



Report of the Acting Director City Development

Executive Board

Date: 18 May 2011

Subject: Leeds Library and Information Service: Proposals for the Future

<p>Electoral Wards Affected:</p> <p><input checked="" type="checkbox"/> Ward Members consulted (Referred to in report)</p>	<p>Specific Implications For:</p> <p>Equality and Diversity <input checked="" type="checkbox"/></p> <p>Community Cohesion <input checked="" type="checkbox"/></p> <p>Narrowing the Gap <input type="checkbox"/></p>
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Eligible for Call In

Not Eligible for Call In
(Details contained in the re

EXECUTIVE SUMMARY

Leeds Library and Information Service carried out a detailed analysis of costs, usage, need and value for money and recognised there were aspects of service provision that were not being provided in the most user focused, cost effective way. The viability of some libraries was questioned and proposals made to redistribute the service to unlock resources. Executive Board authorised consultation on the proposals with local people in late 2010.

The proposals considered the needs of those who only used one library and tried to balance their needs with cost effectiveness, value for money and more general user need. While many can travel, some cannot and so the provision of a quality mobile service was included.

Consultation included a survey of The Citizens' Panel, a public on-line survey and comment cards in every library. All equality groups affiliated to the Council, and Parish Councils have had the opportunity to respond. Meetings and questionnaires have been arranged in some communities, petitions submitted and electronic media has supported lively conversations. In total 4351 responses and 5 petitions have been received.

The consultation gave a strong mandate for change with 82% of the Citizens' Panel agreeing the Council should consolidate the number of libraries it has and improve the quality and location of those that remain, to improve sustainability including controlling costs. Conversations in various communities focused on local provision and assisted in developing the proposals for change. The outcomes of the consultation (detailed in Appendix 1) have been carefully considered within the budget. This report makes the following recommendations:

- To replace some building based provision with mobile library provision in the area

- To relocate other services into existing libraries, or library services into other premises
- To extend the opening hours of some libraries
- To retain some building based provision for a maximum of a year to investigate the potential of transferring the asset to the local community or other viable solution.
- To introduce a new mobile service across the whole of the city.

1.0 Purpose of this Report

- 1.1.1 To outline the outcomes of the consultation on a New Chapter for Leeds Libraries and to seek agreement to the resulting proposals for library provision.

2.0 Background Information

2.1.1 Leeds Library and Information Service annually collects significant usage data. A review of this data shows that for a number of libraries there is a small user base and, of those, the majority also use other larger, more sustainable buildings. Leeds has significantly more library buildings than any other city in the UK but a smaller number of books, staff and budget than most.

2.1.2 Currently a large part of the budget is invested in running, staffing and stocking these buildings yet some are open only a few hours a week. This is not offering taxpayers best value for money, as a million pounds worth of books and computers are unavailable most of the week.

2.1.3 In Autumn 2010 Executive Board considered 'New Chapter'. This was a proposal to consult local people for their views on the viability of all the libraries in the city, and the potential of redistributing the books and computers across fewer buildings, which were open longer and more able to meet users information needs. In addition, it was proposed to develop a state of the art mobile service to attract those currently not using the library or unable to travel to the larger venues.

3.0 Consultation

3.1.1 The consultation took place from late December 2010 through to the end of February 2011 using a range of methods. The Citizens' Panel was surveyed, local people could complete comment cards in libraries or download them from the Internet and there was an online survey on the Council website. Talking Point drew attention to these different options. All equality groups registered with the Council were given the opportunity to comment as were Parish Councils. Petitions, letters and locally initiated questionnaire were also welcomed.

3.1.2 A number of meetings and discussions were held across the City and others were offered the opportunity to discuss if they wished. Social media played an important role. Conversations were initiated by the service using social media and it also followed other electronic discussions both locally in communities and nationally.

