

1.	Meeting:	Cabinet
2.	Date:	21st November 2012
3.	Title:	Library and Information Service Review Consultation Feedback Report.
4.	Directorate:	Environment and Development Services

5. Summary

Cabinet (23rd Nov 2011) requested a review of the Library and Information Service to deliver a modern, vibrant library service based on the Library and Information Service Strategy 2011-15. The review would also identify proposals to deliver a “comprehensive and efficient library service for all persons desiring to make use thereof”, Public Libraries & Museums Act, 1964 (the Act). Subsequently at Cabinet (20th June 2012), approval was given to a draft service model for public consultation. The consultation is now complete and a revised service model has been developed to take account of the following factors:

- The responses to the consultation
- Council policy in terms of areas of deprivation.
- Assessment of local need for the service
- Review of current performance of libraries
- Options for further closer working with Customer Services
- Localities review
- Library and Information Service Strategy 2011-15
- The statutory nature of the service.

The proposal would release savings to the Council of approximately £500,000.

6. Recommendations

- 1. Cabinet approves the new service model for the Library and Information Service.**

7. Proposals and Details

Background

The Council has a statutory duty in accordance with section 7 of the Act to provide a comprehensive and efficient library service to residents and those who work or are in full-time education in the Borough.

Rotherham MBC strategy since 2007 has been to deliver significant capital investment in library buildings through an ambitious programme of construction, modernisation, replacement and refurbishment. As part of this, new facilities redesigned with customers in mind opened at Thorpe Hesley in 2007, Wickersley in 2008, Mowbray Gardens in 2009, Aston in 2010 and Riverside House and Rawmarsh in 2012.

Libraries have been redesigned with customers in mind with convenient self-service, new computers and furniture, places to relax and socialise, local access to wider council services, community involvement in the running of libraries and a lively programme of events and activities.

The full review of the service looks to build on this transformation and this paper outlines the proposals and the way forward following the consultation.

Prior to consultation we:

- Listened to customers, prior to the publication of the Library Strategy 2011
- Took the approach of looking across the service rather than concentrate on one particular area.
- Assessed the service's contribution to the corporate outcomes and priorities
- Took account of key national, regional and local strategies
- Took account of the experiences of other local authorities
- Considered options presented by the review of customer services
- Carried out an assessment of local need for the service
- Examined usage, performance and demand for the service
- Reviewed available resources, including staff, buildings and stock
- Completed an equalities analysis of the proposed service model
- Published initial proposals for consultation

Consultation

On the 20th June 2012 Cabinet approved our consultation plan and agreed that the original proposal for the service could go out to consultation during the summer of 2012.

The original proposal that went out to consultation can be summarised as follows:

Summary of original proposal

Library	Current Hours	Visits per yr	Active borrowers	Original option for consultation
Riverside	52.5	346335	11499	Increase hours to 55 per week. "Flagship" provision for borough
Aston	44.5	53155	3158	Increase hours to 49 per week. "Hub" site for south of borough. Link to customer services
Brinsworth	26.5	10473	670	Reduce opening hrs to 26 per week. Explore potential for new build/community management model with Parish Council
Dinnington	49.5	72843	3709	Reduce opening hours to 49 per week. "Hub" site for south of borough. Link to customer services
Greasbrough	40	30678	1285	Reduce opening hours to 32 per week. Relocate district office and offer access to additional Council services
Kimberworth	16.5	9942	643	Close: additional provision from mobile library
Kimberworth Park	17.5	10514	603	Close: additional provision from mobile library
Kiveton Park	35.5	29252	1252	Reduce opening hours to 32 per week. Pilot seasonal opening
Maltby	50	45156	3559	Reduce opening hours to 40 per week. Link to customer services on "campus" basis
Mowbray Gardens	32	48655	1508	Increase opening hours to 40 per week. Case study on impact and best practice linked to Wickersley
Rawmarsh	32	20236	1039	Pilot for joint Library & Customer Service Centre, involving temporary increase in hours, during which opening hours will be reviewed
Swinton	44	57682	2639	Reduce opening hours to 40 per week. Link to customer services
Thorpe Hesley	26	12223	661	Retain current opening hrs. Pilot work with volunteers to add value to current service
Thurcroft	26.5	21909	655	Reduce hours to 26 per week, term time only. Additional provision from mobile during school holidays
Wath	46	113794	2979	Increase opening hours to 49 per week. "Hub" site for north of borough. Access to additional Council services
Wickersley	45	66990	3642	Reduce opening hours to 40 per week. Case study on impact and best practice linked to Mowbray Gardens

