RSN Seminar Libraries

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Libraries

1. Background
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3. Statutory - Universal
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5. Statutory - Targeted Provision
6. Non-Statutory – Community Hubs
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Background

- LCC need to save £125m (later £146m) between 2011/12 and 2014/15

- LCC of this c£2m was from the front line library service budget £6.1m in 2013/14, reducing to £4.1m in 2014-15

- Project: Library Needs Assessment (LNA)

Library Needs Assessment

Aims:

– to create an affordable service which meets Lincolnshire's needs

– To comply with section 7 of the Public Libraries and Museums Act 1964 to provide a "comprehensive and efficient library service for people who wish to use it"

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Library Needs Assessment

Process:

2011-2013   Analyse the existing service:
44 LCC operated static libraries
+ 1 (Belton Lane May 08)

Identify patterns of usage and trends
Pilot work: Saxilby (Oct 12); Waddington (Dec 12)
Sutton Bridge (April 12); Ingoldmells (Nov 12),
Winthorpe (Nov 12), Irby and Bratoft (Nov 12)

Develop a countywide proposal

Summer 2013 staff and public consultation on the proposal
December 2013 decision on the proposal

January 2014 – March 2015 implementation

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Saxilby Library

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Waddington Library

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Revised Proposals

Statutory Service:

Three components:

- Universal Services

- Core Libraries

- Targeted Provision

Statutory Service: Universal

Online access through LCC connects (the council website) to a Virtual Catalogue, which is now available via mobile phone

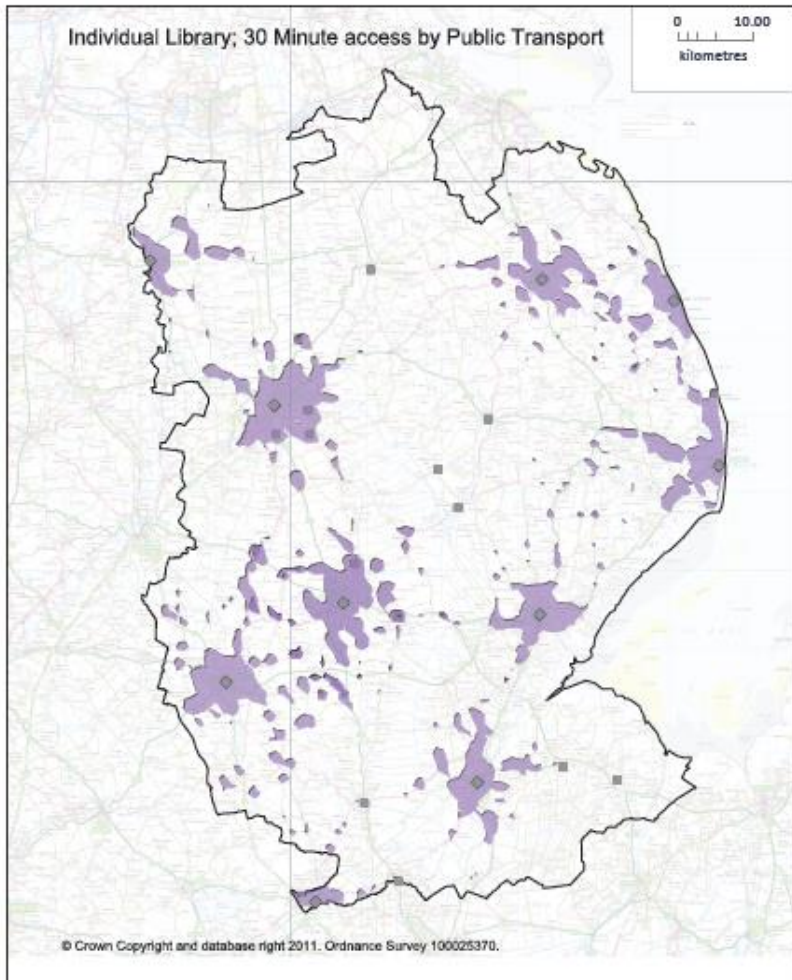Online resources such as a music library, Who's Who, Who was Who etc.

Enquire service

E-books, e-audio, e-magazines

Reservations and inter-library loans

Telephone access via the Customer Contact Centre 9am-5pm every day except some Bank Holidays

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Statutory Service: Core Libraries Tier 1

