

## Agenda Item 8

### Neighbourhoods Scrutiny Commission – Update on Libraries

Friday October 16<sup>th</sup> 2015

#### **1. Local Consultation for opening hours**

The library service will be consulting on the new patterns of opening from September 28<sup>th</sup> for four weeks until October 25<sup>th</sup>. We have some good feedback from the consultation but responses have varied enormously from less than 10 to over a hundred for a single library. We will be giving citizens two options for new hours that have been reduced by 25% and also the choice of either Saturday or Sunday as a weekend open day.

All libraries will have a minimum of 20 hours and be open for at least 3 days (two weekdays and one weekend day). The choice will be over more days but shorter hours or fewer days and longer hours. There will be printed copies and an online survey.

Avonmouth opening hours are increasing by 7 hours as previously outlined and we have proposed two scenarios. We will be asking for comments at the next available Neighbourhood Forum and Partnership meeting.

We fully expect in the new service that opening hours will be reviewed far more frequently to reflect the local offer and to respond to local communities. Previously library opening hours rarely changed.

The changed opening hours will be in place from Monday April 4<sup>th</sup>. New more adaptable signage will also be installed to reflect the changed hours.

#### **2. Technology**

##### **i. Broadband upgrade**

We are updating our Broadband connections in 8 locations:

- Avonmouth Library
- Clifton Library
- Hillfields Library
- Marksbury Road Library
- Sea Mills Library
- Shirehampton Library
- Stockwood Library
- Wick Road Library

ICT have commissioned Virgin Media to undertake site surveys, and their lead time is around 12 weeks. Therefore we expect that the new broadband will be operational by the end of December 2015.

This work will cost an estimated £90 – 100,000, from the capital fund of £1.2million.

## **ii. Public computers and software upgrades**

All the public computers in every library are being upgraded by our ICT department. The library service has over 240 free public computers. The infrastructure has been built and is being tested w/c Sept 21<sup>st</sup>. There will be pilots in two libraries in early October, with rollout to all libraries beginning November. Completion is expected in December 2015.

ICT are also working on the additional project of replacing all printers. This is hoped to happen at the same time but dependent upon contractual issues.

There is no cost implication for this work as it has been identified internally.

## **iii. Swipe Card Access**



We are moving forward with pilot locations; currently Westbury Library, Stockwood Library and St George. We have chosen these locations as they are mid-range in terms of usage, a good geographical range, opportunities exist to extend the use of the library building and a chance to pilot the service with a diverse range of communities.

We have already done a building survey in Stockwood and will proceed with Westbury and St George. The installation of Swipe Card (OPEN+ technology) is dependent on the new Library Management System which will be in place in July 2016. The pilots will run for 6 months and be evaluated during that time period.

Swipe Card access is a way of extending access to library buildings outside of staffed opening hours. We will be working with our new library roles (Library Development Officers) to help customers experience using the service outside library staffed hours. Other authorities (Leeds, Peterborough, Brighton and Devon) are also piloting the technology. The authorities have been very generous by sharing their experiences and they report little anti-social behaviour, threat or health and safety concerns. Please see the following -

<http://www.brighton-hove.gov.uk/content/leisure-and-libraries/libraries/libraries-extra>

Peterborough City Council Library Service and Bibliotheca Shortlisted for Customer Project of the Year - Bibliotheca (press release).

"Peterborough City Council Library Service and Bibliotheca have been acknowledged in the finals of the V3 Technology Awards 2015 under the Movers and Shakers category. The nomination for

Customer Project of the Year is in recognition of the innovative technology partnership that transformed the library service. In response to financial challenges and the desire to improve library access, the Council rolled out open+, Bibliotheca's 'open library' solution that enables libraries to remain open anytime, any day on a self-service basis. open+ enabled the council to save £350k per year and extend opening hours from 261 staffed hours to 387 hours, 238 of which are self-service hours. This equates to a 20% cost saving and almost a 50% increase in availability for Peterborough's library network."

### **3. People**

#### **i. Volunteering Programme**

We have begun advertising for volunteers by asking them to register interest online. We are concentrating on three initial roles – help with story times, ICT support and local history. We are also considering volunteers to help with events and activities such as author talks; particularly with evaluation. We have had considerable help from our Museum Service in setting this up, learning from their experience of running successful volunteering programmes. So far 14 people have registered.

We are also talking with the Citizens Advice (Bureau) about placing their Digital Skills volunteers in libraries to help with preparing citizens for the advent of Universal Credit but also to enable citizens to access any digital services. We will pilot these volunteers in Junction 3 and then Bedminster. Bedminster is one of the three wards which will begin Universal Credit from November 2015.

