



**PART A) – SUMMARY REPORT**

**1. SUMMARY OF MAIN PROPOSALS**

- 1.1 The library strategy drives the development of the library service towards future success. It sets out our future vision for the library service that we believe is needed for the Borough, and the things we will achieve to meet these aspirations. This strategy will guide our priorities, as well as the development of our services and policies for the next three years.
- 1.2 Our vision for Telford & Wrekin Library Service is to provide safe hubs at the heart of the community. The service will continue to improve the well-being of residents and visitors by offering a free service that opens up inspirational opportunities for reading, information and discovery.

We have seven objectives:-

1. To develop libraries as a cultural and leisure destination.
2. To promote both our core and community led library spaces as community focal points accessible to all.
3. To increase the number of people borrowing material regardless of the format.
4. To increase digital inclusion across the borough by developing ICT skills of our residents, ensuring access to new technology through our libraries.
5. To increase our income through successful bids, book sales and commercial opportunities.
6. To ensure that our new library services are successful and efficient.
7. To provide material, activities and spaces that support positive health and well-being.

**2. RECOMMENDATIONS**

**Cabinet are asked to:**

- 2.1 Approve the Telford & Wrekin Library Service Strategy 2018-2020
- 2.2 Delegate responsibility to the appropriate Assistant Director with responsibility for the library service to implement, review and further develop the action plan for delivery of the Strategy.

### 3. SUMMARY IMPACT ASSESSMENT

<b>COMMUNITY IMPACT</b>	Do these proposals contribute to specific Priority Plan objective(s)?	
	Yes	Libraries are a key community facility which contributes to several of our co-operative priorities. These include Education and Skills, Health and Wellbeing and Children and Young People.
	Will the proposals impact on specific groups of people?	
	No	The recommendations in this report will have an impact on the users of Library Services right across the Borough
<b>TARGET COMPLETION/ DELIVERY DATE</b>	The strategy covers the period from approval, until 31 <sup>st</sup> March 2021	
<b>FINANCIAL/ VALUE FOR MONEY IMPACT</b>	Yes	
<p>The 2018/19 net budget for Library Services is £1.5million which includes a budget of £86k to replenish the book stock across the Libraries. In addition to this there is £100k earmarked in the capacity fund for book stock of which £20k was used in 2017/18. Income from the sale of books is also being retained to support the purchase of new books.</p> <p>The Library Service has also been successful in attracting external funding to support delivery of services such as funding from Parish Councils for additional opening hours and purchase of books and income from VEOLIA for additional IT sessions.</p> <p>Costs incurred supporting the Library Strategy will be met from existing budgets and funding allocated to Library Services. MLB 03.07.18</p>		
<b>LEGAL ISSUES</b>	Yes	
<p>Local authorities have a statutory duty under the Public Libraries and Museums Act 1964 'to provide a comprehensive and efficient library service for all persons' in the area that want to make use of it (section 7). In considering how best to deliver the statutory duty each library authority is responsible for determining the local needs and to deliver a modern and efficient library service that meets the requirements of their communities within available resources.</p> <p>In fulfilling its duty, the Council should have particular regard to the desirability of:  <i>i) Securing that facilities are available for borrowing books, records, films etc. sufficient in number, range and quality to meet the needs of all, and the special requirements of adults and children</i></p>		

*ii) Encouraging adults and children to make full use of the service and provide advice.*

Local authorities have the power to offer wider library services beyond the statutory service and to other user groups, and the Act allows for joint working between library authorities.

While it is the Council's responsibility to determine how to deliver library services, considering local needs and available resources, the Department for Digital, Culture, Media and Sport is responsible for national library policy and must oversee and promote public library services. The Secretary of State can order an inquiry where there are concerns that a local authority is not fulfilling its duties under the Act.

The majority of a Library Service must be provided free of charge under the Public Libraries and Museums Act 1964, however, the Local Government and Housing Act 1989 and Library Charges (England and Wales) Regulations 1991 define what may be charged for. This gives local authorities powers to make charges for the provision of specified library facilities.

In delivering library services, the Council must also comply with the Equality Act 2010 and in particular the Public-Sector Equality Duty. This ensures that the Council considers the needs of all individuals in shaping policy and delivering services and guarantees that the Council does not disadvantage individuals or groups.

An Equality Impact Analysis (EIA) has been developed in parallel with the development of the draft strategy outlined in this paper and a copy of the EIA is attached.

