BARNSLEY METROPOLITAN BOROUGH COUNCIL

This matter is a Key Decision within the Council's definition and has been included in the relevant Forward Plan

Report of the Executive Director
of Adults & Communities

Feedback and Consultation on Future Library Strategy

1. Purpose of Report

1.1 This report will report the findings from the Future Library Strategy consultation and seek approval from the Cabinet for the implementation of the Future Library Strategy action plan and revised opening hours.

2. Recommendations

2.1 **That the Council agrees :**
   - **The Future Library Strategy.**
   - **To implement the revised opening hours with effect from Monday 4th November 2013.**

3. Introduction

3.1 In March 2013 a report was approved by Cabinet (Cab.27.3.2013/10.1) which outlined the work undertaken to produce a draft Future Library Strategy and recommended a 12 week public consultation period on the vision, action plan and proposed changes to library opening hours.

The public consultation period ran from 15th April - 1st July 2013 and the scoping document outlined the following objectives:
   - Clarify the scale of financial challenge facing the Service and emphasise the necessity of adopting a new approach
   - Measure public views on the 6 priorities proposed and the effect the priorities will have on the public
   - Describe the new model of delivery and raise opportunities around further partnership working
   - Encourage feedback on the proposals and invite participation from the community in shaping the service delivery.

Two quantitative surveys (adults and children) were made available to members of the public in libraries, schools and community locations and also online via uEngage on the Council website.

The surveys were publicised via usual media channels and also via social media and a promotional day using a town centre market stall. A total of 588 responses were received for the Adults Survey and 83 responses for the Children's Survey.

An All Member Briefing was held in the Council Chamber along with three Equalities Focus Groups. A presentation and discussion was also held with the Barnsley Community Voluntary Sector to seek their views and explore partnership opportunities.

A report on the findings from the two surveys can be found at Appendix B, but in summary:
- 63.3% of adult respondents were female
- 23.6% of adult respondents were aged between 45 and 64
- 62.7% of children responding were aged under 10
- 89.8% of adult respondents have used a library in Barnsley and 92.8% of children responding.
- 89.5% of adult respondents felt that their library was either very important or important to them

- 92% of adult respondents agreed with Priority 1 Inspire a community of reading, learning and skill development
- 85.4% of adult respondents agreed with Priority 2 Involve local people in making decisions about their library
- 83.5% of adult respondents agreed with Priority 3 Be modern and responsive
- 82.1% of adult respondents agreed with Priority 4 Improving access through innovation and technology
- 74% of adult respondents agreed with Priority 5 Partnerships at the core of service delivery
- 81.8% of adult respondents agreed with Priority 6 Making every penny count

66.7% of adult respondents agreed with the proposed model of delivery to retain all the library services but shape them into a 'Library Network' with 3 tiers; Community Library & Information Service Points , Neighbourhood Libraries, Library Link. Several respondents did not answer this question and concerns centred on the inference of a two-tier service and potential future threat to the Neighbourhood Libraries.

67.3% of adult respondents agreed with the proposed changes to opening hours, with concerns focussing on the reduction of late nights and Saturday mornings and the impact this would have on working people's ability to access the library. These concerns were also raised at the All Member briefing.

71.1% of children responding also agreed with the proposed changes to opening hours and 77.1% said they would not be affected by the changes. Comments mostly related to being unable to come to the library on a Saturday morning if the opening hours changed.

64.5% of respondents would either not be affected at all by the proposed changes or would not be significantly affected.
Of those who would be affected, the reasons included:

- proposals to reduce book stock
- reduction in opening hours, both overall and particularly on evenings and Saturdays
- concern over whether existing groups would continue
- increased travel costs to reach alternative libraries

34% of adult respondents would be interested in getting involved with the most popular options being through volunteering, Friends groups, group activities, supporting access to IT or on a work placement.

The responses from the All Member Briefing, Equalities Focus groups and the Barnsley Community Volunteer Network all mirrored the overall survey findings and also highlighted key interest themes such as children and young people, marketing, stock promotion, increased partnership working, and access to ICT, which reflect the priorities and proposed action plan for the Service.

