

Agenda Item 10

Scrutiny – Update on Libraries

November 23rd 2015

1. Local Consultation for opening hours

The local consultation for revised opening hours has now finished. We had 5354 responses, which again is an amazing response from Bristol citizens. Only the Central Library will have Saturday and Sunday opening, with an overwhelming response across the city for Saturday opening (around 75%). However, it is very useful to see where there is interest in some kind of Sunday service in some areas of the city (Filwood, Redland and Bedminster, Junction 3, St George and Bishopston). In the future, this information is very important to understand what communities want and could influence the work of the new Library Development Offices and also wider community development work.

The complete list of revised hours is attached at the end of the report.

We will be displaying posters of the revised hours in each library and updating the website with the results. A press release will be issued as a reminder that library staffed hours are only part of a potential network of extended library building use as we are working towards more use by community organisations and volunteers in the hours when library staff are not present.

The changed opening hours will be in place from Monday 4 April 2016. New flexible signage has been ordered and will be in place by April.

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

Virgin Media have completed the site surveys and are at the planning stage, working on cable trunking as they arrange dates for trenching and cable laying.

We are on target for the end of December 2015.

ii. Public computers and software upgrades

All the public computers are being upgraded. The priority libraries are the Central Library, Bedminster, Bishopsworth and Junction 3, followed by Horfield and all other libraries. The priority libraries coincide with the rollout of Universal Credit in November and also the pilot work with Citizens Advice in Junction 3 to support online access. The pilot rollout starts in the Central Library on November 11th.

Completion is expected in December 2015.

iii. Swipe Card Access



Building surveys of St. George and Westbury will commence on Monday 9th November. The installation of Swipe Card (OPEN+ technology) is dependent on the new Library Management System which will be in place in June 2016. The pilots will run for 6 months and be evaluated during that time period. We will begin to work with the communities of each three libraries to explain the new technology and listen to any concerns.

3. People

i. Volunteering Programme

So far 49 volunteers have expressed interest through the website. We are trialling volunteers to help with an event on November 11th with author Rachel Joyce at the Central Library. We will begin training for story time volunteers shortly.

We are working with Citizens Advice to launch Digital Skills volunteers in Junction 3 in November and are rolling this out to Bedminster to assist with Universal Credit and then to other libraries to help with digital inclusion and access to online information.

We are working with CodeClub South West to begin volunteer run children's coding clubs in the Central Library initially but then in other libraries. This fits with the Mayors aspiration to inspire children digitally through coding clubs in every primary school. This also connects with Cities of Service who are currently negotiating with several large technology companies whose employees may become volunteers in coding clubs.

After a review with the Royal Voluntary Service who delivers the At Home Service with volunteers, we were pleased to hear that all our existing individual customers who still required a service have been matched with a volunteer and that the befriending side of the visit is working extremely well. They have attracted 15 new users of the service. We will now both begin promoting the service especially to areas not currently served.

We will be signposting these varied opportunities from our volunteering web page.

Bristol Libraries previously had very few volunteers in the service and are keen to build support and roles carefully so that the experience is positive for both the service and the volunteer.

There is potential for volunteers to work in library service (for example helping to run extra storytelling sessions) and even more so in library buildings to extend the service beyond the staffed hours in conjunction with community needs and requirements. We are very keen to work on different ideas and will respond to each request.

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 interviews will take place on November 23rd. These roles will connect with the wider council teams in Neighbourhoods, community public health and also the voluntary sector, so that duplication is avoided and the best use are made of resources.

The volunteer coordinator role is primarily to manage the volunteers in their different roles and provide the support and training they require and to manage the relationships with the base library where they will work.

iii. Staff Review

The council procedure for a staff review “Managing Change” commenced on October 30th. This is scheduled to run until March 2016 with the staff consultation period finishing on January 8th 2016. At this early stage we cannot say how the reduction of approximately 20 FTE will affect the workforce profile of library staff.

iv). Temporary Staff

At the previous Scrutiny meeting in October, I explained the solutions we were putting in place to solve the current unplanned closures that are affecting libraries in Bristol. The reason for unplanned closures is complex and due to in part to the previous and current staffing reviews and lack of permanent recruitment to vacancies. Currently all libraries operate on a minimum of two members of staff and there is no lone working.

To solve the unplanned closures, we have implemented the following:

A. increased the number of pool staff

The pool staff are employed on BG5 and have no permanent hours but are offered shifts as and when they are required. We have had a pool of staff for many years and many are former members

of staff. They can choose which shifts to accept. We have recently trained 30 new members of pool staff. They are not part of the staff review.

