## LOCAL STUDIES PROVISION

Sunderland Public Libraries



## **Local Studies Centre**



Sunderland City Council

# Washington Town Centre Library and Customer Service Centre





#### Resources include:

- Maps
- Genealogy
- Parish Registers
- Electoral registers
- Census records
- Newspapers
- Trade Directories
- Special collections
- Knowledgeable staff
- Access to electronic databases



## **Staffing**

- Delivered through current library staffing structure
- One full time Local Studies Librarian/Manager
- Day to Day Management
  - Local Studies Librarian
  - Supported by Library & Information Assistants



#### **Statistics**

- Visits to Local Studies average 350 visitors per week
- Enquiries average of 1000 per month (face to face, telephone and e-mail enquiries)
- Majority of enquiries relate to Family History



## Genealogy

- Ancestry Subscription website
- Increase in popularity due to TV coverage
- Family and Local History Courses WEA



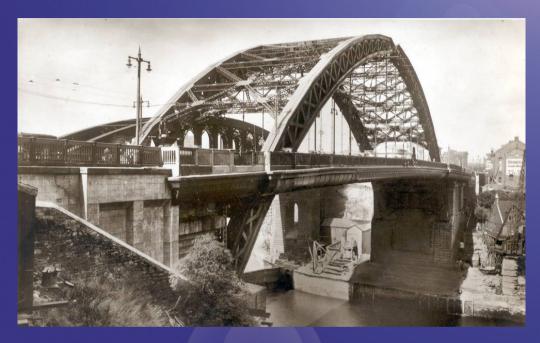


#### **User/Customer Feedback**

- Old machinery and equipment (looking to address with a rolling programme of replacement)
- Lack of space
- Excellent customer service
- Requests for refreshment area
- Knowledgeable/Experienced Staff



## **Digitisation**



- Sunderland Then & Now
- Local Prints for sale
- Future Digitisation Projects funding dependent



## **Areas for further Development:**

- Family History champions
- Family History surgery sessions
- Paid research facility
- Sunderland Then and Now
- IT Development e-books/e-commerce /on-line resources

