



To: Education and Children's Service Scrutiny Board (2)

Date: 29th November 2018

Subject: Libraries Update

1 Purpose of the Note

- 1.1 This Briefing Note is intended to provide the Scrutiny Board with an update on the current position of the Coventry Library and Information Service. The note includes information related to the service transformation and delivery of savings associated with the Connecting Communities programme, along with updates on current performance and proposals for further budget reductions to be implemented from April 2019.

2 Recommendations

- 2.1 The Education and Children's Services Scrutiny Board are requested to note this briefing and provide any feedback on the proposed further budget reductions to the Cabinet Member for Education and Skills who will be considering them at his meeting on 17th January 2019.

3 Information/Background

Connecting Communities Programme

- 3.1 The Council introduced the Connecting Communities programme in 2015/2016. The programme was introduced in two phases with changes to Library Services introduced alongside changes to a number of other Council services. The main changes to Library Services included greater participation by the community in the delivery of library services along with reductions in opening hours, reductions in the amount of money spent on library stock, a move to three library types (core, partnership and community-led) and the de-commissioning of the former mobile library.
- 3.2 Phase one of the changes resulted in budget reductions including property savings of £802k, phase two of the changes enabled a further reduction of £653k, total £1,445k. In line with the Medium Term Financial Strategy a final third set of proposals is currently being consulted on with staff and service users which will reduce budgets by a further £319k.

4 Current Position Regarding Each Library

- 4.1 Below is a summary of the current status of the 17 libraries which currently operate in the City:

5 Community Libraries

- 5.1 Cheylesmore Library – completed transition to community control by Cheylesmore Community Centre in March 2018.
- 5.2 Earlsdon Library – working with Earlsdon Carnegie Community Library to complete evaluation of their recently submitted business case and for transfer via lease before the end of 18/19. Opening hours were initially reduced as the move to community-leadership

commenced however more recently they have been expanded as the capacity of volunteers has increased.

- 5.3 Finham Library – business case approved and in final stages of negotiation of terms of lease should be complete before end of 2018. Opening hours were initially reduced as the move to community-leadership commenced however more recently they have been expanded as the capacity of volunteers has increased.

6 Core Libraries

- Bell Green Library – current issues re the Riley Square development, library building includes Adult Education provision.
- Central Library – most extensive citywide provision (particularly IT), open 7 days per week, library shares space with Carers Trust and Adult Education.
- Foleshill Library – continues to be well used particularly by BAME community.
- Stoke Library – continues to be well used library provision.
- Tile Hill Library – library building includes Adult Education provision, continues to be well used.

7 Partnership Libraries

- Aldermoor – currently some issues with the development of partnership agreement with local community association however still working towards an agreement – budget proposals includes move to single staffing completely 4/19.
- Allesley – two potential partners have been in discussions but both have not reached fruition – significant increased usage since changes to Earlsdon. Officers continue to consider options for developing a Partnership Library model.
- Caludon Castle - moving to single staffing part of the week 12/18 and proposals for this to be completely from 4/19.
- Canley – worked unsuccessfully with local school to create new offer – currently in the early stages of considering alternative options for joint working around this site. The current proposals include this library moving to single staffing completely from 4/19.
- Coundon – the Council has been involved in a number of discussions with potential partners – currently awaiting a formal proposal for rebuild on the site with a local GP practice – proposals include moving to single staffing completely 4/19.
- Hillfields – some usage observed as increasing after relocation to WATCH building.
- Holbrooks – currently located in HCCA building – working with the association to increase usage and recruit volunteers.
- Jubilee Crescent – located in the Jubilee Crescent Community Centre – new lease recently issued to CA – still working with local Church in various partnerships - levels of anti-social behaviour remain a concern.
- Willenhall – located in Hagard Centre with joint work on aspects of programme – levels of anti-social behaviour increasing and a concern for library staff.

8 Volunteers

- 8.1 As well as considerable success in recruiting volunteers to support the delivery of library services in Cheylesmore, Earlsdon and Finham (over 130 people so far) the service has also offered volunteering opportunities for people in other library settings. Currently 60

volunteers have been trained and deployed in other libraries with on-going recruitment becoming part of the day-to-day operation of the service.

9 Library Performance Information

9.1 A snapshot of Coventry Libraries performance is provided in Appendix A. Overall whilst membership has dropped very slightly, there remain almost 70,000 members of the service. Visits to libraries are up year-on-year and for core and partnership libraries book issues have increased. Changes to the opening hours of community-led libraries has impacted on data for the last year and we would expect performance to increase in the future as library opening hours expand.

