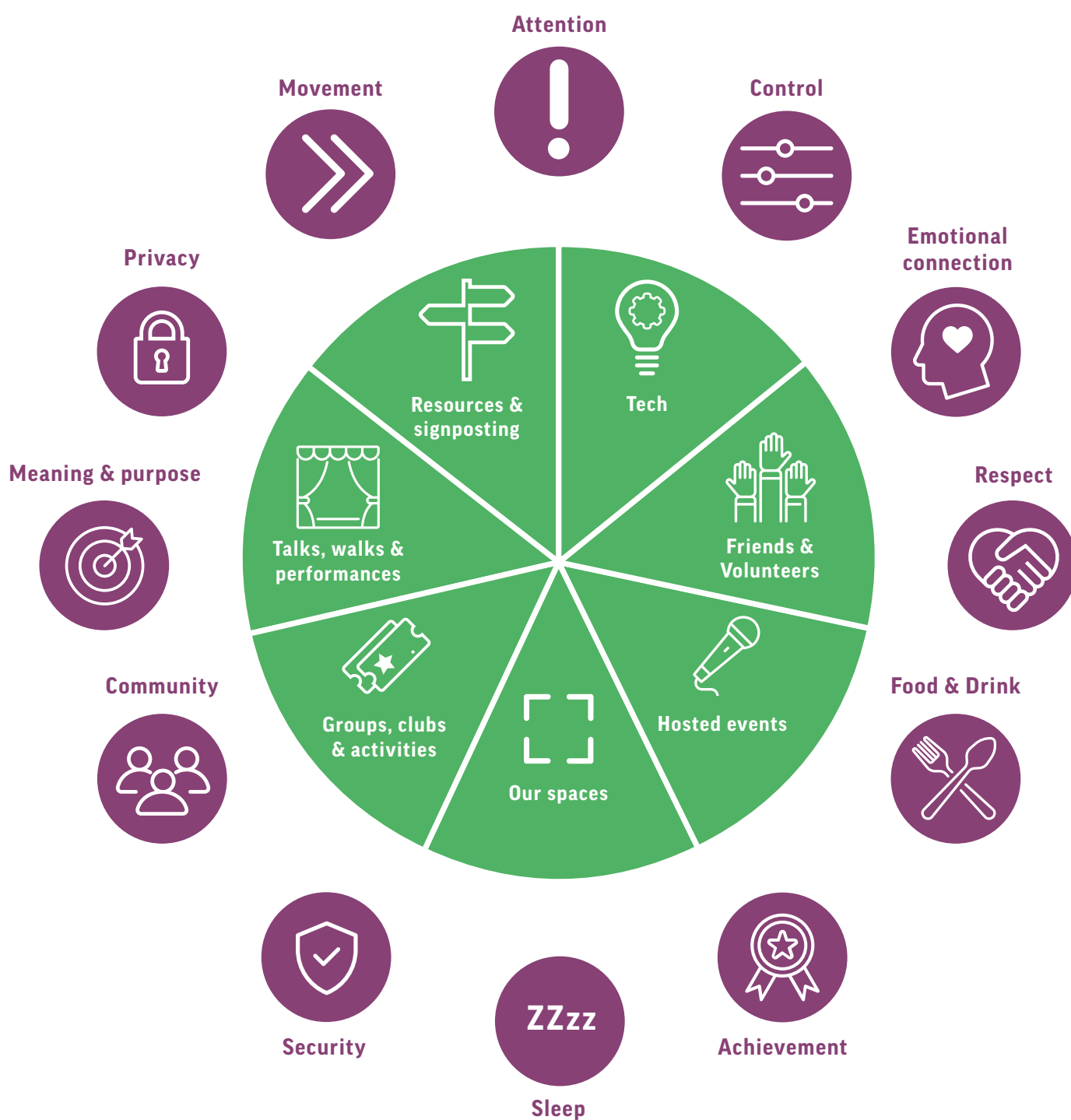
**WHERE I
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Emotional need