3.1.3 The range and breadth of the consultation resulted in the following response

Source	Numbers returned
Citizens' Panel	1737 people surveyed: 487 returned
Online survey	330 completed survey of whom 276 are members
Comment Cards	3282 of whom 90.5% are members and 64% active borrowers

Local questionnaires in Scholes and Shadwell	212 returned
Petitions and letters	5 petitions and 40 letters
Total	4351 plus 5 petitions

- 3.1.4 Users and non-users were asked, via the Citizens' Panel and the online survey, what the basic principles should be for the design of Leeds Library and Information Service. They were also asked what the priorities for service delivery were and what the approximate cost per visit should be. Through the online survey and comment cards, views were sought about individual libraries opening hours, potential mobile stops, what they thought of the viability of the library they used and if they would benefit from the changes proposed. A few negative comments were received about the comments cards but the majority of respondents were able to communicate their issues either using the form or via letter or discussion. All respondents were given the opportunity to propose better locations for provision, services which could be joined together and innovative ideas for improvement.
- 3.1.5 The consultation has been a valuable opportunity to talk to local people about what a library service today is like and how it has changed. The Citizens' Panel showed that non-users had a much lower assessment of the quality of the service than those who have used it in the last year. Equally the important symbol of 'the library' to a community was reinforced by a small number of respondents who when responding to the consultation said they didn't use it now, but they also thought nothing should happen to it. Others meanwhile were more interested in change.
- 3.1.6 The wide-ranging response has allowed the service to fully consider its original proposals and more detail is available in Appendix 1. The issues that have emerged have been summarised and grouped into a series of topics: principles for the future design of the service; library provision delivered direct into the community electronically or via mobile libraries; ideas for service integration; ideas for greater community involvement in the running of libraries; cost reduction and innovative service development.

4.0 Service Design Principles

- 4.1.1 The Citizens' Panel was asked to consider a set of principles to be used as the core criteria for designing future service provision. 90% agreed with the following principles.
- To provide easy-to-access, quality libraries in buildings fit for purpose.
 - To locate these libraries in the key district and town centres which people are already in the habit of visiting regularly.
 - To take the library service deep into communities through state of the art mobile provision, tailored to meet the specific needs of children and families, older people and communities.
 - To ensure the mobiles give access to the full range of the city's library service.
 - To ensure expert, welcoming staff with time to help customers and support them in accessing information and knowledge.
 - To continue to innovate to ensure the service is offering what customers need.
 - To provide busy and active libraries, whether static or mobile.

- To continually exploit technology to streamline services and ensure that Leeds doesn't have a digitally divided community.

94% said the service should regularly look at ways to deliver better services. When asked to choose, 82% said the Council should consolidate the number of libraries it has and improve the quality and location of those that remain, to improve sustainability including controlling costs. This provides the Council with a very strong mandate to develop a quality library service using the design principles proposed.

4.2 Location

- 4.2.1 6 out of 10 respondents said location in town or district centres or close to shops should be the priority when providing library services. The second priority with 27% of the vote said that they should be based with other services. Infrequent users showed a preference to have library services near shops or other services suggesting, if this occurred, the level of use amongst this group might increase.

4.3 Quality

- 4.3.1 60% of respondents thought the libraries were currently of reasonable or high quality with only 4% thinking they were of low quality. It was the none or infrequent users who perceived quality as low, which suggests there is important marketing of services required. When planning for the future, 57% of online respondents thought that quality of service was more important than the number of libraries.

4.4 Service Provision

- 4.4.1 Access to book stock is still considered to be the most important service and 98% of respondents felt that Leeds Library book stock should be made available to as many people as possible. Computers are also clearly important, with 85% feeling that these should be made available to as many people as possible. While 91% felt the service should maximise the number of hours library services are available. This gives clear support for the proposals to redistribute services in order to improve access to books and computers.

4.5 Continual Review of Libraries

- 4.5.1 The Citizens' Panel and online respondents urged the Council to constantly review the service. 96% of online respondents said it should regularly look at ways to deliver better services, 86% said it should continually assess use and cost to inform provision. They also provided some useful parameters for this review.