<b>OTHER IMPACTS, RISKS &amp; OPPORTUNITIES</b>	Yes	This strategy firmly puts libraries at the heart of the community and continues to be the face of the council out in the community.
<b>IMPACT ON SPECIFIC WARDS</b>	No	Borough wide impact

#### **4. BACKGROUND INFORMATION**

4.1 Following substantial Government cuts to local authority funding the library service faced difficult decisions in 2016 about the nature and size of the library service moving forward. However our successful partnerships with Town and Parish Councils resulted in four libraries being ‘saved’ and run as ‘Community Lead Libraries’ by the town and parish councils and one School Academy. These libraries all remain a key part of the council’s statutory offer and compliment the 5 remaining core libraries that are run and managed by the Council and as a result all the libraries remained open. The community led libraries have now been operating successfully for over a year.

4.2 The library strategy sets out a clear and ambitious vision for the future of library services in the borough, which ensures that they are relevant to the current day needs of our residents.

### 4.3 **Our 7 key priorities for the library service are:**

#### 4.3.1 **To develop libraries as a cultural and leisure destination**

We see our Library's as being pivotal locations to act as local cultural hubs where the public can learn, discover and be entertained. This may be through library service organised events or through local groups using our space to hold their own events and we see this as being key in enabling people to gather and meet other members of their community via these services in our locations.

We will continue to offer the public the opportunity to see authors, artists, performers and speakers so that they can experience a range of activities that are as unique as possible in the borough.

During 2018 the library continues to play a key role to support Telford's 50<sup>th</sup> Anniversary celebrations. This year our Summer Reading Challenge will be unique to Telford & Wrekin children and be themed around the anniversary, with locally designed and produced materials. We will be showcasing our future 3d printer offer by producing the medals for our challenge completers in house. Alongside that we will be hosting and supporting a range of activities and events for the community throughout the year and conducting outreach work on the key Telford 50 dates to connect with new local customers.

#### 4.3.2 **To promote both our core and community led library spaces as community focal points accessible to all.**

We want to support Telford and Wrekin residents by offering them pleasant and accessible spaces. A place to come together as a community and for them to see their local library as a vital focal point where they can use our services in a relaxed and safe environment. We will do our part to combat social isolation by encouraging individuals and existing groups to use our facilities and maintain the long tradition of public libraries being free, open and judgment free spaces.

#### 4.3.3 **To increase the number of people borrowing material regardless of the format.**

Telford & Wrekin Libraries has always maintained an excellent book stock. Customers can borrow books and audiobooks off our shelves as well as download e-books, e-magazines and e-audio from our website. We have recently launched a new e-book service which contains many more new titles and resources to download. Members can also use online resources such as Encyclopaedia Britannica and Ancestry.

#### 4.3.4 **To increase digital inclusion across the borough by developing ICT skills of our residents and ensuring access to new technology through our libraries.**

We provide free access to computers in all of our core and community lead libraries and will continue to expand the range of equipment available as technology develops, such as 3D printers and Virtual Reality.

The Library Service will also lead the agenda for improving the basic ICT skills of residents across the Borough, through our library buildings, and working with other community partners.

**4.3.5 To increase our income through successful bids, book sales and commercial opportunities.**

We have recently been successful in securing a number of external funding bids related to helping residents channel shift, learn about new technology, and engage with young people. We are also increasing the number of book sales that are being held across the Borough's libraries and encouraging more people to donate books that can be sold to generate income that goes straight back into our book fund to purchase new books. We remain committed to exploring other ways of increasing income coming into the library service in order to sustain the service longer term.

**4.3.6 To ensure that our new library staffing structure is successful and efficient.**

With a smaller team we are looking at how Lean techniques and Nudge tactics can be used across libraries and how staff can be encouraged to suggest improvements. Targets will be set for each library to increase footfall, book issues and the take up of community activities.

Community Libraries will continue to receive support via the Library Management Team and we aim to increase the number of people volunteering to work with us.

**4.3.7 To provide material, activities and spaces that support positive health and wellbeing.**

The library service has an extensive range of books and materials regarding health and wellbeing. We operate the books on prescription service in conjunction with GP surgeries and we have a specialist officer who works to engage to vulnerable adults.

In addition, we recognise the vital role that libraries play in helping to combat social isolation.

4.4 In order to realise our seven objectives we have created an action plan that covers the next 2 years. This demonstrates how the service will be taken forward and will enable us to monitor progress.

4.5 Our Core libraries will also retain their First Point services providing mediated access to many council services through reporting or requesting a service such as Disabled person's badges or reporting a missed refuse collection.

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