Library service



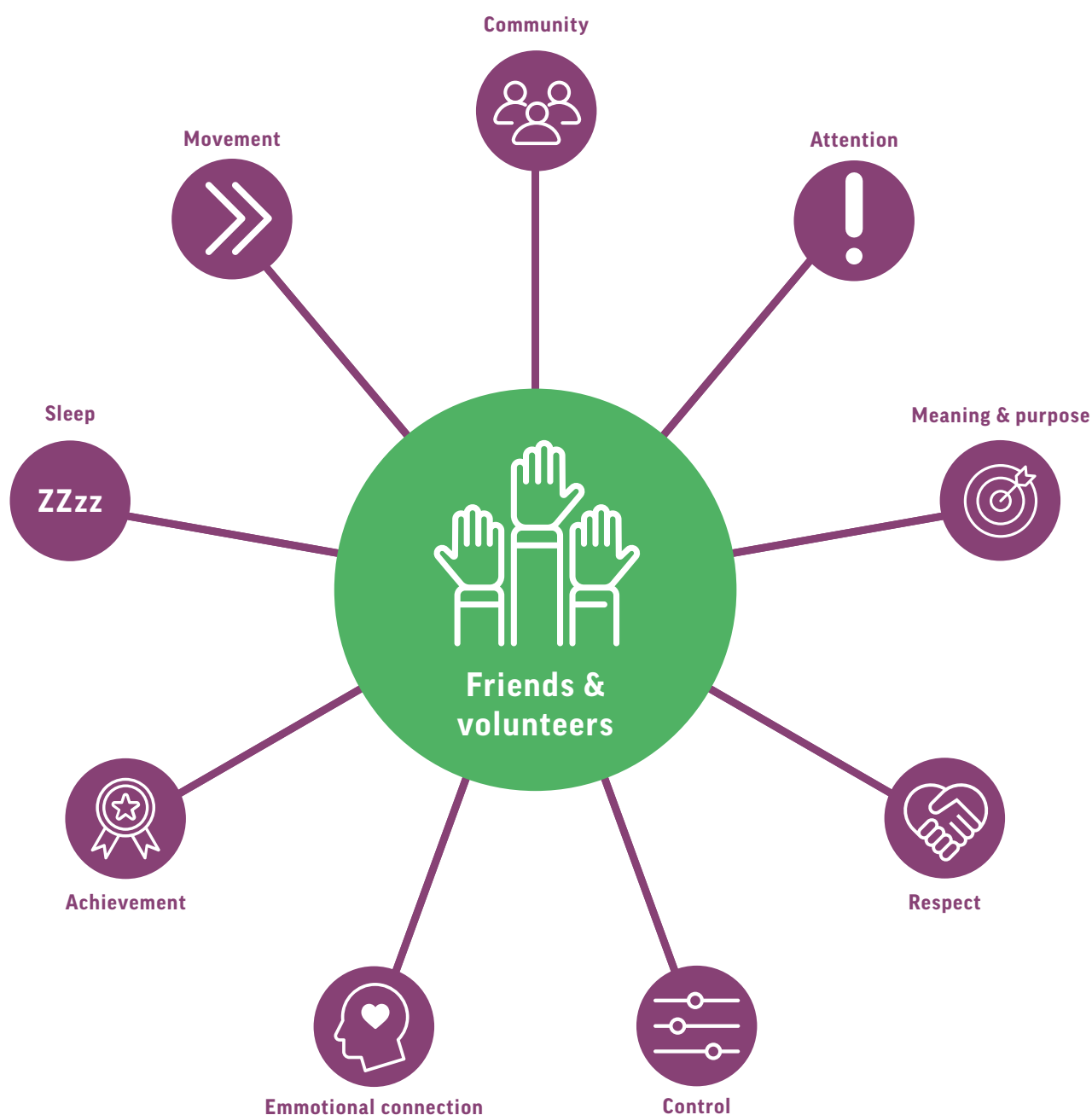
Friends and volunteers

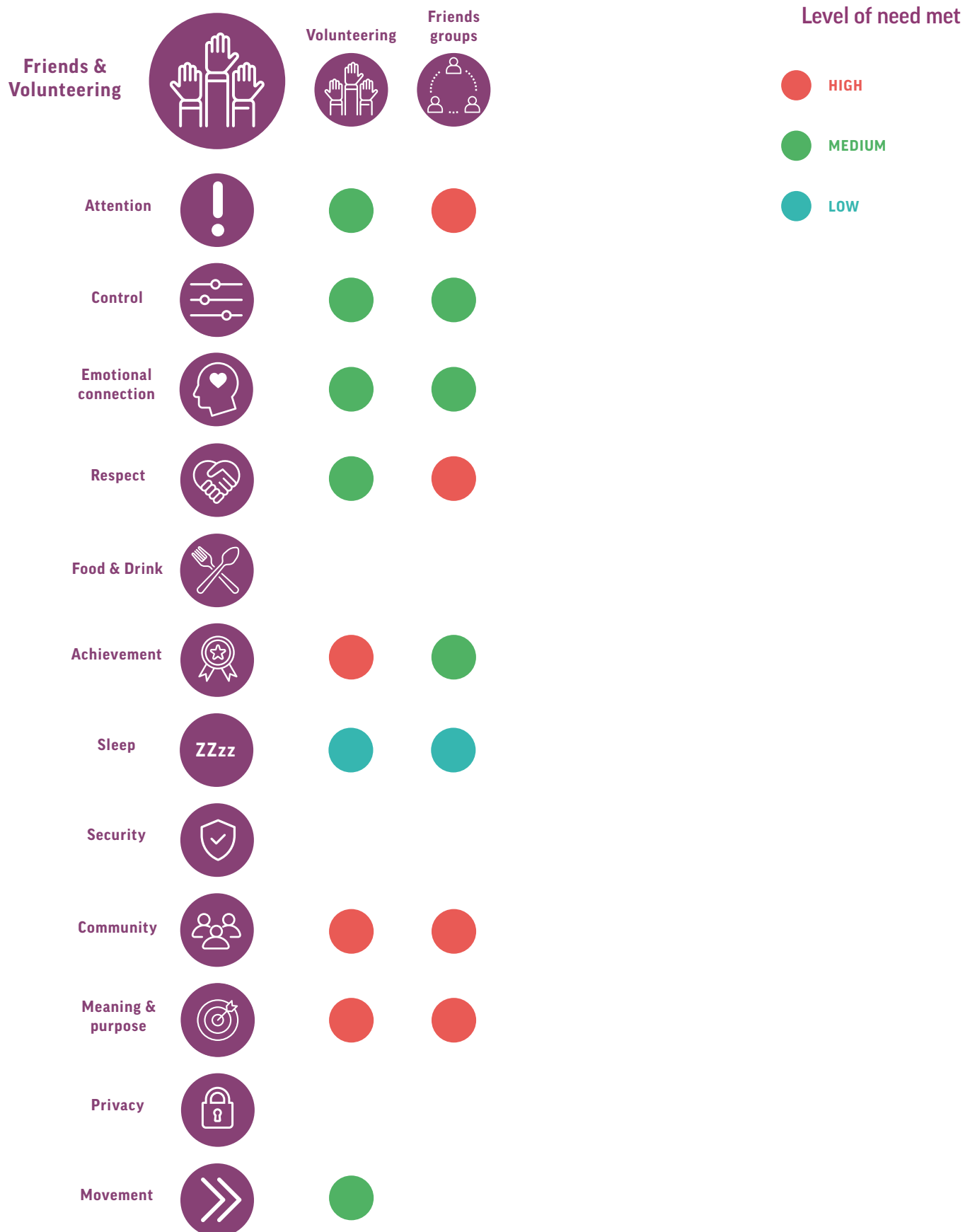
**WHERE I
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Much of what we do is enhanced by volunteers. As well as contributing to the impact of our work, our volunteers tell us that they get a lot of personal benefit from working with us. Volunteering opportunities in Suffolk Libraries are broad ranging and include helping with day to day library tasks, supporting children with summer reading, sharing knowledge and expertise in areas such as

