

## **TELFORD & WREKIN COUNCIL**

**CABINET - 26<sup>th</sup> APRIL 2012**

### **OUTCOME OF THE LIBRARY SERVICE REVIEW**

**REPORT OF ASSISTANT DIRECTOR: CUSTOMER & PEOPLE SERVICES**

**LEAD CABINET MEMBER: Cllr Arnold England - Leisure and Well-being**

#### **1. PURPOSE**

- 1.1 To inform Cabinet of the outcomes of the Library Service Review and to recommend the adoption of new library opening times informed by the recent public consultation findings

#### **2. SUMMARY**

- 2.1 In order to achieve the required 20% staffing and non staffing savings target the library service has recently completed a service review to ensure that it continues to meet community need and enables the Council to fulfil its statutory obligations of the Public Libraries & Museums Act, 1964
- 2.2 A decision **not to** close any of the 9 libraries, preferring to make savings through a reduction in opening hours has been the main objective along with our co-operative values of seeking, where possible, to co-locate with other partners in order to save building related costs, prompted a service review which recommends that:-
- There should be a new approach to providing a service from our four Main busiest Libraries (Telford, Wellington, Newport, Madeley) and our 5 neighbourhood libraries (Dawley, Donnington, Hadley, Oakengates and Stirchley).
  - The introduction of a First Point Service at the 4 main busiest libraries in order to enhance access to other council services outlined in a report to Cabinet 29<sup>th</sup> March, 2012.
- 2.3 The council initially consulted with town and parish councils mostly affected by the proposed reduction in hours from October 2011 – January 2012, to explain its intention to continue funding:-

16 hours per week at each of the 5 neighbourhood libraries  
35 hours per week at Madeley and Newport Libraries  
46 hours per week at Telford and Wellington libraries

It should be noted that the 5 Neighbourhood libraries equate to 25% of all library customers with the remaining 75% accessing services at the 4 main libraries

Following this consultation Great Dawley Parish Council offered to support its local library by providing 2 year funding to 'buy back' the 5 hours per week which would have otherwise been lost at Dawley Neighbourhood Library.

Stirchley & Brookside Parish Council are actively considering co-locating with Stirchley library to share building costs with proposals being developed and plans in place to bring about the change by September 2012. The introduction of self service technology will also allow access to library stock beyond the staffed 16 hours per week by Librarians with customers serving themselves and scanning their own books in and out which would be overseen by Parish Council staff .

In respect of Oakengates Library which is already co-located at Oakengates Theatre plans are in place to introduce self-service technology which would see theatre staff able to oversee access to books over and above the 16 hours funded, similar to the approach proposed at Stirchley Library.

The library service is continuing to consult with other town and parish councils throughout this process pursuing any and all opportunities for partnership working to sustain the library offer.

2.4 Public consultation with current library users and local residents was undertaken between January – February 2012. Key questions included:-

- when people would most like the libraries to be open ?
- what books & other resources they would like to borrow ? and
- what other facilities and services they would like to access ?

2.5 The raw data is available for anyone wishing to access this however, the revised opening times below have been based on meeting the majority of residents requests and are presented below for cabinet approval. Please note where the Library has the advantage of being co-located with another partner the Library will remain open outside of the funded 16 hours of a Librarians time but with a self service option only

2.6

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
Telford	10-6	10-6	10-6	10-6	10-6	10-4
Wellington	10-6	10-6	10-6	10-6	10-6	10-4
Newport	10-4	10-5	10-6	closed	9.30-5	9.30-4
Madeley	10-5	10-5	closed	10-6	10-5	10-4
Dawley	Closed	9.30-1 1.30-5	9.30-1	Closed	9.30-1 1.30-5	9.30-1
Donnington	10-2	Closed	1-5	Closed	10-2	10-2
Hadley	10-1 2-5	Closed	2-5	Closed	1-5	10-1
Oakengates	10-4				10-4	10-2
	<b>Access to the library is available at all other times when the box office at the theatre is open through use of self service technology</b>					
Stirchley	10-1	2-5	2-5		1-5	10-1
	<b>Access to the library is available at all other times when the Parish Council is open to the public through self service technology</b>					