- Mobile stops should be reviewed if 10 or less people used them (79%).
- Mobile stops should be reviewed at least annually (88%).
- The cost for the Council of a visit to a library should be less than £3.50 per hour (60%) although those on lower income (70%), those with disabilities (67%) and those retired (67%) were more likely to agree that the cost to the Council of a visit to a library should be lower than £1.50.

5.0 Libraries Direct

5.1 Mobile Provision

5.1.1 The original report proposed a radical rethink of mobile library provision to deliver tailored services direct to meet need. Proposals include a specially designed service for children and families, going to where they currently meet to support both early learning and parenting skills. Early trials of this service have begun to make a real difference. The older people's service is tailored to support independent living and is popular, but like other mobile services is known of by some but not all.

5.1.2 We were asked during the consultation to compare a mobile service to a small library whose viability was in question. The mobiles proposed to visit the community would bring a much larger range of stock, which would change much more frequently. The small library in question has a shelf stock of approximately 2,400 items and one computer. The proposals would be to replace this with

- a weekly visit from the Children's and Family mobile with about 2,000 items and up to 4 computers (the library building in question has 800 children's books);
- a fortnightly visits of the older people's mobile with 1,700 items and up to 2 computers
- weekly visits of the community mobile with 2,800 items and up to 4 computers.
- The approximate cost per hour of the mobile is £13 (the cost per hour of the building is £29).

5.1.3 The third highest scoring innovative idea from survey respondents was 'having more mobiles', yet it is clear that for some they perceive the mobile service would not meet their needs. For some the permanence of a building gives their community a certain status, for others they have little knowledge of a mobile service today and are concerned that it won't arrive or it is much easier to remove provision. A number of proposals for services on the mobiles made by respondents are already provided.

5.1.4 There is clearly not a full appreciation that Libraries Direct will give access to more resources, which will be more up to date and changed more frequently. Yet 93% of respondents said services should be delivered where people find them easy to access and only 38% were willing to travel further to a library. Taking the mobiles into the community is clearly a positive response to this, however significant work is required to market this service.

5.1.5 Access to all the books available in library buildings with no charge for reservations was ranked first of those services that would encourage people to use the mobile. It is therefore proposed to introduce this for mobile library users. Mobile users will be able to make 2 free reservations for stock held within Leeds Library and Information Service¹ per mobile visit. If they wish to be notified of availability other than via the mobile service the user will be asked to pay a notification charge.

5.2 E-Libraries

5.2.1 The direct delivery of services to homes electronically, raised interest with respondents. The second highest innovative proposal from the Citizens' Panel was

¹Reservations for material obtained for the reader from other authorities or the British Library will be charged for

for an increase in the role of the Internet in borrowing. When asked if there were services they wished were on offer the highest response was getting more books or materials on-line.

6.0 Ideas for Service Development or Integration

Almost half the respondents to the Citizens' Panel felt they currently received everything they were looking for, however a range of proposals were made for service development or integration. The service has also been scanning developments in other authorities and in other countries to ensure Leeds offers the best mix of approaches. The service has summarized the findings of this desk research into a background paper.

6.1 Joining services together

71% of the Citizens' Panel agreed with bringing services together. 14% suggested integrating libraries with other facilities as an innovative idea and 25% proposed one stop centres or other Council services as their preferred partner. Only 4% said do not integrate. However, only 48% of online respondents agreed with joining up services and this was the only point of difference between the two surveys.

6.1.1 One Stop Centres

6.1.2 Libraries have a successful track record of joint provision. Long-standing examples include Armley, Dewsbury Road, Middleton, Garforth and Holt Park, while The Compton Road Centre and The Reginald Centre incorporating Chapeltown Library opened just before the consultation. It is proposed to work closely with customer services and local communities to progress further opportunities for joint provision with at least two being progressed during 2011.

6.1.3 Children's and Family Services

6.1.4 It is proposed to develop a new style of provision from Whinmoor Library in partnership with Early Years. It is proposed to start by offering one session a week to support pregnant women and new families in the area. The children's library will be extended to support this activity although this will not impact on other users of the service. Early Years are currently in discussion with ward members and the local primary school about the future of children's services in the area.