IT, local history and genealogy and delivering books to vulnerable people.

Each branch library has a 'friends group' that helps with fundraising and hosts activities and events. It is also from and by these groups that Suffolk Libraries board members are elected.



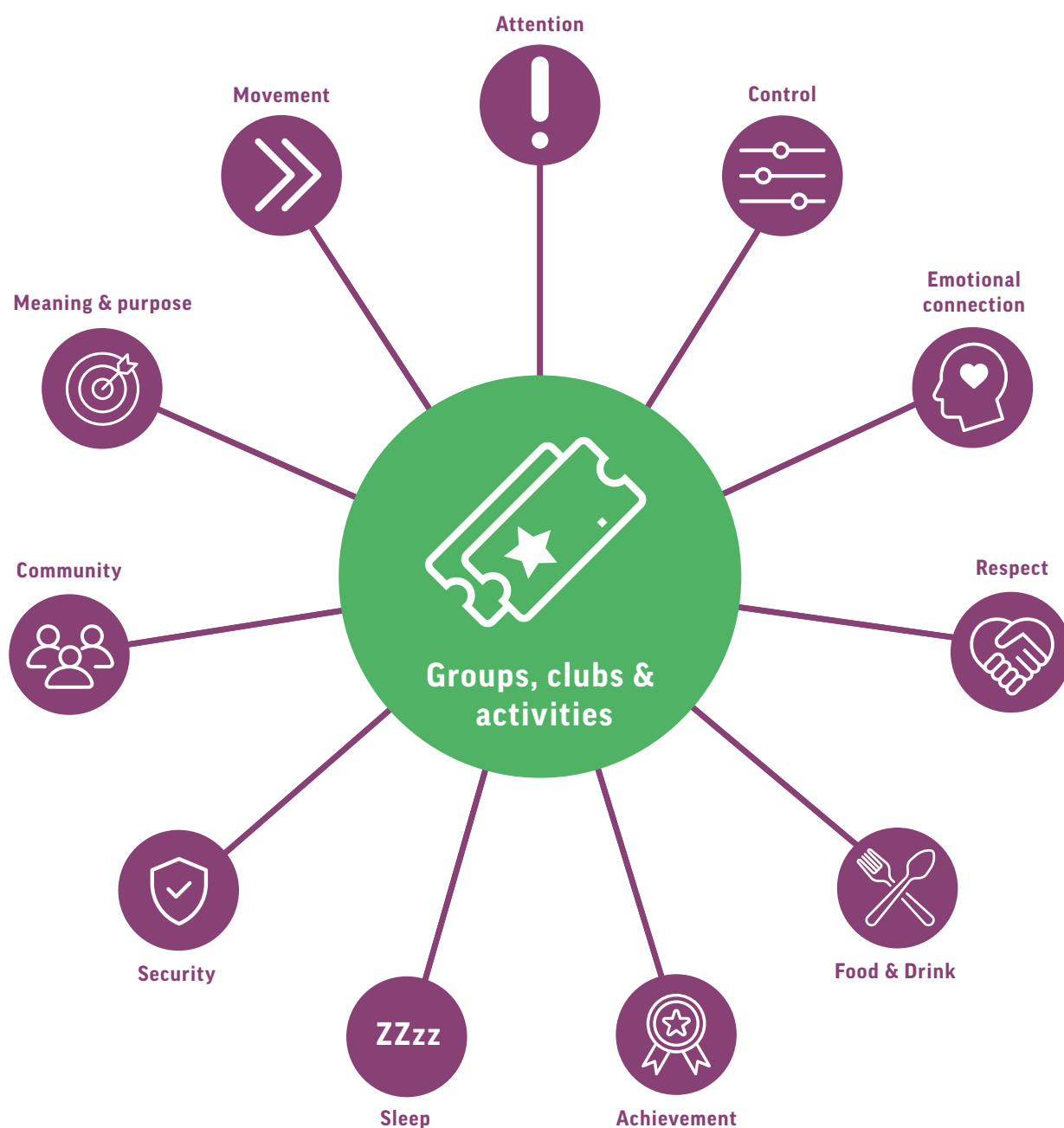


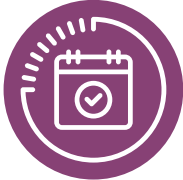
Groups, clubs and activities

**WHERE I
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Our broad range of groups, clubs and activities provide regular opportunities for social interaction, learning and cultural experiences, helping reduce isolation and loneliness and enriching people's lives. We provide for all ages from early years through to activities specifically for older people

and we cover a range of areas of interest including art and crafts, books and reading, local history, Lego and gaming. Our groups provide safe and inclusive social environments and often include free refreshments. Increasingly we are enabling remote access to activities through online streaming.



