

## Library opening hours

Date: 2/05/2024

Report of: Head of Customer Contact, CHE

Report to: Chief Officer Comm Hubs, Welf & Busn Spt

Will the decision be open for call in?  Yes  No

Does the report contain confidential or exempt information?  Yes  No

### Brief summary

This report summarises the recommendations following the review of Community Hub and Libraries opening hours. This review was carried out in the response to the need to make savings within the budget due to the increased financial challenge.

If implemented the recommendations from this report will deliver the required 7.9FTE staffing reduction, and the associated saving of £200k.

Consultation has taken place with key stakeholders including DCMS, elected members, staff and the general public.

Consideration has been taken to the impact any changes and mitigations put in place to minimise disruptions to service users.

### Recommendations

- a) The late night opening at tier 1 sites is reduced so that they are in line with tier 2 sites, opening Wednesday evenings until 7pm It is proposed to reduce late night opening to Wed evening only in tier 1 and 2 sites (tier 3 N/A).
- b) Saturday opening at tier 2 sites is reduced to 10am – 1pm (3 hours)
- c) A number of tier 2 sites be recategorized as tier 1 to reduce the impact of recommendation b on the services customers and to maximise the number of sites open 10-4 (6 hours).
- d) Due to a reduction in staffing within the chief Librarian service area it is also recommended to reduce one late night at Central library.  
New Opening hours to be: Mon-Wed 9-8, Th-Fr 9-5, Sat 10-4.

## **What is this report about?**

Community hubs and Libraries offer a significant face to face, community-based response to supporting families/residents, particularly those experiencing poverty, as well as delivering the statutory requirement of a library function for the city.

There are 26 Community Hub sites in the City – these are sites that have undergone refurbishment as part of the Community Hub development scheme and are delivering the integrated model - Customer Services, Jobshops, and Library provisions. The capital investment in Community Hub sites to date is approximately £10 million, with a further £2m earmarked to be spent on refurbishment of Central Library, Crossgates and Halton Community Hub.

There are an additional 9 stand-alone library sites that are yet to undergo any significant investment or development as part of the Community Hub programme.

In 2022 the service undertook a comprehensive review of opening hours and rota patterns to contribute to savings targets. Implementing new opening hours and staffing rotas within Community Hub / Library provision, as part of the review, reduced FTE numbers by 16.91 and achieved a saving in 2021/22 of £457k.

To help the Council meet the financial challenge, Community Hubs and Libraries are now required to save circa £200k from the opening hour review and have explored options to meet that through consultation on staffed evening closures, weekend reductions and/or later morning opening.

## **What impact will this proposal have?**

Implementing these proposals will enable to service to achieve the savings of circa £200k which alongside the savings made by the management restructure makes the required savings of the service area (a total of £716K).

The main impact of this proposal is the reduction in service to the customers of Leeds. The hours affected are mainly those where the Library part of the service is in operation so access to library services outside of working hours will be impacted.

A number of the hubs and libraries also provide a space for community groups and events to take place. The reduction in opening hours will therefore limit the availability of these hours for the third sector and council partners to use.

## **How does this proposal impact the three pillars of the Best City Ambition?**

Health and Wellbeing

Inclusive Growth

Zero Carbon

Community hubs and libraries have a positive affect on the health and wellbeing of the communities in which they are placed.

The reduction of opening hours therefore could have a negative affect on this ambition however this impact should be minimised by the recommendation to move some tier 2 sites to tier 1, ensuring more sites remain open for the full 6 hours on a Saturday.

## What consultation and engagement has taken place?

Wards affected: Armley, Adel and Wharfedale, Alwoodley, Beeston and Holbeck, Bramley and Stanningley, Calverley and Farsley, Chapel Allerton, Gipton and Harehills, Guiseley and Rawdon, Headingley and Hyde Park, Hunslet and Riverside, Kippax and Methley, Middleton Park, Otley and Yeadon, Rothwell, Roundhay Temple Newsam,

Have ward members been consulted?  Yes (as part of public consultation)  No

A public consultation went live on 19/12/23 and ran for 6 weeks until 12/2/24. The survey asked the respondent to identify their use of libraries on different days of the week, including the time of day. The total number of completed surveys received was 2972, which is a very high number in comparison to a council wide survey that gained only 1700 responses. This shows the real interest the public have in libraries as a service.