6.1.5 In Swarcliffe, Early Years will consider taking over the space released by the library and will work with the library service to improve support to young children and their families through both the Children and Family mobile and the community mobile.

6.1.6 Learning Support

6.1.6.1 Five exciting developments have emerged out of the consultations:

- When discussing the future of library services in Belle Isle, the new youth hub saw real benefits of targeted mobile services supporting the work they were doing. Work is on-going to plan this provision as part of the mobile services to be offered in this area as a replacement to the building based provision.
- It is proposed to work with The Allerton Bywater Community Partnership, The Brigshaw Co-operative Trust and other community groups to offer tailored

mobile provision both at the venue and throughout the surrounding villages. It is hoped that Allerton Bywater Community Partnership and the Trust will develop the existing Library space to provide a broader range of community learning, training, and arts activities.

- When discussing the future of library services in Richmond Hill a number of exciting opportunities have emerged. It is proposed to work with the new school to provide stops for the Children's and Family mobile within the school grounds, if possible. There would be separate times for families and children with Autism to use the service which will include support for Boardmaker as well as other library provision. The mobile will also visit at the end of the school day to support other children and families. The service will also work with the computer suite being installed in the newly extended community centre. Support to older people will be via mobile stops to sheltered accommodation and a community mobile will also visit the area.
- It is also proposed to relocate a small selection of books to Swillington Community Centre. Mobile services will be introduced to the area as well.
- All schools will continue to be supported by the Schools Library Service and will still benefit from access to events such as the Summer Reading Challenge and the Annual Book Award.

6.2 Community Involvement in Libraries

6.2.1 Transferring the library to the community

6.2.2 Transferring the library to the community to run has become a major topic of discussion nationally during the life of the consultation. A number of other authorities, particularly Gloucestershire, Somerset and Devon have offered a significant number of libraries to the community and are seeking a business plan from groups to take over their running. How a community asset transfer could work for a library in Leeds is included in Appendix 1.

6.2.3 The proposal did not appear on the innovative list of ideas in either of the surveys however the community running libraries did appear occasionally on the customer comment cards, and it was raised in discussions at some meetings. In Shadwell the community were very supportive of the Parish Council's proposals in their local questionnaire, to use the library building for a range of other services and volunteers were mentioned. It is clear that with such a range of options Shadwell would need time to organise and deliver the community's preferences.

6.2.4 It is proposed that the Council's Asset Management team discuss with the Parish Councils and communities of Shadwell and Drighlington the possibility of transferring the libraries to them. It is proposed to keep both libraries open until 31st March 2012 to see if this can be achieved.

6.2.5 Volunteers Running Libraries

6.2.6 Volunteers taking over the library has been trialled with some limited success in some rural authorities however they cite significant difficulties in maintaining opening hours due to the very nature of the basis for volunteering. Indeed one authority that trialled handing a library over to volunteers had to close it after 6 months.

6.2.7 The community in Holbeck have however proposed an innovative solution which includes volunteers running the provision. It is proposed to work with St Matthews Church in Holbeck, who are progressing an EDRF bid to develop further the community use of the centre. It is proposed to include the creation of a locally run library as part of that bid. The library service will work closely with the local team to develop an innovative new type of local provision.

6.2.8 **Greater Involvement of Volunteers in Libraries**

6.2.9 There is some enthusiasm for greater involvement of volunteers. It was proposed by the Citizens' Panel as an innovative idea. A number of letters and comments were received from some communities and individuals offering a willingness to volunteer for things like coffee mornings, storytimes and other activities etc. Offers to volunteer were received in significant number on the local questionnaires completed in Scholes and Shadwell. One company offered one day a month of volunteering by their staff.

6.2.10 Leeds Library Service already has over 150 volunteers supporting its Library at Home service and greater awareness of this through targeted marketing will increase the demand for volunteers.

