



**Bristol Future Libraries  
The Current Thinking  
Neighbourhoods Scrutiny  
17<sup>th</sup> July 2015**

# What underpins a strong future service moving forward?

- The Library service is committed to playing its role in improving life chances for all citizens, reducing deprivation, improving educational attainment, and increasing prosperity. Resources will be targeted to achieve these outcomes for the whole city.
- The service will retain and enhance what it does well, and acknowledge where change is needed to improve the offer to citizens
- Libraries will offer different services dependent on the needs of different communities and will consequently have different spaces and facilities available.
- To deliver these against these offers, the service needs a solid base to build on, proposed at **20 hours minimum** provision per library

# PHASE 1 CONSULTATION: KEY THEMES

**Pre-consultation: Sept 2014** *(based on 45 interviews)*

**3 main themes emerged as important for the future service:**

**Access to knowledge** Importance of signposting people to knowledge, encouraging access to books/materials.

**Shared spaces**

Demand for shared communal, welcoming spaces, to work, study, share common interests etc.

**Community services**

Valuable local places that could be expanded to better meet community needs. Each Bristol neighbourhood has its own unique needs.

**Phase 1: Nov 2014 – Feb 2015** *(based on 8000 responses, 85% of which are library users)*

**Citizens told us that the following things were important:**

- Strong belief in social value of libraries (even when people didn't use them personally)
- Ease of access is key
- Appetite for increased use of library as a community space
- Value of local branch libraries and their role in communities
- Books are still the most popular activities within libraries
- Appetite for more cultural and social activities
- More promotion of current services required

# PHASE 2 CONSULTATION: KEY THEMES

**High level summary of the main points made as part of the Phase 2 consultation (Mar – June 2015) (based on 4600 survey responses, 88% of which are Library Users, as well as other informal responses to the consultation)**

- The current library service is highly valued and respondents do not understand why the Council would seek to make large savings in this service.
- People who currently use the library service want to see their local service develop further, beyond the current provision. There are varied and sometimes conflicting ideas about what a library is and how it can or should be developed.
- There is an appetite for some change and some respondents are keen for opportunities to be explored around different uses and services that could be provided within libraries.
- The majority of respondents supported finding ways to extend opening hours (eg: swipe card access). Some concerns about how this would work in practice; request to pilot before wider roll out.
- For some campaign groups current usage is an important factor in considering the future of libraries.
- Respondents felt strongly that libraries are currently poorly marketed and the way activities are communicated needs much improvement

# What we've learned:

- All library provision is valuable.
- The perception of “quality” is different depending on perspective; professional, personal, community
- The local response needs to be factored into the thinking alongside the professional, technical expertise locally, nationally, internationally
- Numbers of people using a library needs to be acknowledged in any development of the service

These key learning points have influenced the changes to the proposal.

# Revised Proposal & Rationale:

**The revised proposal is to:**

- **retain the majority of the libraries in their current settings and build improved, relevant, innovative services onto a strong base**
- **close one library building and seek to move that provision to a more suitable location to service community needs**
- **make equitable reductions in opening hours across all libraries to deliver savings whilst maintaining a strong base of a minimum of 20 hours opening per week to build on**

**To deliver the above a reduced level of savings is required from the Library Service**

# Rationale for the revised Approach

- It is **equitable** in the sense that 27 of 28 libraries will experience common reduction in their opening hours.
- It is **proportional** because those with greatest current usage will still retain the highest number of opening hours.
- It begins to **address some inequity** of current provision by ensuring that no library falls beneath a 20 hour baseline provision.
- It provides a strong basis on which to build in the newer elements of the future service:
  - new community focussed roles to develop new and increased local usage in areas of greater disadvantage;
  - extend the use the library building via swipe card access,
  - building improvements, & technology upgrades
  - Volunteering programme to develop and support new activity and provision

# Rationale for Eastville building closure and re-location of provision

## **Rationale for closing this building:**

- Acknowledged poor location to service its' community of need, **Lockleaze**
- Away from the main retail centre at Eastgate, poor access, little or no passing footfall and very difficult parking.
- Little "local ownership"
- No potential for BCC or partner service provision due to poor location and access

## **Approach:**

- To explore alternative provision in Lockleaze to meet the growing need in the North of the ward, where housing has expanded
- To explore the potential for locating with other community or partner provision to meet the needs of the area. EG: working with children's centres, schools, community centres and the existing HUB centre