From the data collected results show that the majority of respondents use their community hub and library once or twice per month with the top 3 services used being borrowing and returning books at 86%, sitting to read at 35% and taking part in family and child centred free activities at 27%.

In terms of library service usage, from Monday to Friday, the 9am-11am slot attracted an average of 20%, the 11am-2pm slot 29%, the 2pm-5pm slot average was also 29%, with the 5pm-7pm slot standing at an average of 21%. Wed evening is clearly the most popular with a 24% usage.

In addition demand data shows that only 4% of book borrowing takes place during the Monday-Friday 5-7pm slot, compared to 18% which takes place on weekend (Saturday), supporting the move to reduce quieter evening opening whilst increasing the number of sites classified as Tier 1 enabling them to retain 6 hour opening on a Saturday when they are busier.

When asked about Saturday usage almost 55% of respondents stated they would use their library between 10am-1pm and only 11% stating they would not use the library at all. This makes the 10-1 PM slot the most popular by a considerable margin.

The survey also included asking what other ideas the respondents had for money to be saved, aside from reducing opening hours. Over 1300 respondents replied to this, with a small number of sample replies below:

- 'Start charging for computer not unless they are on benefits'.
- 'Re-introduce fines for late books. Charge for internet use'.
- 'Why don't you charge a nominal amount for reservations? This could be 50p or £1'.
- 'Ask for volunteers to help with staffing'.
- 'Charge for meeting spaces'.
- 'Voluntary "Friends of the Library" scheme'.
- 'Relax rules on allowing donation of books in good condition'.
- 'Reduce the heating slightly. Even on milder days, the temperature in my local library seemed very high'.
- 'Support from authors, writers and publishers. More pay to attend reader events. Appeals to update stock with financial donations'.

Respondents were also asked to comment on the idea of reducing library opening hours. There were over 1300 responses again with 10 sample replies below:

- 'Please don't people rely on it just for a warm place to sit. Poorer people use it to read and make friends'.
- 'I really don't mind if you reduce the opening times because nobody needs to be in the library, eight hours a day, but make it widely known so people understand and use their time wisely'.
- 'I think it's perfectly reasonable to limit opening hours if it saves money overall; particularly if it helps to keep libraries open and accessible in general, as they're such a valuable community resource'.
- 'I just hope it doesn't have a negative impact on people's accessibility to use the space. It's such a calm and welcoming space that is free which makes a huge difference with the cost of living crisis'.
- 'The library is a vital service and I really hope you don't have to make cuts to opening hours'.
- 'Please make sure libraries remain open at weekends for those who work'.
- 'I collect books outside of working hours. Could there be a collection lock box or similar?'

### **What are the resource implications?**

The recommendations from this report will deliver the required 7.9FTE staffing reduction, and the associated saving of £200k.

These savings will be made by not filling current vacancies rather than requiring any redundancies.

Current staff may face a change in shift pattern but no member of the team will be financially affected.

### **What are the key risks and how are they being managed?**

The main risk of the proposal is the reduction in service to the customers of Leeds. Customers rely on the service for many reasons including the provision of a safe warm space. Work has been done on limiting the impact to customers ensuring a city-wide spread of provision and hours is maintained and reductions are kept to a minimum.

A reduction in provision of space to third sector and council partners could impact on community cohesion and see a reduced provision in certain areas. Work will be carried out with these partners to maximise the use of resources in the remaining opening hours to minimise any overall reduction in service. In addition, if new sources of funding can be secured sites could continue to be utilised by partners/community in the evenings.

Due to the statutory nature of the Library service any reduction in provision could potentially be questioned by the DCMS and called in for a review. Consultation with the DCMS has been carried out to ensure the likelihood of this is minimised.