Activities		Summer reading challenge	Craft activities	Wordplay/ stay & play storytimes	Dance workshops	DJ workshops	School visits
							
Attention							
Control							
Emotional connection							
Respect							
Food & Drink							
Achievement							
Sleep							
Security							
Community							
Meaning & purpose							
Privacy							
Movement							

Clubs		Lego, Minecraft & games clubs	Cooking & baking clubs	Manga clubs	Teens groups	Code clubs/ science/ STEM clubs	Homework clubs/ sessions
							
Attention							
Control							
Emotional connection							
Respect							
Food & Drink							
Achievement							
Sleep							
Security							
Community							
Meaning & purpose							
Privacy							
Movement							

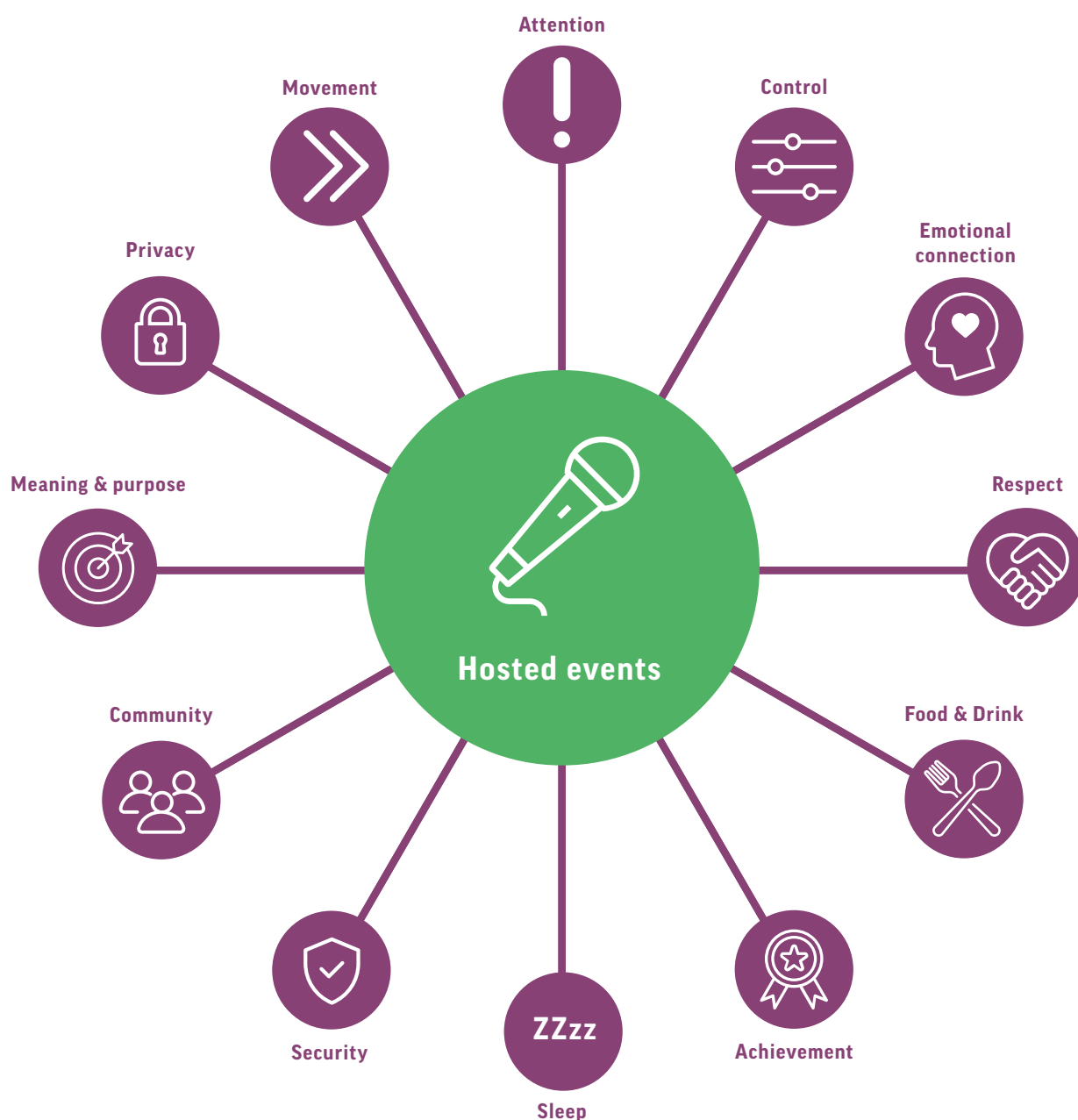
Groups		Book groups	Writing groups	Older peoples groups	Open Space	Chat & chill	Gardening groups	Art & craft groups	Music groups/choirs	Home educators group
Attention										
Control										
Emotional connection										
Respect										
Food & Drink										
Achievement										
Sleep										
Security										
Community										
Meaning & purpose										
Privacy										
Movement										