6.2.11 The service also runs a pioneering scheme for young volunteers who help support and motivate younger children during activities particularly the annual Summer Reading Challenge.

6.3 **Reducing Costs**

Only 3% of Citizens' Panel proposed this as an innovative idea, however it is an issue that has received a significant amount of national press coverage over the last few months with authorities being accused of high costs in relation to book purchase or management. Leeds Libraries has been at the forefront of reducing the 'Back Office' element of library provision.

6.3.1 **Library Suppliers providing book related back office services**

6.3.2 Over 10 years ago Leeds transferred the back office burden of library stock supply to the market. Through tender the library supplier selects, processes and delivers direct to most Leeds libraries. If the recommendations are agreed costs will reduce further. Currently the service has to deliver to the small libraries because it is not cost effective for the supplier to do so.

6.3.3 Leeds is part of the nationally negotiated subscriptions to electronic materials and gains financial benefit as a result. It currently does not purchase books through the West Yorkshire tender process as there was negative financial impact, however this is reviewed at each re-tender.

6.3.4 **Management Costs**

6.3.5 Leeds has one of the lowest staffing budgets of Core Cities. It is continually reviewing its needs. In 2010 it implemented a significant review of all but its front line staff, reducing management levels further.

6.3.6 **Self-Service**

6.3.7 Leeds was also an early adopter of self-service, both to enable the customers to be more in control, but also to free the staff to help the customer find what they are

looking for rather than being unable to help because of being 'tied' to the issue counter. 30 libraries in Leeds currently have self-service and usage is as high as 97%.

6.4 Introducing New Services or Improving Others

The service is constantly trying to improve and a number of suggestions were received. The service has been able to respond rapidly to a number of small issues which it was unaware were impeding use.

6.4.1 Cafés

6.4.1.1 A specific question was asked about cafés as the service and customers had seen real benefit from the introduction of a café into the refurbished Garforth Library. The results for this proposal are mixed. Of those who expressed an opinion: 63% of online respondents thought more libraries should have cafés.

- 45% of comment card respondents thought more libraries should have cafés
- It was the 5th ranked innovative idea of the Citizens' Panel respondents
- It was the 3rd ranked service that people wished Leeds Libraries offered
- The offer to run coffee mornings was received from a number of people in Scholes and Shadwell via their local questionnaire

6.4.1.2 This suggests it is not a vital ingredient to people's use of a library but that it would be a positive addition where it can fit. The service will look to see where cafés could be located and seek to introduce further outlets over the next few years as the market allows.

6.4.2 Other proposals

6.4.3 One of the most common requests was for toilets in libraries. Other ideas split respondents. There were some people who warmly welcomed Sunday opening hours while others thought it wasn't required. Some wanted libraries open at 8am and closing earlier in the evening and others wanted them opening until 8 or 9pm. Some view the library as just for books and that libraries shouldn't be integrated with other services while others welcomed integration. Equally some saw it as a real resource for children while others felt that there shouldn't be any activities for children and they shouldn't be allowed to make a noise.

7.0 Proposals for the future of Leeds Library and Information Service

7.1.1 The consultation offered a number of opportunities to discuss the service with people and to reconnect them to the delights and benefits of using libraries. The service has listened to a wide range of concerns, proposals, ideas and issues.

7.1.2 The proposals, which follow, have taken full account of these and the impact of the budget position. The core criteria used to reach these proposals are defined at 4.1.1. Appendix 1 provides detailed proposals for each area of the city which is summarised here.