4.   Consideration of Alternative Approaches

4.1   Following consideration of all the consultation results, there is majority support for the vision and priorities, the model of delivery, action plan and proposed opening hours.

However, taking into account the concerns raised about some of the opening hours, using a full year's data for library usage for 2012/13 and also CYPF requirements as part of the work programme contractual arrangements, it is proposed to make some minor revisions to the opening hours originally proposed.

These are:
- An alternative late night opening at some libraries
- To reduce to one late night at Goldthorpe
- Re-instating Saturday hours at Thurnscoe
- Re-instating a late night at Roundhouse and Grimethorpe
- Re-instating a later evening at Penistone
- Retain current opening hours at Worsbrough

The proposals for Monk Bretton are an interim measure until the library is re-provided and are based on current usage.

A comparison with current opening hours is available at Appendix C.

5.   Proposal and Justification

5.1   That the Council agrees :
- The Future Library Strategy.
- To implement the revised opening hours with effect from Monday 4th November 2013.

It is proposed that the new opening hours will be publicised through press

releases, letters to stakeholders, posters throughout the Library network and beyond along with social media platforms. Area Boards / Ward Alliances will be given the opportunity to receive a presentation on the proposals.

That an annual review of opening hours is undertaken.

6. Implications for local people / service users

6.1   Consultation has taken place on the Future Library Strategy and we have taken on board some of the findings and adjusted our proposals accordingly. We will feed back to local people telling them how their contribution has shaped the final plans.

The change for local people is the proposed changes to opening hours which would see a net small reduction in opening hours of 21.5 hours across the whole network.

7. Financial Implications

7.1   There are no direct financial implications associated with this report.

7.2   As previously reported in CR123 the creation of a revised organisational structure for Libraries and Connects resulted in net savings of £719,000, of which £646,000 contributed towards the savings identified within KLOE proposal AC/A2S/14 and the remaining £73,000 as part of the Payment and Debt Strategy linked to the closure of the Cash Office.

7.3   The revised organisational structure was aligned to the proposed future model of delivery and hence there are no additional financial implications. As a result this report has no impact on the Councils medium term financial plan.

7.4   Any minor costs associated with protection will be contained within the existing funding for the service.

8. Employee Implications

8.1   There are no employee implications in BLIS as a result of this report (apart from some minor protection issues for weekend enhancements) as all changes were included in the organisational restructure outlined in CR 123.

8.2   There are employee implications for staff in CLIS as a result of the changes to opening hours which would be subject to a separate report. Any employee implications will be dealt with in accordance with agreed Human Resources polices and procedures and will be subject to approval in a further report

8.3   Consultations will take place with staff in both Services affected by changes to working patterns.

9. Consultations

a) Chief Executive
b) Assistant Chief Executive (Human Resources)
c) Executive Director, Finance and Property
d) Borough Secretary
e) Trade Unions
f) Adults & Communities Directorate Management Team
g) Adults & Communities, Risk Management
h) Adults & Communities, Equalities & Diversity
i) CYPF – T Smith / P Schofield
j) Public Health

10. Community Strategy and the Council's Performance Management Framework

10.1 The strategy holds (Page 6) a map showing the linkages between Community strategy, Corporate Priorities and the Library Service outcomes.

The service is currently reviewing its performance measures. None of the Library traditional measures form part of the corporate dataset however the service will retain some of the traditional measurements (e.g. book issues, visitors along with new indicators such as the % of books issued via self serve as a % of all books issues.)

11. Tackling health inequalities

11.1 Within the new structure that is the Library & Information Service from 1st April 2013, one of the development priorities is our Health Offer and creates one option for future partnership working. Libraries can and do contribute to health solutions as part of the commissioning landscape. Nationally we will see a health offer toolkit providing evidence and arguments that will underpin a national strategy to support the strategic positioning of libraries both at a local and national level. At a practical level this includes an offer of :

- A network of local hubs, neutral community space
- Community outreach supporting vulnerable people
- Staff with local knowledge, expertise in information management, reading and community engagement
- Assisted on-line access
- Books on prescription
- Self help reading materials
- Volunteering

The service is leading a stronger collaboration between the South Yorkshire Chief Librarians to better communicate a health offer to CCGs / Public Health.