B. Use of security staff

We have piloted using security services to provide a second member of staff when the library staff numbers fall to only one, due to sickness. We will only do this in appropriate sites and we have provided guidelines to the staff to help with this situation. Security staff do not work as library staff but provide the “second person” to maintain current staffing levels. They are not part of the staff review.

C. Temporary Agency Staff

We are using temporary agency staff from Ranstad to fill existing vacancies. They are mainly part time and are being placed in libraries that have vacancies and are high risk of unplanned closures. They have been trained and are working at BG7 to work as library assistants. They are being deployed in the interim period before the new structure comes into operation on 4 April 2016. They are not part of the staff review.

Also we have another group of staff who are working on fixed term contracts.

D. Fixed Term Contracts

The service has a number of fixed term contracts scheduled to end on March 31st 2016. These staff were employed for vacancies that arose between the corporate review and this current review. They are not part of the staff review although it is possible they may apply for any vacancies that arise.

All of the above are in the current budget calculations and being funded out of the existing staff budget. The new budget and structure will come into effect from April 1st 2016.

4. Buildings

i. Eastville

Eastville Library Building having been declared surplus, has had no interest internally in the council and is now part of a Community Asset Transfer Process. The brief and timetable is available at the following web link. Community organisations have until December 7th 2015 to register an interest.

<https://www.bristol.gov.uk/elb>

The Library will remain until March 31st 2016 and close on April 1st 2016.

ii. Lockleaze

We are still exploring options in Lockleaze, although the Hub is unfortunately at capacity with tenants. We are talking to all the community organisations and venues to assess the best approach.

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.

iii. Community Offer

We have been attending some community meetings in Clifton, Sea Mills and Westbury to talk about the future services. We are supporting some new Friends Groups. There are currently seven Friends Groups – Henleaze, Central, Marksbury Road, Wick Road, Stockwood, Horfield and Sea Mills. Some are long standing and well established e.g. Henleaze who organise events and fundraise, others such as Sea Mills are new and formed from a library campaign group.

Clifton meeting 6/10 and 13/11

Westbury meeting 21/10

Sea Mills meeting 22/10

5. Capital spend

Projects in progress:

Installation of Broadband – £100,000

Upgrading Bedminster furniture - £3,000

Swipe card surveys - £1,500

Kate Murray

November 9th 2015

Agenda Item 9 - Appendix 1

Bristol Libraries' telephone numbers and opening hours

Library	Mon	Tues	Wed	Thur	Fri	Sat	Sun
Central Library 9037200	9.30-7.30	9.30-7.30	10-5	9.30-7.30	9.30-5	9.30-5	1-5
Avonmouth 9038580	2-5	CLOSED	10-1	CLOSED	2-6	9.30-12.30	
Bedminster 9038529	9.30-5	9.30-7.30	9.30-5	9.30-7.30	9.30-5	9.30-5	1-4
Bishopsworth 9038566	9.30-1 2-7	9.30-1 2-5	CLOSED	9.30-1 2-5	9.30-1 2-5	9.30-1 2-5	
Cheltenham Rd 9038562	10-1 2-5	CLOSED	10-1 2-5	CLOSED	10-1 2-5	10-1 2-5	
Clifton 9038572	10-5	CLOSED	10-5	CLOSED	10-5	10-4	
Eastville 9038578	10-1 2-5	CLOSED	10-1 2-5	CLOSED	10-1 2-5	10-1 2-5	
Filwood 9038581	9.30-1 2-5	9.30-1 2-5	9.30-1 2-5	CLOSED	9.30-1 2-5	9.30-1	
Fishponds 9038560	9-5	9-5	10.30-5	9-7	9-4.30	9.30-5	
Hartcliffe 9038568	9.30-1 2-5	CLOSED	9.30-1 2-5	9.30-1 2-5	9.30-1 2-5	9.30-1	
Henbury 9038522	9.30-1 2-5	9.30-1 2-5	CLOSED	9.30-1 2-5	9.30-1 2-7	9.30-1 2-5	
Henleaze 9038541	9.30-7	9.30-5	9.30-5	9.30-5	9.30-7	9.30-5	
Hillfields 9038576	10-1 2-5	CLOSED	10-1 2-5	CLOSED	10-1 2-5	10-1 2-4	
Horfield 9038538	9.30-1 2-7	9.30-1 2-5	CLOSED	9.30-1 2-5	9.30-1 2-5	9.30-1 2-5	
Junction 3 9223001	11-7	9-7	11-7	CLOSED	11-7	10-5	
Knowle 9038585	9.30-7	9.30-5	CLOSED	9.30-5	9.30-7	9.30-5	
Lawrence Weston 3534667	CLOSED	9-5	10.30-5	9-5	9-4.30	CLOSED	
Marksbury Rd 9038574	10-1 2-7	CLOSED	10-1 2-5	CLOSED	10-1 2-5	10-1	
Redland 9038549	9.30-5	9.30-5	CLOSED	9.30-7	9.30-5	9.30-5	1-4
St George 9038523	9.30-1 2-7	9.30-1 2-5	9.30-1 2-5	CLOSED	9.30-1 2-5	9.30-1 2-5	
St Pauls 9145489	1-7	1-5	1-5	1-7	1-5	10-1 2-5	
Sea Mills 9038555	9.30-1 2-5	9.30-1 2-5	CLOSED	9.30-1 2-7	9.30-1 2-5	9.30-1 2-5	
Shirehampton 9038570	10-1 2-5	CLOSED	10-1 2-5	CLOSED	10-1 2-5	10-1 2-4	
Southmead 9038583	9.30-1 2-5	CLOSED	9.30-1 2-5	9.30-1 2-5	9.30-1 2-5	9.30-1	
Stockwood 9038546	9.30-1 2-5	9.30-1 2-7	CLOSED	9.30-1 2-5	9.30-1 2-5	9.30-1 2-5	
Westbury 9038552	9.30-5	9.30-5	9.30-5	CLOSED	9.30-7	9.30-5	
Whitchurch 9031185	9.30-1 2-5	CLOSED	9.30-1 2-5	CLOSED	9.30-1 2-5	9.30-1 2-5	
Wick Road 9038557	9-1 2-7	9-1 2-5	9-1 2-5	CLOSED	9-1 2-5	9.30-1 2-5	