7.2 Proposals for buildings considered viable in the original report

Libraries where hours have been extended or maintained							
Libraries to be open 21 hours a week (for timetables see Appendix 1)							
Library	Current	Original Proposal	Final Proposal	Library	Current	Original Proposal	Final Proposal
Ardsley Tingley	17	21	21	Burley	20	30	21²
Boston Spa	21	21	21	Gildersome	17	21	21
Libraries to be open 30 hours a week (for timetables see Appendix 1)							
Calverley	27.5	30	30	Hunslet	23.5	30	30
Chapelton	15 ³	30	30	Kippax	28	30	30
Dewsbury Road	26	30	30	Middleton	31	31	31
Farsley	28	30	30				
Libraries to be open 45 hours a week (for timetables see Appendix 1)							
These have reduced from the original proposals due to changes to surrounding libraries							
Chapel Allerton	41	50	45	Seacroft	41	50	45
Oakwood	41	50	45				
Libraries to be open 50 hours a week (for timetables see Appendix 1)							
Bramley	41	60	50	Halton	44.5	50	50
Beeston	45	50	50	Yeadon	41	50	50
Guiseley	41	50	50				
Libraries to be open 55 hours a week (for timetables see Appendix 1)							
These have reduced from the original proposals to accommodate the demands of CSR							
Armley	53	60	55	Morley	52	60	55
Crossgates	52	60	55	Pudsey	52	60	55
Holt Park	52	60	52⁴	Wetherby	52	60	55
Horsforth	52	60	55				
Libraries to be open 60 hours a week (for timetables see Appendix 1)							
Central	60	60	60	Moor Allerton	60	60	60
Compton Rd	50	60	60	Otley	60	60	60

² Until a new building can be found it is proposed to retain the current hours increasing by just one hour

³ This library extended from 15 hours to 30 hours a week on moving into new premises in October 2010

⁴ Remain at 52 due to cost of extending

Garforth	43.5 ⁵	60	60	Rothwell	60	60	60
Headingley	60	60	60				

The original proposal extended hours in these libraries by 213 hours. Post consultation it is proposed to extend the hours in these libraries by 143 hours a week.

7.3 Proposals for buildings whose viability was questioned in the original report

7.3.1 The future of the following 20 libraries was questioned in the original report and the views of the public were sought. Following careful consideration of the feedback, application of the criteria at 4.1.1 and after discussions in some communities the following proposals are made:

Library buildings	Post consultation proposal – for more detail see the relevant page of Appendix 1
Allerton Bywater	To work with The Allerton Bywater Community Partnership, The Brigshaw Co-operative Trust, and other community groups to offer tailored mobile provision both at the venue and throughout the surrounding villages. It is hoped that the Partnership and the Trust will develop the existing Library space to provide a broader range of community learning, training, and arts activities. (Appendix 1 p17)
Armley Heights	The library is poorly used it is proposed to replace with mobile services (Appendix 1 p.18)
Belle Isle	This area will benefit from services which can get deep into the community and it is very near Middleton Library based in the District Centre. Replace with mobile services and work closely with the new youth hub to support their work. (p. 20)
Broad Lane	The library has limited use and is not in a district centre or near well used shops. Replace with mobile services (p.21)
Cow Close	Poorly located and used the library is to be replaced with mobile services which can overcome the problems of the steep hills in the area (p.25)
Drighlington	To work with the community and local ward members to investigate community asset transfer or alternative solutions or progress the closure of the library at the end of March 2012 (p.26)
Holbeck	Replace with mobile services and work with St Matthew's Church to provide a volunteer run service as part of their ERDF bid. There is interest in the community to use the current library for other vital services and this will be discussed further (p. 29-30)
Ireland Wood	This library meets very few criteria currently and the community would benefit from a mobile service which can visit a variety of locations and meet a variety of needs (p.31)
Kirkstall	Very poorly located this service point offers very limited provision. Replace with mobile services which can visit a number of communities and overcome the challenges of the busy roads and the steep hills. (p. 32)
Lofthouse	A poorly used, isolated library to be replaced with mobile services