### **What are the legal implications?**

Due to the statutory nature of the Library service any reduction in provision could potentially be questioned by the DCMS and called in for a review.

## **Options, timescales and measuring success**

### **What other options were considered?**

Other Options considered included

- Closure of a small amount of libraries.
- Disband the mobile community hub and library service.
- Delivery of a hub and spoke model – ceasing delivery of customer services from medium/smaller sites

All of these options were considered to have a greater affect on the services that can be provided and the customers of Leeds than the current proposal.

**How will success be measured?**

The success of the proposal will be measured by the required saving target being met.

**What is the timetable and who will be responsible for implementation?**

Responsibility for implementation will be led by the Head of Face to Face contact.

Proposed implementation of changes is by the 5<sup>th</sup> August

Work on new shift patterns and rota design will be carried out throughout June/July

Consultation with current team members to agree any changes to shift patterns will begin during June and conclude by end July.

**Appendices**

- Proposed changes in hours and tiers

**Background papers**

**Appendix 1 – Proposed changes to opening hours and library tiers**

Changes are highlighted in table 1 below to current opening hours and tiers

**Table 1**

Tier	1	2	3
Opening Hours	Monday 9 – 5 Tuesday 10 -5 Wednesday 9-7 Thursday 9 – 5 Friday 9 – 5 Saturday 10 – 4	Monday 9 – 5 Tuesday 10 -5 Wednesday 9-7 Thursday 9 – 5 Friday 9 – 5 Saturday 10 – 1	Change to Saturday hours to 10 – 1 in highlighted sites

	<b>Highlighted days are removal of late night 7PM opening which were previously in place at the five sites below</b>	<b>Highlighted Saturday is reduction from 6 hour opening, to 3 hours for the sites listed below</b>	<b>Highlighted Saturday is reduction from 6 hour opening, to 3 hours for the sites listed below</b>
Proposed sites	Armley Compton Dewsbury Road Headingley Moor Allerton Crossgates Garforth Horsforth Morley Otley Pudsey Reginald Seacroft (Deacon) Wetherby	Chapel Allerton Oakwood Beeston Halton Hunslet Kippax Rothwell Bramley Guiseley HoltPark Yeadon St Georges	Boston Spa Burmantofts Scholes Whinmoor Ardsley Gildersome Calverley Farsley Hawksworth

Table 2 – site by site, detailed changes

Sites	Current opening times	Proposed opening times	Reduction in opening times (per week)
Armley	Monday 9 – 7 Tuesday 10 -7 Wednesday 9-7 Thursday 9 – 7 Friday 9 – 5 Saturday 10 – 4	Monday 9 – 5 Tuesday 10 -5 Wednesday 9-7 Thursday 9 – 5 Friday 9 – 5 Saturday 10 – 4	-6 hours evening overall
Compton	Monday 9 – 7 Tuesday 10 -7 Wednesday 9-7 Thursday 9 – 7 Friday 9 – 5 Saturday 10 – 4	Monday 9 – 5 Tuesday 10 -5 Wednesday 9-7 Thursday 9 – 5 Friday 9 – 5 Saturday 10 – 4	-6 hours evening overall
Dewsbury Road	Monday 9 – 7 Tuesday 10 -7 Wednesday 9-7 Thursday 9 – 7 Friday 9 – 5 Saturday 10 – 4	Monday 9 – 5 Tuesday 10 -5 Wednesday 9-7 Thursday 9 – 5 Friday 9 – 5 Saturday 10 – 4	-6 hours evening overall