Individual Library; 30 Minute access by Public Transport

0   10.00
kilometres

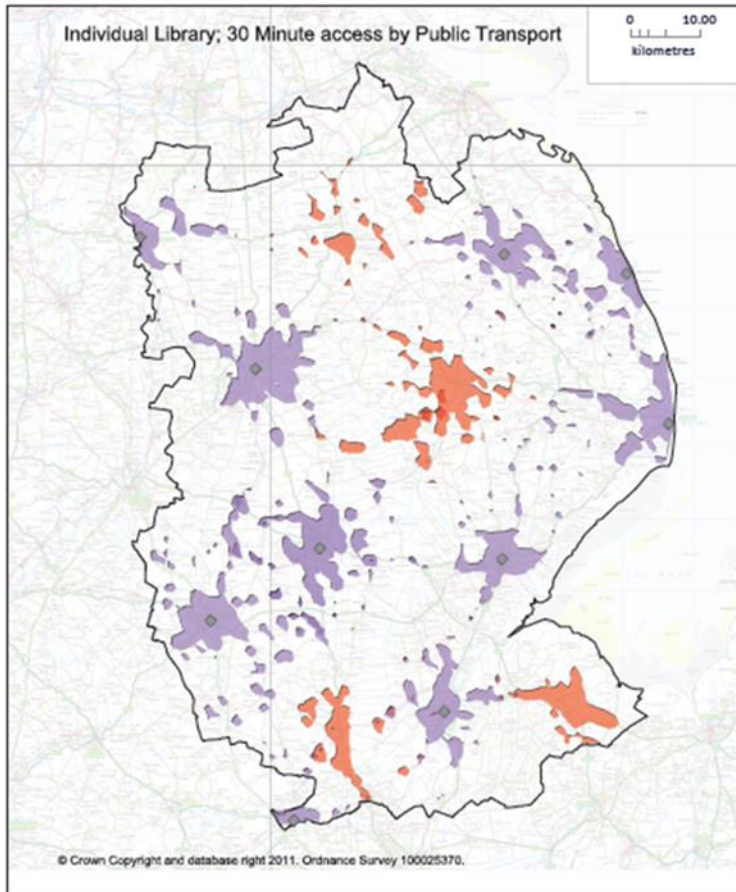© Crown Copyright and database right 2011. Ordnance Survey 100025370.

Ten libraries, ranked by:
Household catchment
User
IMD
Built up area

No overlapping catchments using 30 minutes travel time by public transport

Open 40 to 48 hours per week
Staffed
Offer a full range of lending services
Internet access
Wi-Fi

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Statutory Service: Core Libraries Tier 2

Individual Library; 30 Minute access by Public Transport

0   10.00
kilometres

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Five Tier 2 ranked by:
Users
IMD
Rurality and isolation

Many of their users also live in the 20% most disadvantaged parts of Lincolnshire

Open 18-31 hours per week (46 Bourne)
Staffed
Offer a wide range of lending services
Internet access
Wi-Fi

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Statutory Service: Targeted services

Aimed at:

- 83,531 households, and 33,123 active borrowers who fall outside the 30 minute travel time zones of the 15 Core libraries – about 17% with no car access

- People within the 15 catchments who can't access the static sites or universal provision:
  - Signposting to the award winning CallConnect Service
  - Home Library Service - delivered by 4 Access Mobiles, plus Co-op Pharmacy Delivery Service & volunteers, open to Lincolnshire residents unable to reach one of the Core Libraries by car, public transport or the CallConnect service
  - Listening Lincs - for blind and partially sighted customers
  - Bookstart

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Non-statutory service

Three components:

- Community Hubs

- Large mobiles

- Other services

Non-statutory service: mobiles (Tier 3 & 4)

27 Communities of more than 550 households get at least 2 hours per month

187 communities of less than 550 households where there are 6 or more users per 30 minutes of stop get a mobile stop of at least 30 minutes per month

Large vehicle carrying 4,000 items of stock, internet access and

two staff members where risk assessments require it

Stops take place from 10am to 5pm

167 mobile stops where usage is below 6 users per 30 minutes are withdrawn from 6.5.2014

Non-Statutory Service: other services

Retaining Paid for Services:

- o Reading and Music groups

- o Two prisons and an Immigration and Repatriation Centre

- o Schools Library Service – currently 28 schools and early years settings use the service

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Non-statutory service: Community Hubs (Tier 3)

Support up to 40 Community Hubs across Lincolnshire, with library functions at least 6 hours per week

LCC would provide:

- At least 4,000 items of stock and internet access
- £5,167 grant per annum per community
- Up to £15,000 of one-off investment per community
- 10 year lease, with at least a 4 year peppercorn rent
- ICT Access to Library Management System/People's Network
- Support and training from a Library Development Officer of which there will be 4
- Support and training to develop applications, budgeting and planning – Community Engagement Team Support
- LCC will keep libraries open at 60% hours until communities are ready to operate, but no later than 31.3.2015
- Second deadline for Expressions of Interest 31.1.2014

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Community Hubs

30.9.13   40 expressions of interest relating to 31 locations

31.1.14   50 expressions of interest relating to 37 locations

31.3.14   40 bids relating to 37 locations

06.05.14 Tier 1 and 2 library hours and mobile route changes

30.6.14   38 bids relating to 37 locations

31.3.15   End of transition period

Community Hubs – one year on

Saxilby

	2012	2013	%
Opening hours	14 over 4 days	70 over7 days	
Interactions	11,844	27,196	+130%
Issues	18,308	11,912	- 53%
New Members	119	451	+278%

Finance: saved £18,748 pa

Community Hubs – one year on

Waddington

	2012	2013	%
Opening Hours	14 over 4 days	43.5 over 6 days	
Interactions	5,727	5,626	-2%
Issues	13,606	15,068	+11%
New Members	115	190	+65%

Finance: saved £13,451 pa

Community Hubs – one year on

The larger Saxilby and Waddington models worked better than the community book deposits.

Two of the latter (Ingoldmells and Sutton Bridge) have EOIs to develop into the larger models

Some anti-social behaviour at Saxilby

ICT issues –   change of Library Management System in February 2013
RFID Kiosk teething troubles
Contact centre call handling 9am-5pm daily

Camaraderie and enthusiasm of volunteers

Good training and relationship with Library Development Officer

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