Hosted events

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Increasingly, other organisations are recognising the power of libraries in helping them to reach clients and communities. Whether through active partnership or simple space hire arrangements,

libraries across Suffolk act as venues for a vast range of support and information services, including those relating to mental and physical health, disability, finance and legal advice.



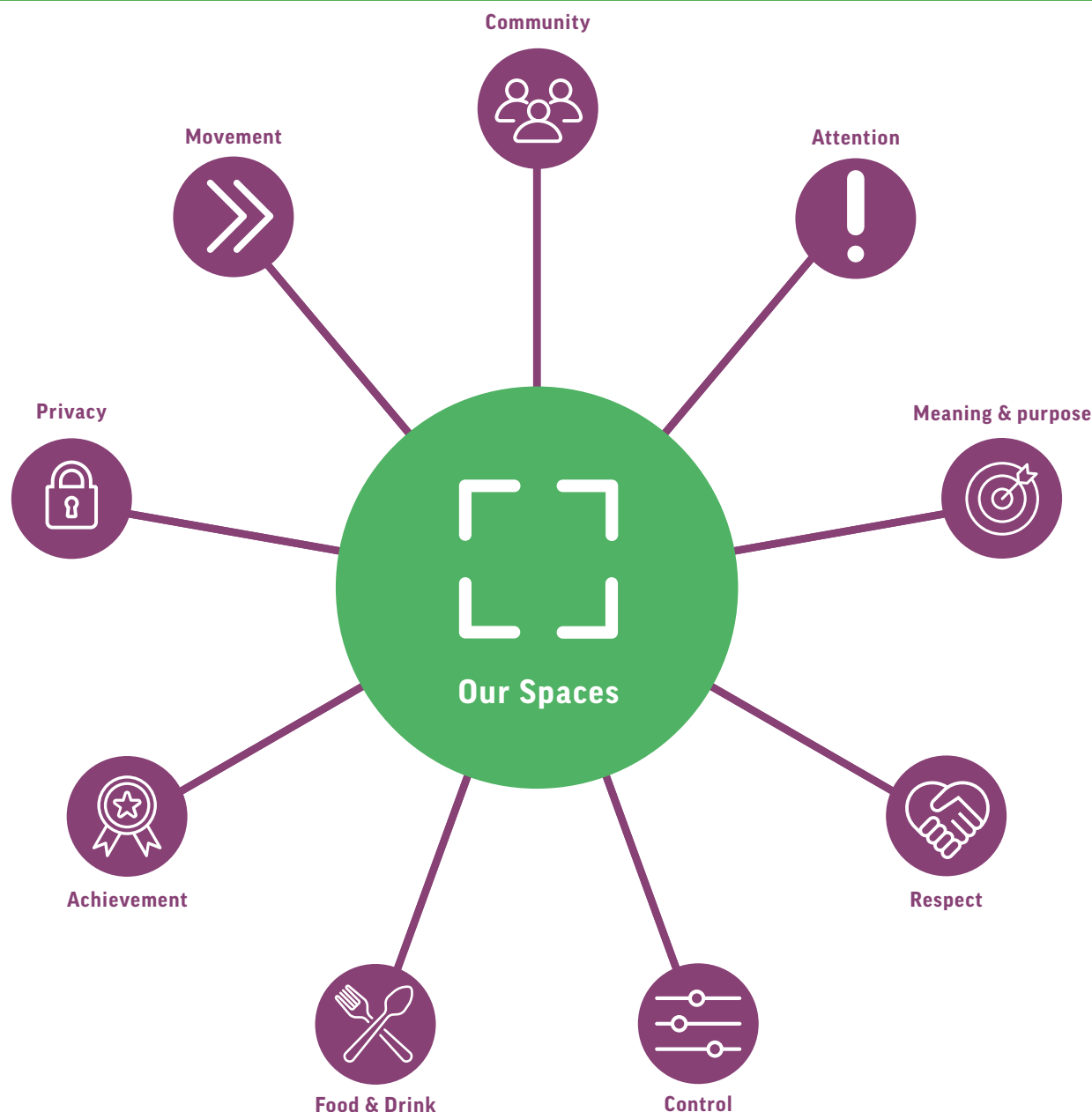
Hosted Events	Hosted partner events/services	
		