10 Library User Satisfaction Survey

10.1 The Library Service has recently conducted a user satisfaction survey to establish a baseline for future work and to engage with users around the parts of the service they report working well and otherwise. With around 400 people participating 93% of users rated the service as good or excellent. Other feedback included:

- Helpfulness of Library staff 96%
- Opening Hours 82%
- Choice of Library Books 80%
- Library Computers 85%
- Children's events 89%
- Adult events 80%
- Over 95% of respondents would recommend the Library Service to others

11 Proposals for Library Budget Reductions

11.1 As is referred to above the Medium Term Financial Strategy includes a requirement for a further budget reduction of £ 319k. Proposals to reduce expenditure include:

- Reduce staffing in Aldermoor, Caludon, Canley and Coundon libraries to single staffing.
- Reduce staffing in Central Library by introducing a 'Library Express' model which will rely on self-service and limited staff supervision of the library from 9-11am Monday to Friday and on Sundays.
- End the provision of hard copy newspapers and magazines and support users to move to digital access either in the library or at home.
- Additional income from the introduction of a privately run café within Central Library and an externally funded Visa scheme.
- Reductions in other fixed library budgets and a review of management and non-front line posts.

11.2 A further change which will be proposed to the Cabinet Member is to agree a change to library fines to move the age at which users are expected to pay fine from aged 8 years to 16 years.

11.3 These proposals are currently subject to a short consultation with library users and staff. The final proposals will be considered by the Cabinet Member for Education and Skills at his Cabinet Member meeting on 17th January 2019.

12 Other recent developments

12.1 Loud in Libraries and the development of the Cultural offer

12.2 Libraries in Coventry are performance spaces. Working with 'Get it Loud in Libraries' gigs take place in libraries with the aim of challenging and changing perceptions of libraries to

engage new audiences, particularly young people. The events have been a really important showcase for the approach that Coventry Libraries take to connecting people to high quality art experiences.

- 12.3 Arts organisations in the City are now looking to libraries as venues for drama, art and performance which has resulted in a number of successful events taking place which is increasing in the lead up to the City of Culture 2021.
- 12.4 Health and wellbeing related initiatives
- 12.5 Library Services utilise a number of different interventions to deliver health and wellbeing services. The 'Reading Well' initiative provides collections of books to support Mental Health, Dementia, Long Term conditions and Mental Health for young people. The books have been specially selected and recommended by medical professionals to support people to manage their health and wellbeing. Coventry Libraries work closely with a number of key agencies who are well placed to recommend and in some cases deliver the resources directly to people at the time that's right for them.
- 12.6 The Library service creates opportunities for people to come together to enable wellbeing initiatives to take place. Successful examples have been Vintage Tea parties aimed at people with dementia, Baby Showers aimed at mothers to be and 'Good Death Cafes' aimed to provide people with all the information they need to plan for and cope with death.
- 12.7 Utilising the strong partnerships that the library service has built with organisations in the city Libraries facilitate information fairs and also offer spaces for IAPT and CWPT to deliver surgeries.

13 Digital Offer

- 13.1 The Library Service continues to expand access to digital services. The range of digital assistance has been expanded to include volunteers from Warwick University as well as Coventry University and Library staff and covers all Libraries.
- 13.2 The Library Service has continued to develop a digital creativity offer which includes code clubs, microbit sessions, Pi jams, Coder Dojos, Digital Expos and Lego Labs. The Library Service was chosen by the BBC to trial their latest Virtual Reality content and will run its first drone racing event this year.
- 13.3 The use of e-services (e-books, e-audiobooks and e-magazines) remains the largest growth area in loaning of Library items.

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Appendix A

Library Performance 2117 – 2018

Figures in the table below represent actuals for 2017- 2018.

Figures have been colour coded to show increases (green) and decreases (red) when comparing performance for this financial year 2018 – 2019.

	Visitors	Issues	Membership	ICT Hours	ICT Sessions
Core Libraries					
Central	365,587	221,967	28,400	144,092	290,480
Bell Green	139,286	47,249	4,117	20,465	30,870
Foleshill	107,157	58,333	6,225	22,551	33,160
Stoke	106,862	57,481	4,496	19,440	27,327
Tile Hill	90,356	73,441	4,968	13,444	19,958
Partnership Libraries					
Aldermoor	19,434	12,995	1,138	2,371	4,677
Allesley	42,346	39,643	1,701	2,634	4,274
Caludon Castle	20,848	18,125	828	4,232	14,689
Canley	16,678	11,061	854	2,250	2,669
Coundon	39,237	40,250	2,647	4,773	6,293
Hillfields	3,116	6,717	532	3,696	6,794
Holbrooks	1,091	818	82	680	1,492
Jubilee Crescent	61,308	48,599	3,707	10,394	16,704
Willenhall	141,722	21,552	2,777	7,851	14,444
<i>Council Run</i>	<i>1,155,028</i>	<i>659,158</i>	<i>62,442</i>	<i>258,873</i>	<i>473,831</i>
Community					
Cheylesmore	18,253	19,973	1,270	1,850	3,532
Earlsdon	68,720	48,396	4,642	8,805	11,118
Finham	22,444	26,473	1,552	1,152	1,817
<i>Community Run</i>	<i>109,417</i>	<i>94,842</i>	<i>7,464</i>	<i>11,807</i>	<i>16,467</i>
TOTAL	1,264,445	754,000	69,906	270,680	490,298