The public consultation ran from June until the end of August 2012. We held drop in sessions for the public in all our libraries across the borough and people could complete forms to let us know their views either on-line or in

hard copy or by e-mail or by writing us a letter. We received responses in all these ways. To publicise the consultation and engage we:

- Placed advertisements for the drop in sessions in the Rotherham Advertiser, Dinnington and Maltby Guardian
- Provided information as required by the media
- Took part in interviews for local radio
- Placed posters prominently advertising all drop in sessions
- Displayed other information relating to the Library Review and consultation
- Engaged proactively with staff and public to alert all to consultation during the consultation period.
- Held drop in session for Members
- Held consultation sessions with staff
- Held drop in sessions in all libraries, supported by dedicated e-mail address and website

Main issues arising from the consultation (summary available as appendix A)

- A total of 1760 feedback forms received along with emails and letters
- Libraries are well loved, much appreciated service, seen as hub of community
- Positive comments about current activities and demand for increased range of services, including work with children, elderly, unemployed, readers, those needing support to use ICT, access to information
- Objections to closures and/or reduced opening hours; suggestions for alternative closures and opening hours based on location/accessibility/deprivation
- Challenge to notion of “hub” sites and to difference between need and usage
- Demand for books, including e-books
- Need to reflect emerging Council policy on deprived communities in relation to the libraries that serve these communities.

Further analysis has been undertaken in terms of Council policy on areas of deprivation in the borough which prioritised the following deprived communities: Aston North, Canklow, Dalton/Thrybergh, Dinnington Central, East Dene, East Herringthorpe, Eastwood, Ferham/Masborough, Maltby South East, Rawmarsh East, and Town Centre. Appendix B has further details of the deprived communities and the libraries that serve them.

New Service Model Proposal

The proposed new service model is detailed in Appendix C and is summarised in the table below:-

Library	Current hours	proposed hours – consultation version	Final proposed hours	Comment
Riverside	52.5	55	55	“Flagship” provision for borough. Support for deprived communities
Aston	44.5	49	46	Work towards joint delivery of library and customer services. Support for deprived communities
Brinsworth	26.5	26	26	Explore potential for new build/community management model with Parish Council
Dinnington	49.5	49	46	Work towards joint delivery of library and customer services. Support for deprived communities. Review in 12 months to assess impact of new opening hours
Greasbrough	40	32	32	Review in 12 months to assess impact of Kimberworth Park closure
Kimberworth	16.5	Close	20	Increase hours to support Kimberworth Park and deprived communities
Kimberworth Park	17.5	Close	Close	Additional provision from mobile library, Booklink and at Kimberworth.
Kiveton Park	35.5	32 seasonal	32 seasonal	Same number of hours all year, seasonal pattern
Maltby	50	40	46	Work together with Customer services to improve services locally. Support for deprived communities
Mowbray Gardens	32	40	40	Support for deprived communities
Rawmarsh	32	46.5	46	Work towards joint delivery of library and customer services. Support for deprived communities
Swinton	44	40	40	Work towards joint delivery of library and customer services
Thorpe Hesley	26	26	26	Retain current number of opening hours
Thurcroft	26.5	26 term time	20 all year	Hours distributed across full year in response to consultation
Wath	46	49	46	Retain current number of opening hours
Wickersley	45	40	40	Review in 12 months to assess impact of new opening hours

(The new opening times for each library will be worked out to take account of all previous Library review work and future follow-up work e.g. consultation, assessment of need, performance and timetabling with implementation of new hours intended from April 2013.)