Attention		
Control		
Emotional connection		
Respect		
Food & Drink		
Achievement		
Sleep		
Security		
Community		
Meaning & purpose		
Privacy		
Movement		

Our spaces

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In addition to the things that happen within them, our spaces are valuable in their own right. Whether as social spaces or spaces of refuge and

quiet, spaces for work and study, or to simply just be, our buildings are a key resource located in the heart of the community.



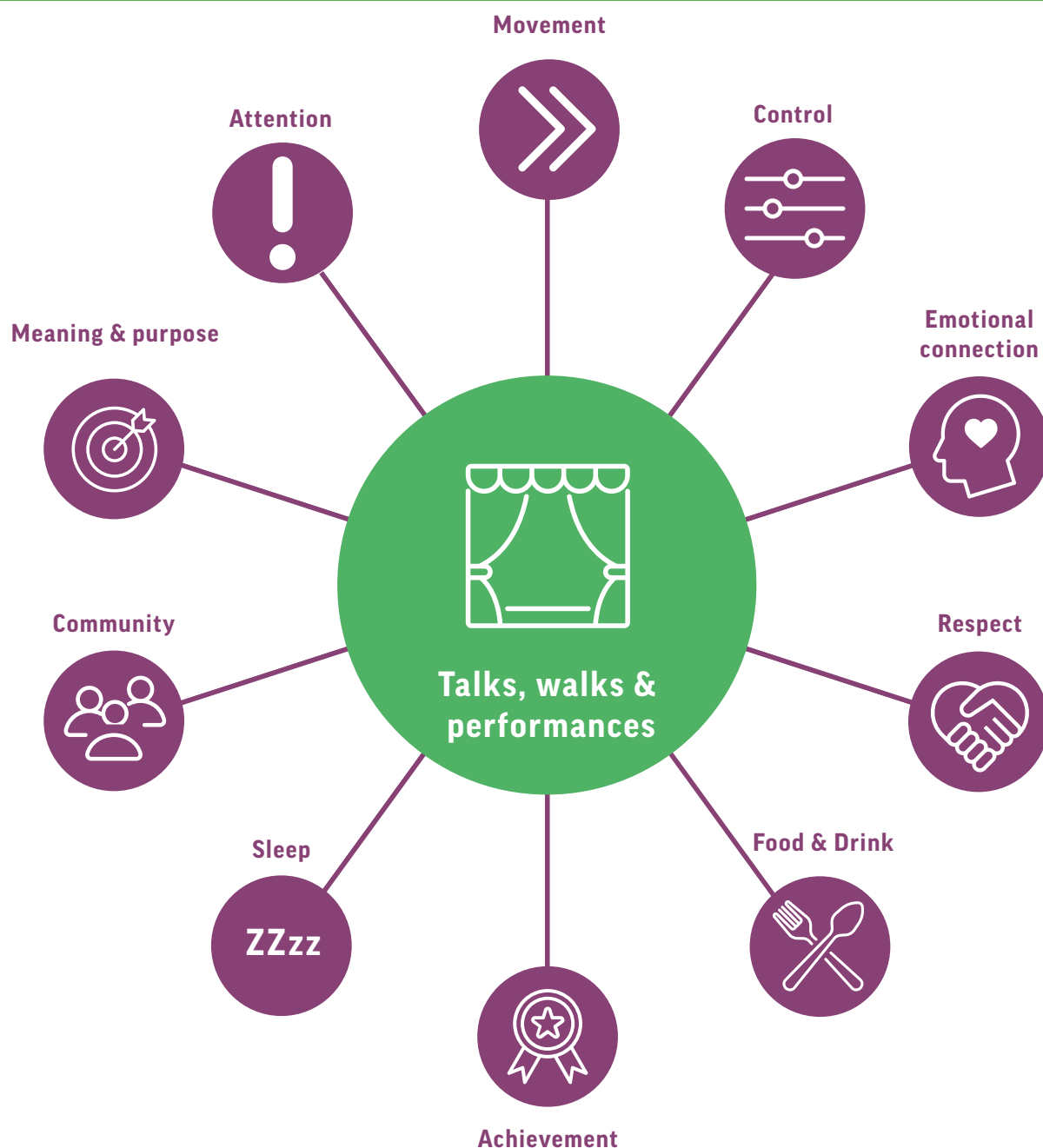
Spaces		Social space	Quiet/study space	Meeting/group space	Mobile Libraries	Cafes/coffee shops
Attention						
Control						
Emotional connection						
Respect						
Food & Drink						
Achievement						
Sleep						
Security						
Community						
Meaning & purpose						
Privacy						
Movement						

Talks, walks and performances

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We provide and host a broad programme of cultural, learning and social experiences, including music, literature, theatre and film performances.