### 3. RECOMMENDATIONS

- 3.1 Approve the new delivery model of 4 main libraries and 5 Neighbourhood Libraries**
- 3.2 Approve the new library opening times informed by a recent programme of public, partner & employee consultation which will come into effect from August 2012 and endorse the approach to self service where libraries benefit from being co-located with partner services to reduce the impact of the reduction in Librarian hours.**
- 3.3 Acknowledge the introduction and opportunities of a First Point service at the 4 main libraries following the pilot at Wellington Library which commenced on 2<sup>nd</sup> April, 2012 and reported to Cabinet in a separate report on 29<sup>th</sup> March, 2012.**

### 4. SUMMARY IMPACT ASSESSMENT

<b>COMMUNITY IMPACT</b>	Do these proposals contribute to specific Priority Plan objective(s)?	
	Yes	A co-operative council working with the community
	Will the proposals impact on specific groups of people?	
	Yes	A full community impact assessment is available
<b>FINANCIAL/VALUE FOR MONEY IMPACT</b>	Yes	The 20% staffing savings target for the Library Service is £218,920. The new Library opening times were taken into account when costing up the new staffing structure for the Library Service and will therefore assist in meeting this target. Non staffing savings totalling £111,472 are also required of which £38,120 have also been put forward for 2013/14 which are to be achieved through reducing the overheads of the 5 neighbourhood Libraries following a reduction in opening hours and from any benefits arising from co-locating services.
<b>LEGAL ISSUES</b>	Yes	These proposals enable the Council to continue to meet it's statutory obligations under the Public Libraries & Museums Act 1964 as outlined in paragraph 5.1 of this report. Any impact on staffing will be addressed as part of the Council-wide restructuring programme.
<b>OTHER IMPACTS, RISKS &amp; OPPORTUNITIES</b>	Yes	These proposals deliver a sustainable library service, providing co-operative opportunities with town and parish councils and other partners including schools as part of the BSF programme longer term
<b>IMPACT ON SPECIFIC WARDS</b>	Yes	Residents can use any public library in the borough; proposed opening times are sustainable and have been informed by public opinion

## 5. INFORMATION

### 5.1 Background

Local councils have a statutory duty to run public library services according to the Public Libraries and Museums Act, 1964. The Act says a local authority which is a library authority must “provide a comprehensive and efficient library service for all persons . . . whose residence or place of work is within the library area of the authority or who are undergoing full-time education within that area”. Its stock . . . must be “sufficient in number, range and quality to meet the general requirements and any special requirements both of adults and children”.

In Telford & Wrekin the service is delivered via a network of 9 static and one mobile library in towns & neighbourhoods across the Borough. This core service is further enhanced with direct deliveries to housebound customers; collections in community based centres, a developing virtual library available 24/7 & free to use Internet access at all sites

### 5.2 The delivery model:

All 9 static libraries will remain open through a new delivery model of

#### 5.2.1 4 Main Libraries (Madeley, Newport, Telford and Wellington)

These libraries will be centres of excellence, providing the main focus for library services and activities and delivery of First Point services, situated in the South, West, North and Centre of the Borough which will allow customers to access a number of other council services including; **requesting a service** e.g. requesting an additional bin, **making a payment** e.g. council tax, **reporting a problem** e.g. Anti Social Behaviour. Opening times will be reconfigured to reflect traditionally busy times

#### 5.2.2 5 Neighbourhood Libraries Dawley, Donnington, Hadley, Oakengates and Stirchley

Libraries which will provide a core targeted service for the local communities in which they are located. Through listening and responding to what customers say about the books they would like to find at their local library and the times they would like the library to be open. Many of these libraries benefit from being either co-located with other services or through occupying adjacent buildings; discussions are ongoing to identify other co-operative opportunities to sustain the Library Service Offer and where possible to further share building and operating costs.

#### 5.2.3 Direct delivery

The Library Service delivers directly to priority communities, groups and individuals through a range of inventive and complimentary means and there are no proposals to make changes to any of the following services including:-

- The Mobile Library
- The Home Library Service for people who cannot get to their local library and need assistance.
- Deposit collections in community settings e.g. community centres, residential homes
- Targeted services for priority groups delivered through outreach visits and activities

- Virtual Library delivered 24/7 direct to customers' computers which we will continue to develop as demand for this delivery channel increases

### **5.3 Consultation results**

These can be found under Appendix 1

### **5.4 Community Impact Assessment**

Available in Appendix 2

### **5.5 Implementation**

The new pattern of library opening times will be introduced from August with the implementation of a new staffing structure required to meet the 20% staff savings target

#### **Report prepared by**

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