Whilst the physical library building based in Kimberworth Park will close under this proposal, it must be emphasised that the library service to the Kimberworth Park area will continue. We will continue to work with the local community and local partners to enable the delivery of the library service in other ways e.g. Mobile Library; Home delivery; use of other nearby Libraries e.g. Greasbrough, Kimberworth; consideration of use of other venues in the Kimberworth Park area for some activities as appropriate.

To support service delivery to customers and to ensure the service on offer is relevant and attractive:-

- We will ensure our libraries provide the right reading at the right time by ensuring our stock is of good quality, well displayed, appropriate and provides choice. We will spend £1.52 per head on books and other materials. This is a reduction from £1.98 per head but it still means that we will continue to spend around £390,000 each year.
- We will continue to offer free access to the internet and a range of online information sources, including e-magazines and continue to improve e-enabled services generally. Libraries will continue to be a place that people come to for information. Staff will help customers access the increasing number of local and national services available on-line.
- We will provide easily accessible local safe and welcoming spaces for community groups or individuals to learn, explore, improve their skills and socialize together with high quality learning programmes as part of the library offer to children, families and individuals to encourage all ages learning and reading together for life.
- We will refocus the mobile library service to improve access to services across the Borough.
- We will look to provide access to other Council and Partner services in a number of libraries.
- In order to serve all communities, and taking into account the travel habits of current customers, we will continue to aim to provide a library within 2 miles of every resident, with a range of opening hours to suit local need.
- Where opening hours are reduced, we will assess the impact of this and work with partners and communities.
- We will refocus the roles of staff to support the delivery of a modern, vibrant service.
- We will continue to deliver services to our most vulnerable communities, including children, young people, families, and the elderly. We will continue to deliver a varied programme of events and activities for them. We want more people to use the library service, more often.

8. Financials

The reductions in expenditure based on the proposed new service model are:-

- Close one library (Kimberworth Park), reduce opening hours from 584 per week to 561 per week and refocus mobile library services: **£180,666**
- Reduce spend per head on books and other materials from £1.98 to £1.52: **£117,807**
- Refocus roles of strategic and support staff to enable delivery of modern, vibrant service: **£201,527**
- **Total savings: £500,000** (including £160,000 in MTFS)

In addition we will work towards the joint delivery of services at Rawmarsh, Aston, Swinton and Dinnington libraries and customer service centres to increase the range of services on offer whilst increasing efficiency.

9. Risks and Uncertainties

If this new service model for the Library and Information Service in Rotherham is approved, there would need to be a full staffing and service review. This could include library and customer services as appropriate and would need to take place Dec 2012 – March 2013. We would then be aiming for full implementation of the new service model by April 2013. The risks and uncertainties here could be in the tight timeframe. Should there be any slippages in this schedule, then this would impact on budgets for 2013/14.

During the course of 2013/14, we would begin to evaluate the new service model, rollout and develop the local library offer.

10. Policy and Performance Agenda Implications

Libraries contribute to the following priority outcomes:

- More people in our poorest communities are in work and training
- There are more successful new businesses
- More people come to the Town Centre for work, shopping and for things to do and see
- More people are in work or training and less are living on benefits
- People enjoy parks, green spaces, sports, leisure and cultural activities
- More people have formal qualifications and skills
- Babies and preschool children with a good start in life

11. Background Papers and Consultation

Wirral Inquiry Report, DCMS, Sept 2009

What Makes a Good Library Service? CILIP, rev. ed. Dec 2010

Council Seminar: 4th October 2011

Cabinet Member, Lifelong Learning and Culture – approval of library strategy: 19th January 2011 (Minute F11)

Cabinet Paper - Review of Library and Information Service 23rd November 2011

Library and Information Service Strategy 2011-15

Cabinet Paper - Review of Library and Information Service 20th June 2012

Assessment of Need & Rationale documents – see 20th June Cabinet reports pack.

Improving Places - Review of Library and Information Service 25th July 2012

Council Seminar: 2nd October 2012

Appendix A – Library Review Consultation report (summary)

Appendix B – Equalities Analysis of Library and Information Service (summary)

Appendix C – A Vision to Deliver a Modern and Vibrant Library Service (public document)

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