Headingley	Monday 9 – 7 Tuesday 10 -7 Wednesday 9-7 Thursday 9 – 7 Friday 9 – 5 Saturday 10 – 4	Monday 9 – 5 Tuesday 10 -5 Wednesday 9-7 Thursday 9 – 5 Friday 9 – 5 Saturday 10 – 4	-6 hours evening overall
Moor Allerton	Monday 9 – 7 Tuesday 10 -7 Wednesday 9-7 Thursday 9 – 7 Friday 9 – 5 Saturday 10 – 4	Monday 9 – 5 Tuesday 10 -5 Wednesday 9-7 Thursday 9 – 5 Friday 9 – 5 Saturday 10 – 4	-6 hours evening overall
Crossgates	Monday 9 – 5 Tuesday 10 -5 Wednesday 9-7 Thursday 9 – 5 Friday 9 – 5 Saturday 10 – 4	Monday 9 – 5 Tuesday 10 -5 Wednesday 9-7 Thursday 9 – 5 Friday 9 – 5 Saturday 10 – 4	No change
Garforth	Monday 9 – 5 Tuesday 10 -5 Wednesday 9-7 Thursday 9 – 5 Friday 9 – 5 Saturday 10 – 4	Monday 9 – 5 Tuesday 10 -5 Wednesday 9-7 Thursday 9 – 5 Friday 9 – 5 Saturday 10 – 4	No change
Horsforth	Monday 9 – 5 Tuesday 10 -5 Wednesday 9-7 Thursday 9 – 5 Friday 9 – 5 Saturday 10 – 4	Monday 9 – 5 Tuesday 10 -5 Wednesday 9-7 Thursday 9 – 5 Friday 9 – 5 Saturday 10 – 4	No change
Morley	Monday 9 – 5 Tuesday 10 -5 Wednesday 9-7	Monday 9 – 5 Tuesday 10 -5 Wednesday 9-7	No change

	Thursday 9 – 5 Friday 9 – 5 Saturday 10 – 4	Thursday 9 – 5 Friday 9 – 5 Saturday 10 – 4	
Otley	Monday 9 – 5 Tuesday 10 -5 Wednesday 9-7 Thursday 9 – 5 Friday 9 – 5 Saturday 10 – 4	Monday 9 – 5 Tuesday 10 -5 Wednesday 9-7 Thursday 9 – 5 Friday 9 – 5 Saturday 10 – 4	No change
Pudsey	Monday 9 – 5 Tuesday 10 -5 Wednesday 9-7 Thursday 9 – 5 Friday 9 – 5 Saturday 10 – 4	Monday 9 – 5 Tuesday 10 -5 Wednesday 9-7 Thursday 9 – 5 Friday 9 – 5 Saturday 10 – 4	No change
Reginald	Monday 9 – 5 Tuesday 10 -5 Wednesday 9-7 Thursday 9 – 5 Friday 9 – 5 Saturday 10 – 4	Monday 9 – 5 Tuesday 10 -5 Wednesday 9-7 Thursday 9 – 5 Friday 9 – 5 Saturday 10 – 4	No change
Seacroft (Deacon)	Monday 9 – 5 Tuesday 10 -5 Wednesday 9-7 Thursday 9 – 5 Friday 9 – 5 Saturday 10 – 4	Monday 9 – 5 Tuesday 10 -5 Wednesday 9-7 Thursday 9 – 5 Friday 9 – 5 Saturday 10 – 4	No change
Wetherby	Monday 9 – 5 Tuesday 10 -5 Wednesday 9-7 Thursday 9 – 5 Friday 9 – 5 Saturday 10 – 4	Monday 9 – 5 Tuesday 10 -5 Wednesday 9-7 Thursday 9 – 5 Friday 9 – 5 Saturday 10 – 4	No change