These can be physical, live performances or streamed online experiences.



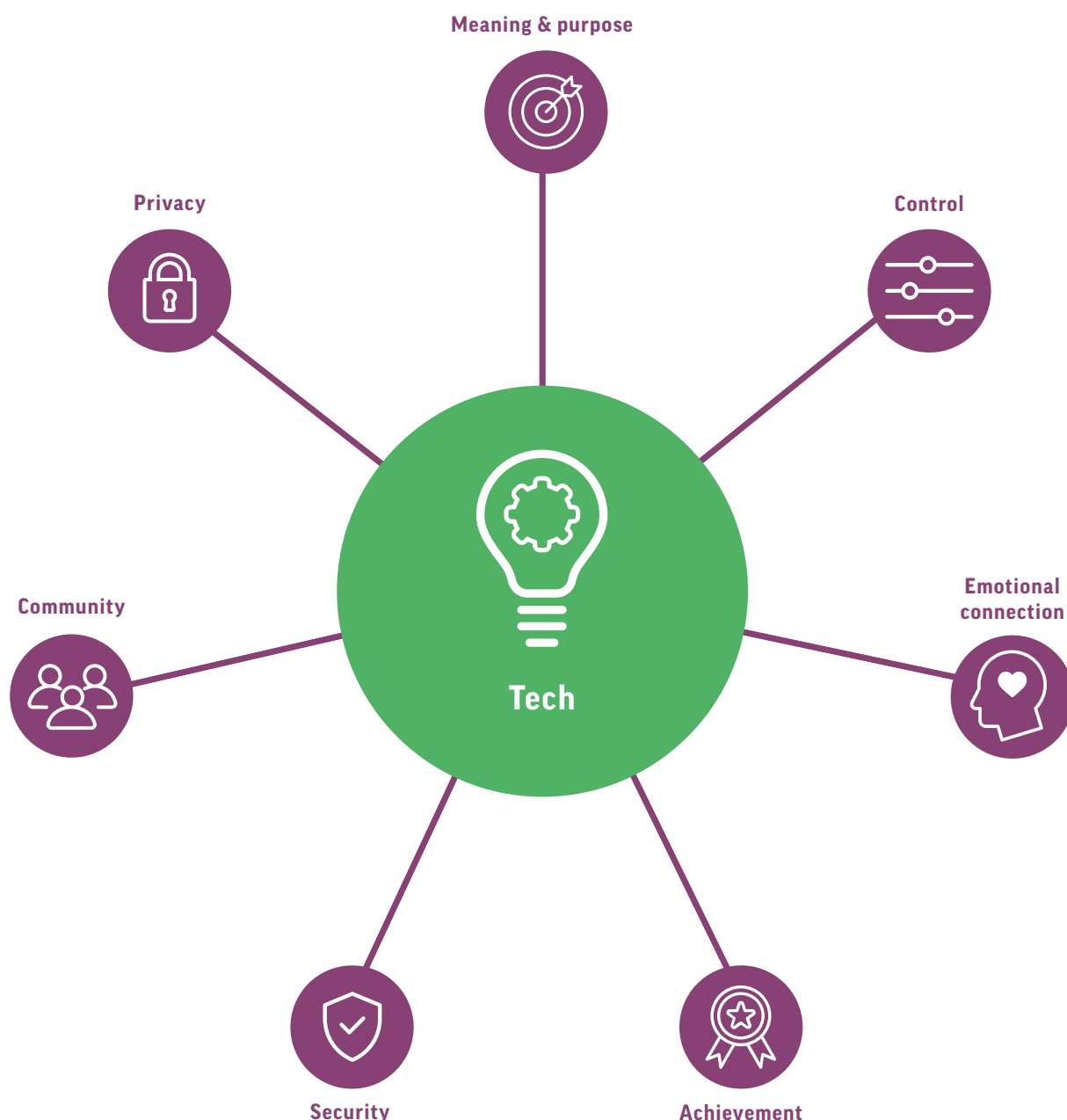
Talks, walks and performances		Author talks	Music & theatre performances	Talks & lectures	Film & event screenings	Walks
						
Attention						
Control						
Emotional connection						
Respect						
Food & Drink						
Achievement						
Sleep						
Security						
Community						
Meaning & purpose						
Privacy						
Movement						

Tech

**WHERE I
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Equal access to information technology is a core foundation of the library offer. We provide IT equipment for free public use, access to free wifi in all our buildings and services such as printing facilities.

In some locations we also lend tablets for home use. Our tech services enable everyone to access crucial online services, keep contact with family and friends and to participate in all aspects of the online world.