12. Climate Change & Sustainable Energy Act 2006

12.1 The Library Strategy and Service will continue as part of its commitment to this area and working in partnership with Property & Procurement, look for any

opportunities to reduce its carbon footprint. Recent developments have included the introduction of solar panels onto Central Library.

13. Risk Management Issues

13.1 Specific risks for this report are :

Priority 3 within the strategy is ' To be modern and responsive'. Objectives within this priority relates to continued co-location actions and whilst a primary action is to continue to consider co-location opportunities for customer services (currently at the Civic) with Central Library it is of note that no specific proposals have been consulted on.

Current proposals with regards to the potential development of Shambles Street create a need to identify a temporary home with a longer term plan for Central Library.

For the purpose of this report the service has sought legal advice on the implications of this with regards to consultation.

The principal statutory duty is to provide a comprehensive and efficient library service (Section 7 of the Public Libraries and Museums Act 1964). Any decisions which impact on this statutory duty should however be subject to reasonable consultation with stakeholders in the normal way in order to deflect the possibility of judicial review applications. Advice from legal is that there are no minimum periods to comply with and although three months would normally be regarded as the optimum period, this can be curtailed where circumstances require. We will also need to carry out an EIA, which is standard procedure in order to comply with the public sector equality duty.

If any adverse impacts are identified the report will need to set out any mitigation measures that can be implemented. Given the significance of the redevelopment proposals the consultation should probably focus more on the destination for the library (short and long term) and transitional arrangements, rather than the principle of demolition (although this should be included).

Both EIA and consultation need to be carried out before any formal policy decision is made.

Implementation of the priorities and action plan risk registers will be produced.

14. Health & Safety Issues

14.1 A significant challenge remains in regard to re-providing library services in Monk Bretton and compliance with the Disability Discrimination Act in relation to access.

The Service continues to work on a solution and a number of options will be proposed which will be the subject of a further report.

15. **Compatibility with the European Convention on Human Rights**

15.1   No issues identified

16. **Promoting Equality & Diversity and Social Inclusion**

16.1   The Future Library Strategy supports our commitment to equality by encouraging participation, offering opportunities for learning and providing shared community spaces. There are however elements of the strategy which may impact on particular groups.

By definition as a public facing service the proposed reduction in library opening hours would potentially impact on the public and therefore across any of the protected characteristics groups as defined by the Equality Act. As part of the consultation process targeted conversations were undertaken with key equality groups via focus groups and no negative impacts were identified.

A refreshed equality impact assessment has been completed and adjustments made to proposed opening hours to improve access for children and working people. Data from the Library Management information System has helped us to identify times of low use where keeping the library open is not efficient. This represents only a 3.4% reduction in times with the main changes occurring in evening opening hours (e.g. closure at 5pm as opposed to 7 pm) – likely to be the time of least impact to older people or vulnerable groups where primary access is during daytime hours.

17. **Reduction of Crime & Disorder**

17.1   No implications.

18. **Conservation of Biodiversity**

18.1   No implications

19. **Glossary**

19.1   Not required

20. **List of Appendices**

20.1   a) Appendix A - N/A
b) Feedback report following public consultation on Future Library Strategy
c) Opening hours
d) Future Library Strategy
e) Equalities Impact Assessment

21. **Background Papers**

a) Service review
b) Needs Assessment

c) Comments from public consultation

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**Financial Implications /
Consultation**

MARK WOOD

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*(To be signed by senior Financial Services officer
where no financial implications)*

FEEDBACK REPORT FOLLOWING PUBLIC CONSULTATION ON FUTURE LIBRARY STRATEGY

15th April - 1st July 2013

1. Background to the Consultation

Barnsley Metropolitan Borough Council has a statutory duty to provide a library service that is comprehensive, efficient and available to all who wish to use it. Currently the Service is delivered through 17 static libraries, one mobile library, the Home Library Service and small collections in some Children's Centres.

The Library Service merged with Barnsley Connects in April 2013 to form the Barnsley Libraries and Information Service (BLIS) as part of the KLOE decisions agreed by Council. Several libraries were already co-located with Barnsley Connects and others are co-located with the Community Learning and Information Service (part of CYPF Directorate) and form Community Library, Learning and Information Centres (CLLICs).