Chapel Allerton	Monday 9 – 5 Tuesday 10 -5 Wednesday 9-7 Thursday 9 – 5 Friday 9 – 5 Saturday 10 – 4	Monday 9 – 5 Tuesday 10 -5 Wednesday 9-7 Thursday 9 – 5 Friday 9 – 5 Saturday 10 – 1	-3 hours Sat overall
Oakwood	Monday 9 – 5 Tuesday 10 -5 Wednesday 9-7 Thursday 9 – 5 Friday 9 – 5 Saturday 10 – 4	Monday 9 – 5 Tuesday 10 -5 Wednesday 9-7 Thursday 9 – 5 Friday 9 – 5 Saturday 10 – 1	-3 hours Sat overall
Beeston	Monday 9 – 5 Tuesday 10 -5 Wednesday 9-7 Thursday 9 – 5 Friday 9 – 5 Saturday 10 – 4	Monday 9 – 5 Tuesday 10 -5 Wednesday 9-7 Thursday 9 – 5 Friday 9 – 5 Saturday 10 – 1	-3 hours Sat overall
Halton	Monday 9 – 5 Tuesday 10 -5 Wednesday 9-7 Thursday 9 – 5 Friday 9 – 5 Saturday 10 – 4	Monday 9 – 5 Tuesday 10 -5 Wednesday 9-7 Thursday 9 – 5 Friday 9 – 5 Saturday 10 – 1	-3 hours Sat overall
Hunslet	Monday 9 – 5 Tuesday 10 -5 Wednesday 9-7 Thursday 9 – 5 Friday 9 – 5 Saturday 10 – 4	Monday 9 – 5 Tuesday 10 -5 Wednesday 9-7 Thursday 9 – 5 Friday 9 – 5 Saturday 10 – 1	-3 hours Sat overall
Kippax	Monday 9 – 5 Tuesday 10 -5	Monday 9 – 5 Tuesday 10 -5	-3 hours Sat overall

	<p>Wednesday 9-7</p> <p>Thursday 9 – 5</p> <p>Friday 9 – 5</p> <p>Saturday 10 – 4</p>	<p>Wednesday 9-7</p> <p>Thursday 9 – 5</p> <p>Friday 9 – 5</p> <p>Saturday 10 – 1</p>	
Rothwell	<p>Monday 9 – 5</p> <p>Tuesday 10 -5</p> <p>Wednesday 9-7</p> <p>Thursday 9 – 5</p> <p>Friday 9 – 5</p> <p>Saturday 10 – 4</p>	<p>Monday 9 – 5</p> <p>Tuesday 10 -5</p> <p>Wednesday 9-7</p> <p>Thursday 9 – 5</p> <p>Friday 9 – 5</p> <p>Saturday 10 – 1</p>	-3 hours Sat overall
Bramley	<p>Monday 9 – 5</p> <p>Tuesday 10 -5</p> <p>Wednesday 9-7</p> <p>Thursday 9 – 5</p> <p>Friday 9 – 5</p> <p>Saturday 10 – 4</p>	<p>Monday 9 – 5</p> <p>Tuesday 10 -5</p> <p>Wednesday 9-7</p> <p>Thursday 9 – 5</p> <p>Friday 9 – 5</p> <p>Saturday 10 – 1</p>	-3 hours Sat overall
Guesley	<p>Monday 9 – 5</p> <p>Tuesday 10 -5</p> <p>Wednesday 9-7</p> <p>Thursday 9 – 5</p> <p>Friday 9 – 5</p> <p>Saturday 10 – 4</p>	<p>Monday 9 – 5</p> <p>Tuesday 10 -5</p> <p>Wednesday 9-7</p> <p>Thursday 9 – 5</p> <p>Friday 9 – 5</p> <p>Saturday 10 – 1</p>	-3 hours Sat overall
Holt Park	<p>Monday 9 – 5</p> <p>Tuesday 10 -5</p> <p>Wednesday 9-7</p> <p>Thursday 9 – 5</p> <p>Friday 9 – 5</p> <p>Saturday 10 – 4</p>	<p>Monday 9 – 5</p> <p>Tuesday 10 -5</p> <p>Wednesday 9-7</p> <p>Thursday 9 – 5</p> <p>Friday 9 – 5</p> <p>Saturday 10 – 1</p>	-3 hours Sat overall
Yeadon	<p>Monday 9 – 5</p> <p>Tuesday 10 -5</p> <p>Wednesday 9-7</p> <p>Thursday 9 – 5</p> <p>Friday 9 – 5</p>	<p>Monday 9 – 5</p> <p>Tuesday 10 -5</p> <p>Wednesday 9-7</p> <p>Thursday 9 – 5</p> <p>Friday 9 – 5</p>	-3 hours Sat overall