		IT access	Internet wifi	Device lending
Tech				
Attention				
Control				
Emotional connection				
Respect				
Food & Drink				
Achievement				
Sleep				
Security				
Community				
Meaning & purpose				
Privacy				
Movement				

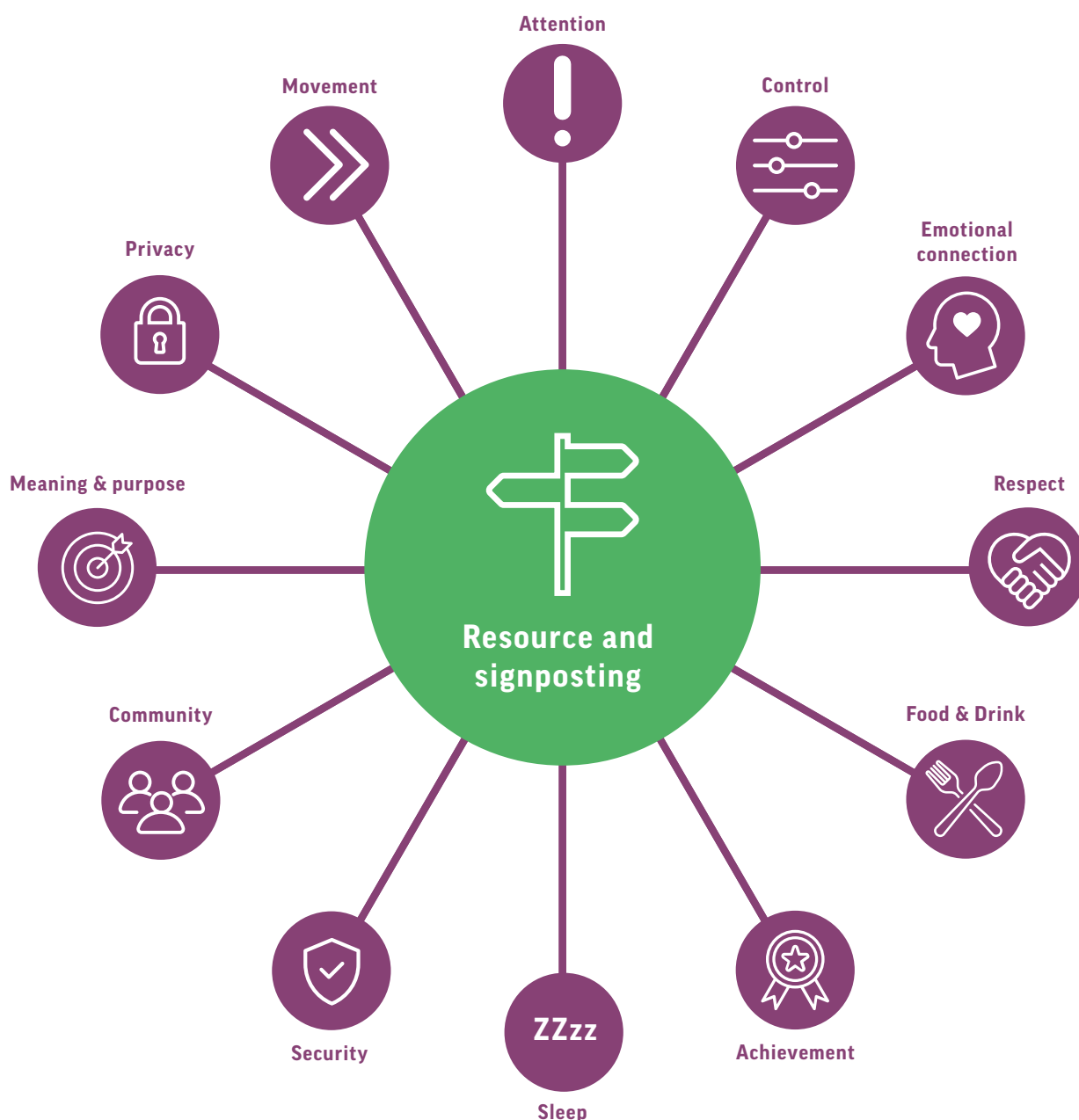
Resources and signposting

WHERE I BELONG

The lending of resources and provision of information is the bedrock of what we do. In physical and digital formats, we enable access to a vast range of books, audio books, film and music as well as a range of reliable information and research resources. We help people find the best things to suit their needs through curated selections and lists.

Where we do not provide information directly ourselves, we are expert in signposting people to credible, authoritative and up-to-date sources.

Our mental health and wellbeing service provides specialist information, support and signposting to help people maintain wellbeing.



Printed materials		Fiction Books 	Non-Fiction Books 	Curated content lists 	Books on prescription etc. 	Community information 	Newspapers, Magazines, Journals 
Attention							
Control							
Emotional connection							
Respect							
Food & Drink							
Achievement							
Sleep							
Security							
Community							
Meaning & purpose							
Privacy							
Movement							

Other resources		Film 	Music 	Music and drama library 	Local history resources 	Family history resources 	Art etc. Exhibitions 	Sports equipment 	Games and puzzles 	School readiness packs 
Attention										
Control										
Emotional connection										
Respect										
Food & Drink										
Achievement										
Sleep										
Security										
Community										
Meaning & purpose										
Privacy										
Movement										

		Universal credit access/ support	Signposting	Community information
Signposting				
Attention				
Control				
Emotional connection				
Respect				
Food & Drink				
Achievement				
Sleep				
Security				
Community				
Meaning & purpose				
Privacy				
Movement				