#### **ii. New Staff Roles**

We are recruiting to 2 new staff roles; the volunteer coordinator role (1 post) and Library Development Officers (3 posts to begin with). The recruitment started in October and we hope they will be in post in November. Some of the priority work areas are –

- Lockleaze – new library provision
- Clifton/Redland – possible community interest
- Hartcliffe – possible move and colocation/integration with CSP
- Lawrence Weston – increase in 7 hours engagement
- Sea Mills/Avonmouth/Shirehampton – working with the community centres and
- St Pauls learning centre - working with Ethical Property

#### **iii. Staff Review**

In order to make the savings target by April 1<sup>st</sup> 2016 and implement the new opening hours, we will be starting a Bristol City Council Management of Change process with all the library staff from late October to March 2016. At this early stage we estimate a staff reduction of approximately 20 FTE.

#### **iv. Staff Working Arrangements (response to UNISON statement)**

Under Bristol City Council policies, staff can apply for annual leave and flexible working even when it is operationally impossible to grant. This applies to all BCC services, including Libraries. We have previously reported to Unison (June 2015) that:

- we have 18 flexible working arrangements in place
- we have 19 staff with reasonable adjustments in place through occupational health. These adjustments total over 80, as some staff have multiple adjustments.
- 3 staff were refused leave over summer 2015 – 2 found alternative dates and 1 swapped with another member of staff (1 day)

This is in the context of a staff group of 231 people.

#### **4. Buildings**

##### **i. Eastville**

Eastville Library Building has been declared surplus as a library property and will progress through the council process of being advertised internally to all departments, to the community and finally through the open market if appropriate. The Library will remain until March 31<sup>st</sup> 2016 and close on April 1<sup>st</sup> 2016.

Democratic Services are investigating the use of Glenfrome Primary School as a polling station.

##### **ii. Lockleaze**

We are in the process of exploring sites and provision in Lockleaze. We are in discussions with the Lockleaze Neighbourhood Trust, Hub management and United Communities. We are considering a physical space to provide library services with some staff support but also working with the community or a partner. We intend for some provision to be ready for April 2016 if not before.

##### **iii. Community Offer**

During the consultation we had considerable interest from Redland, Clifton and Sea Mills libraries about working more closely with the library service in and through those libraries. We are in contact with the Clifton group and will be attending a meeting on October 6<sup>th</sup>. Sea Mills and Redland friends group are happy to keep in touch and we will be talking to Sea Mills about registering for the volunteering programme.

##### **iv). Diversifying the use of library buildings**

We are in discussions with Children's Centres close to Marksbury Road and Hillfields about the extended use of the library building. We have already piloted use on closed days in Marksbury Road successfully. Both buildings will require internal work to achieve more flexible use.

##### **v) Community Model Development**

We recently invited library colleagues from other local authorities to come and deliver a session with the Library management team to share practice on different approaches to community modelling, what has worked and what hasn't in their areas. The results of this day are being worked up to provide us with a set of guidelines about how we can approach working closely with communities to shape their services, whether they are interested in a more active friends group, increased say over

what happens in their local library or have a desire to take on more of the running aspects of the library.

### **5. Capital spend**

Please see attached draft profile of spend.

October 6<sup>th</sup> 2015

# Agenda Item 8 - Appendix

## Libraries Capital Programme - Draft Profiling

Central Library on 05/10/15

Programme Area	2015/16	2016/17	2017/18	Total
Broadband upgrades	£100,000			£100,000
Signage Improvements	£22,000			£22,000
Swipe Card Access (1)	£1,000	£160,000	£240,000	£401,000
Self Service Kiosks		£90,000		£90,000
Building Improvements (3)	£25,000	£260,000	£155,000	£440,000
Hardware and Software upgrades		£20,000	£20,000	£40,000
Dedicated Resource to Support Changes (2)	£7,000	£50,000	£50,000	£107,000
<b>Total</b>	<b>£155,000</b>	<b>£580,000</b>	<b>£465,000</b>	<b>£1,200,000</b>

(1) 2015/16 - £1K Building Survey St George, Westbury

(2) 2015/16 and 2016/17 - £7K in each year for resources to support change

(3) Further Breakdown of Assumptions for Building Improvements

Programme Area	2015/16	2016/17	2017/18	Total
Building Improvements				
Toilets and internal improvements		£140,000	£155,000	£295,000
Environment - Bookshop style layouts		£60,000		£60,000
Fit Out and Re-location - Lockleaze	£15,000			£15,000
Fit out and Relocation - Others TBA	£10,000	£60,000		£70,000
<b>Total</b>	<b>£25,000</b>	<b>£260,000</b>	<b>£155,000</b>	<b>£440,000</b>