	Saturday 10 – 4	Saturday 10 – 1	
St Georges	Monday 9 – 5 Tuesday 10 -5 Wednesday 9-7 Thursday 9 – 5 Friday 9 – 5 Saturday 10 – 4	Monday 9 – 5 Tuesday 10 -5 Wednesday 9-7 Thursday 9 – 5 Friday 9 – 5 Saturday 10 – 1	-3 hours Sat overall
Boston Spa	Monday 10-1, 1.30-5PM Tuesday closed Wednesday 10-1, 1.30-6PM Thursday closed Friday 10-1PM Saturday 10-1PM	Monday 10-1, 1.30-5PM Tuesday closed Wednesday 10-1, 1.30-6PM Thursday closed Friday 10-1PM Saturday 10-1PM	No Change
Burmantofts	Monday 9-5PM Tuesday 10-5PM Wednesday 9-5PM Thursday 9-5PM Friday 9-5PM Saturday closed	Monday 9-5PM Tuesday 10-5PM Wednesday 9-5PM Thursday 9-5PM Friday 9-5PM Saturday closed	No change
Scholes	Monday 2-5PM Tuesday closed Wednesday 10-1PM Thursday closed Friday 10-1PM Sat closed	Monday 2-5PM Tuesday closed Wednesday 10-1PM Thursday closed Friday 10-1PM Sat closed	No change
Whinmoor	Monday 10-1PM Tuesday closed Wednesday 2-6PM Thursday closed Friday closed Saturday 10-1PM	Monday 10-1PM Tuesday closed Wednesday 2-6PM Thursday closed Friday closed Saturday 10-1PM	No Change
Ardsley and Tingley	Monday 10-1, 2-5pm Tuesday closed	Monday 10-1, 2-5pm Tuesday closed	No Change

	<p>Wednesday 10 – 1, 2-6PM</p> <p>Thursday closed</p> <p>Friday 10-1PM</p> <p>Sat 10-1PM</p>	<p>Wednesday 10 – 1, 2-6PM</p> <p>Thursday closed</p> <p>Friday 10-1PM</p> <p>Sat 10-1PM</p>	
Gildersome	<p>Monday 2-5PM</p> <p>Tuesday closed</p> <p>Wednesday 2-5PM</p> <p>Thursday closed</p> <p>Friday 2-5PM</p> <p>Saturday 10- 1PM</p>	<p>Monday 2-5PM</p> <p>Tuesday closed</p> <p>Wednesday 2-5PM</p> <p>Thursday closed</p> <p>Friday 2-5PM</p> <p>Saturday 10- 1PM</p>	No Change
Calverley	<p>Monday 9-5PM</p> <p>Tuesday closed</p> <p>Wednesday 9-5PM</p> <p>Thursday closed</p> <p>Friday 9-5PM</p> <p>Saturday 10 -4PM</p>	<p>Monday 9-5PM</p> <p>Tuesday closed</p> <p>Wednesday 9-5PM</p> <p>Thursday closed</p> <p>Friday 9-5PM</p> <p>Saturday 10 -1PM</p>	-3 hours Sat to mirror all tier 2 sites
Farsley	<p>Monday 9-5PM</p> <p>Tuesday closed</p> <p>Wednesday 9-5PM</p> <p>Thursday closed</p> <p>Friday 9-5PM</p> <p>Saturday 10-4PM</p>	<p>Monday 9-5PM</p> <p>Tuesday closed</p> <p>Wednesday 9-5PM</p> <p>Thursday closed</p> <p>Friday 9-5PM</p> <p>Saturday 10-4PM</p>	-3 hours Sat to mirror all tier 2 sites
Hawthornthwaite	<p>Monday 9-5PM</p> <p>Tuesday 10-5PM</p> <p>Wednesday 9-5PM</p> <p>Thursday 9-5PM</p> <p>Friday 9-5PM</p> <p>Saturday closed</p>	<p>Monday 9-5PM</p> <p>Tuesday 10-5PM</p> <p>Wednesday 9-5PM</p> <p>Thursday 9-5PM</p> <p>Friday 9-5PM</p> <p>Saturday closed</p>	No Change