Agenda Item 9 – Appendix 2

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Bristol Libraries' opening hours

From 4 April 2016

Library		Mon	Tues	Wed	Thur	Fri	Sat	Sun
Central Library	9037200	10-7	10-7	CLOSED	10-7	10-5	10-5	1-5
Avonmouth	9038580	10-2	1-5	10-2	CLOSED	1-5	1-5	CLOSED
Bedminster	9038529	10-7	CLOSED	10-7	10-5	10-5	10-5	CLOSED
Bishopston	tbc	1-7	CLOSED	11-5	11-5	11-5	11-5	CLOSED
Bishopsworth	9038566	10-5	CLOSED	11-5	CLOSED	10-5	11-5	CLOSED
Clifton	9038572	10-2	1-5	CLOSED	1-5	10-2	1-5	CLOSED
Filwood	9038581	11-5	CLOSED	11-5	CLOSED	1-5	11-5	CLOSED
Fishponds	9038560	10-5	10-5	CLOSED	11-7	10-5	10-5	CLOSED
Hartcliffe	9038568	1-5	CLOSED	10-2	1-5	1-5	11-5	CLOSED
Henbury	9038522	11-5	CLOSED	11-7	CLOSED	11-5	11-5	CLOSED
Henleaze	9038541	11-5	11-5	1-7	11-5	1-7	10-5	CLOSED
Hillfields	9038576	CLOSED	10-5	10-5	CLOSED	CLOSED	11-5	CLOSED
Horfield	9038538	11-5	11-5	CLOSED	10-5	CLOSED	10-5	CLOSED
Junction 3	9223001	1-7	11-5	1-7	CLOSED	11-5	10-5	CLOSED
Knowle	9038585	1-5	11-5	CLOSED	11-7	11-5	10-5	CLOSED
Lawrence Weston	3534667	CLOSED	9-5	10.30-5	9-5	9-4.30	CLOSED	CLOSED
Marksbury Road	9038574	CLOSED	10-5	CLOSED	10-5	CLOSED	11-5	CLOSED
Redland	9038549	CLOSED	11-5	11-7	11-5	11-5	11-5	CLOSED
St George	9038523	3-7	10-2	1-5	10-2	1-5	11-5	CLOSED
St Pauls	9145489	1-5	1-5	10-2	1-5	CLOSED	11-5	CLOSED
Sea Mills	9038555	10-2	10-2	1-5	1-5	1-5	11-5	CLOSED
Shirehampton	9038570	1-5	CLOSED	1-5	10-2	1-5	10-2	CLOSED
Southmead	9038583	CLOSED	11-5	11-5	CLOSED	1-5	11-5	CLOSED
Stockwood	9038546	1-5	1-5	10-2	1-5	10-2	11-5	CLOSED
Westbury	9038552	2-7	11-4	11-4	11-4	11-4	11-4	CLOSED
Whitchurch	9031185	1-5	10-2	1-5	CLOSED	1-5	10-2	CLOSED
Wick Road	9038557	CLOSED	10-5	10-5	CLOSED	10-5	11-5	CLOSED

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