⁵ Garforth Library was extended to 60 hours a week on reopening after refurbishment

	stopping in a range of locations (p. 33)
Methley	Retain building based provision for 15 hours a week and consult local people on the new hours and how they can become more involved in the library as they suggested during consultation (p. 34)
Osmondthorpe	Replace with mobile services which can visit deep into the area (p.37)
Rawdon	This library is very close to other libraries based in town centres offering greater opening hours and more extensive services. It is proposed to replace with mobile services (p39)
Richmond Hill	To work in Richmond Hill to provide targeted children's and family mobile services to the new school, work with the new computers located in the community centre and provide other mobile provision around the area. (p. 39)
Scholes	Retain building based provision for 15 hours a week and consult local people on how they can become more involved in the library (p.41)
Shadwell	To work with the community and local ward members to investigate community asset transfer or to give them time to develop the range of ideas they proposed for alternative use. To close the library at the end of March 2012 if these can't be progressed. (p. 42)
Swarcliffe	Replace with mobile services and work with Early Years on provision (p.44)
Swillington	Replace with mobile services and a small loyalty collection in the community centre for a year in the first instance to assess use (p 43)
Swinnow	Mobile services will provide more access for the whole community (p.44)
Whinmoor	Retain building based provision for 15 hours a week and work in partnership with Early Years to deliver support to pregnant women and new families (p. 45)

The original proposals removed 349.75 hours from building based provision. In 2011/12 the number of hours removed from building based provision is 274.75 hours a week.

7.4 **Proposals for a new mobile service, Libraries Direct, across the city**

7.4.1 Local people were very helpful with the initial proposals for stops for the mobile library service and the whole route plan for the service has been revised. There will be a minimum of 273 hours of mobile service a week with stops between 30 minutes and 4 hours depending on the location and type of visit. The mobile for older people will visit fortnightly and the other two mobiles will visit weekly. This is an additional 173 hours a week whereas the original Executive Board report proposed adding 178.5 hours a week. The detailed stops (available in Appendix 1) are still proposals until after the Executive Board decision when appropriate permissions to park will be sought. Final stops are currently being tested and will then be fully communicated as part of the marketing campaign covering all proposals in response to the 4th ranked innovative idea – 'to do more advertising or promotion of libraries'.

7.4.2 This service will be developed further. It is proposed to offer mobile library users 2 free reservations for Leeds library stock per visit, and to review all stops annually working with local people and ward councillors to establish the best safe locations for stops. It is also proposed to write to all people with disabilities, who use building based services that are proposed for replacement with mobiles. They will be offered the At Home service as have the 123 people who returned comment cards, with contact details, requesting more information about Libraries At Home service.

7.5 Additional proposals

7.5.1 In response to the consultation the service will seek to create café facilities at some libraries where space permits. To meet the challenging reductions required in the city as a result of the comprehensive spending review the service will have to reduce the overall bookfund. However reducing the number of outlets and maximising the use of mobile provision still allows it to broaden the range of titles that it purchases. The service will also run a campaign to attract more volunteers to support a wide range of activities.

7.6 Overall impact on opening hours

7.6.1 Retaining some building based provision has impacted on the overall gain in hours that was proposed in the initial New Chapter report.

Hours change	Hours proposed in the New Chapter Report	Post Consultation proposals
Hours to be removed from non viable building based provision	-349.75	-274.75
Hours added to viable building based provision	+213	+143
Hours to be added to the current mobile library service provision ⁶	+178.5	+173
Total hours added	+41.75	+41.25

8.0 Legal and Resource Implications

8.1 Conforming to the 1964 Libraries and Museums Act

8.1.1 The 1964 Act requires the authority to deliver a 'Comprehensive and Efficient Library Service'. While this is somewhat vague it has been defined in the past through standards. Leeds is redistributing services and while it is proposing to remove some building based provision it is replacing this with mobile services able to go much nearer potential customers.

8.1.2 The principles to be used for designing provision (4.1.1) have been overwhelmingly agreed (90%). The Council has been given a clear mandate for change. When asked if they agreed with the following statements:

⁶ The 100.6hours of mobile service provided before New Chapter will be retained

- 77% agreed that the Council should consolidate the number of libraries it has and improve the quality and location of those that remain to improve sustainability including controlling costs.
- Only 22% agreed that the Council should spend more on its existing sites to maintain the current number of libraries even if this was at the expense of other services.
- When asked to choose between the two statements above, the percentages changed to 82% preferring the first statement of consolidation to 18% preferring retention of all sites.