# The Options for reductions:

**Option 1:**  
30% reduction in opening  
hours for all those above 21  
hours

**Option 2:**  
25% reduction for all those  
above 21 hours

**All 28 Libraries are open for 20  
hours per week\***

\*Central Library reduces by 1 day; Lockleaze library provision likely to be provided outside of the traditional library building setting; Avonmouth see opening hours increased from 13 to 20)

# OPTION 1 - 30% reduction

<b>Approximate savings associated with option 1</b>	<b>£'000</b>
Central Library reduces hours by one day and changes to working practices	160
Materials fund	70
<b>30% reduction in current opening hours for all Libraries with over 20 hours of opening time.</b>	<b>410</b>
Eastville building closure and relocation of some provision*	20
<u>Additional Cost:</u> development work (staff and technology revenue)	- 130
<b>APPROXIMATE NET TOTAL OF REVISED PROPOSAL</b>	<b>530</b>
<b>APPROXIMATE BUDGET PRESSURE</b>	<b>570</b>
(* Lockleaze provision to be retained within current budget)	-20)

# OPTION 2: 25% reduction

<b>Approximate savings associated with option 2</b>	<b>£'000</b>
Central Library reduces hours by one day and changes to working practices	160
Materials fund	70
<b>25% reduction in current opening hours for all Libraries with over 20 hours of opening time.</b>	<b>345</b>
Eastville building closure and relocation of some provision*	20
<u>Additional Cost:</u> development work (staff and technology revenue)	- 130
<b>APPROXIMATE NET TOTAL OF REVISED PROPOSAL</b>	<b>465</b>
<b>APPROXIMATE BUDGET PRESSURE</b>	<b>635</b>
(* Lockleaze provision to be retained within current budget)	-20)

# Increasing access and extending opening hours through technology (swipe card pilots)

- An opportunity to redefine libraries as community buildings enabling access outside of staffed hours by individuals and groups.
- An opportunity for citizens to use a traditional Library function outside of staffed hours, increasing convenient access.
- Mitigates the reductions in opening hours by enabling Libraries to be open when staff are not present.

# Equalities Impact

- Important Equalities Impact to note in relation to Public Sector Equality Duty (due regard):
  - Equalities communities' responses to the proposals around swipe card access were broadly in line with the overall findings “ a good idea in principle”, however some specific equalities communities raised safety concerns directly related to their protected characteristic e.g. BME, faith communities, women, older people.
  - Consequently the proposal is to pilot swipe card access and involve equalities communities, specifically those with particular needs or issues, and that any impact on equalities communities, positive or negative, is taken into account in post-pilot decision-making around any wider-rollout.

# Opportunities across the city to develop new models of delivery for the future

## Lawrence Weston, Southmead:

Involved in early discussions at sites for potential future hubs.

## Avonmouth, Shirehampton, Clifton and Sea Mills:

Agreements in principle with community associations for joint delivery.



## Learning City

In the process of identifying learning hub (Junction 3?)

## Business Innovation

Funky Spaces / NearDesk / Enterprising Libraries / Royal Literary Fund

## Locality Hubs?

Potential for Council-led locality hubs

## Hillfields:

Potential interest in partnership model with children's centre



## Wick Road and Redland

Building development ideas from user groups

## Hartcliffe:

Opportunity for joint working with CSP and other partners



# TOOLS TO STRENGTHEN THE FUTURE SERVICE

- **Volunteer programme** : developing volunteering to add value, increase new usage, increase community & volunteer participation in the running of libraries
- **Developing community models of service delivery** : where there is a local demand to enable the community to have a greater role in the shaping of the library service.
- **Technology upgrades:** to include delivering broadband to those libraries that need upgrades and looking at new software and hardware, to enable the People's Network to support digital inclusion effectively.
- **Building improvements:** From improved signage, to accessibility improvements, to implementing innovative design concepts to increase usage and maximise the potential of community space.

# DRAFT Capital budget outline spend

The intention is that some of this capital will be available for match funding from external sources to maximise this investment. Early developments will include:

Area of development	Estimated cost
Swipe card access	£40K per library where appropriate (subject to pilots)
Broadband upgrades	£10K per Library where required.
Additional self-service kiosks	£10K per Library where required.
Improved signage	£1k per Library
Building Improvements	From £1k to £50k per Library depending on need and priority for that Library.
Potential hardware and software upgrades	TBC
Dedicated resources to deliver & support libraries changes	TBC

- Every library will benefit from at least one of these investments. The developments will be assessed on a case by case basis and related to the local offer.



# Indicative Timescales