8.1.3 The Council is offering greater access to library services each week from a wider range of venues and so will continue to meeting the requirements of the 1964 Act to provide a comprehensive and efficient service.

8.2 **Equality Impact Assessment**

8.2.1 The proposals have been reviewed in terms of their impact on various communities.

8.2.2 The Citizens' Panel gave some useful insight into the differing views of those from C2DE groups, people with disabilities and retired people. Children organised a small petition in two communities, one of these focused on the IT needs of the community in Richmond Hill and led to the proposal to investigate working with the computers to be installed into the community centre.

8.2.3 The original report to Executive Board explained how the service had developed targeted provision in response to demand for customers.

8.2.4 The key change as a result of the consultation is that a number of partners have come forward to work more closely with the library service either offering to take over the library space, join the library within the space or welcome a new style library provision into their space with volunteer support.

8.3 **Comparison with Core Cities**

8.3.1 With 53 libraries Leeds has more library buildings than any other core city. If these proposals are agreed that number will drop to 38 in 2011/12. In comparison the other core cities have have the following number of library buildings open 10 hours or more: Birmingham 42, Sheffield 29, Bristol 27, Manchester 23, Liverpool 22 and Newcastle 17.

8.4 **Impact on staffing**

8.4.1 It is still the intention that all staff on permanent contracts, whether full or part time, will retain their job. The service will work with permanent staff who currently work in libraries that are planned for replacement, to discuss their preferences for where to work. The service currently has a large number of temporary staff as posts have not been filled since the initial report was considered by the Executive Board. There is therefore significant flexibility for the service when working with its permanent staff.

8.5 **Resources**

8.5.1 The original Executive Board report identified that the final proposals for the library service would take into account the New Chapter for libraries ideas and the impact on the city and the service of the Comprehensive Spending review. The latter had

not been announced when the original report was produced so resulting reductions could not be incorporated into the initial proposals. These have now been included.

8.5.2 Budget Savings

8.5.3 The proposals enable the service to deliver an increase in hours while making budget savings. The service has also included savings required to meet the budget challenge of the Comprehensive spending review. A total of £625,000 will be saved from reduced spend on premises and related costs, IT services, bookfund and staffing. There are sufficient posts on the structure to cover the number of permanent front line staff currently employed.

8.5.4 Closing the libraries proposed will reduce the backlog of maintenance by £706,716 using the figures from the latest condition surveys for each site. There is also a potential capital receipt of approximately £460,000.

Area	Reduction £
Premises and premises related costs	-236,255
Bookfund	-150,000
Staffing - already made	-238,745
Total	-625,000

9.0 Recommendations

Executive Board is asked to support the recommendations as defined in Section 7 of the report, including the changes to the opening hours identified in paragraph 7.2.

9.1 To change the method of delivering the library service for 20 libraries as outlined in paragraph 7.3.1.

9.2 To develop mobile provision across the City as outlined in paragraph 7.4.

9.3 To offer for a limited period, consultation with the community on the asset transfer opportunities of the vacated libraries. After this period the asset management team will find the best solutions for the buildings.

10.0 Background Papers

- Executive Board Report and Appendix 1: A New Chapter for Libraries: A fresh direction for Libraries and Integrated Services, Leeds City Council October 2010
- Leeds Library and Information service Consultation Qa Research, February 2010
- Desk research into other authorities proposals for library provision
- Analysis of Online survey
- Analysis of Comment Cards
- Analysis of ideas, concerns and proposals from the public questionnaires at Shadwell and Scholes
- Equality Impact Assessment
- Get Involved: Developing Libraries for the Future in Buckinghamshire; Buckinghamshire County Council
- A library Service for Somerset; A consultation Document; Somerset CCI

11.0 Appendices

11.1 Appendix 1 Leeds Library and Information Service Detailed proposals for the future.