It was recognised that the public library service needed a Future Library Strategy to give direction to its work in the short to medium term and to ensure it was fit for purpose in changing times for both local government and the people of Barnsley, particularly in respect of welfare reform.

In 2012, a review of the Library Service was conducted including a full needs assessment, community engagement and a peer review. Following this a draft strategy was produced and approval received from Council for a period of public consultation.

The draft Future Library Strategy proposed a new delivery model, changes to opening hours and 6 key priorities for the Service:
- Inspire a community of reading, learning and skill development
- Include local people in making decisions about their Library Service
- Be modern and responsive
- Improving access through innovation and technology
- Partnerships at the core of service delivery
- Making every penny count

The model of delivery proposed a tiered approach with:

Community Library and Information Service Points

Central   Royston
Cudworth   Athersley
Goldthorpe   Wombwell
Hoyland
Mapplewell
Penistone

These would be the larger libraries across the borough and would have:

- a wide ranging, quality and comprehensive book stock

- high quality children's and young people's activities, programmes and spaces
- a wide range of events and activities, reading groups, author events, learning sessions
- community meeting rooms and spaces to study and relax
- customer services
- access to IT
- audio visual collection

These libraries are more likely to be located with other services and more likely to host additional services which will be available from One Barnsley partners for example benefits advice sessions, Information Communication Technology (ICT) Learning sessions, health & wellbeing sessions, job clubs.

Neighbourhood Libraries

Darfield	Thurnscoe
Dodworth	Worsbrough
Grimethorpe	
Monk Bretton	
Priory (currently managed by Priory Campus)	

Neighbourhood libraries would host :

- a smaller book stock
- a programme of children's and young people's activities and events
- a programme of events and activities
- access to IT

These libraries are more likely to be delivered by partner organisations or developed into different bodies with local people.

Library Links

Mobile Library Service and Home Library Service
Children's Centre collections in Bank End and Bolton on Dearne
On-line services e.g. e-books, online resources, membership, renewals and reservations
Community collections e.g. Kendray

2. Purpose and Scope of the Consultation

Barnsley Council had a statutory duty to consult on the Future Library Strategy and a scoping document was produced with the following objectives:

- Clarify the scale of financial challenge facing the service and emphasise the necessity of adopting a new approach
- Measure public views on the 6 priorities proposed and the effect the priorities will have on the public

- Describe the new model of delivery and raise opportunities around further partnership working
- Encourage feedback on the proposals and invite participation from the community in shaping the service delivery

3. Consultation Methodology

Public :

The consultation period commenced on 15th April 2013 for a period of 12 weeks.
Two quantitative surveys (adult and children's) were created and carried out to enable all residents to comment on the proposed changes to the library service, in particular to the library opening times.

A total of 2,000 hard copies of the adults survey and 500 hard copies of the children's survey were printed and made available to members of the public in libraries, schools and community locations in order to increase the response rate and gain a diverse range of views. Respondents also had the option to complete online via uEngage which was accessed through the Barnsley Council website.

Alongside usual publicity methods, social media was used and a promotional day using a town centre market stall was held to encourage completion of the surveys.
A total of 588 responses were received for the Adults Survey and 83 responses for the Children's survey.

Members :

An all Member briefing was held in the Council Chamber and three Equalities Focus groups were held to ascertain the views and potential impact of the Strategy for members of particular sectors.

Voluntary & Community Sector

Finally, a presentation was made to the Barnsley Community Voluntary Sector to share the Strategy and seek thoughts on partnership opportunities with the Third Sector.

Focus Groups facilitated by 360 engagement

These group sessions comprised of people with a range of disabilities and people from BME communities.

4. Key findings from Adults Questionnaire

63.3% of respondents are female in comparison to 29.4% who are male.

23.6% of respondents are aged between 45 and 64.

Age of respondents

2.6%

11.4% 9.0%

14.8% 18.7%

23.6%

- Under 16
- 17-24
- 25-44
- 45-64
- 65-74
- 75+
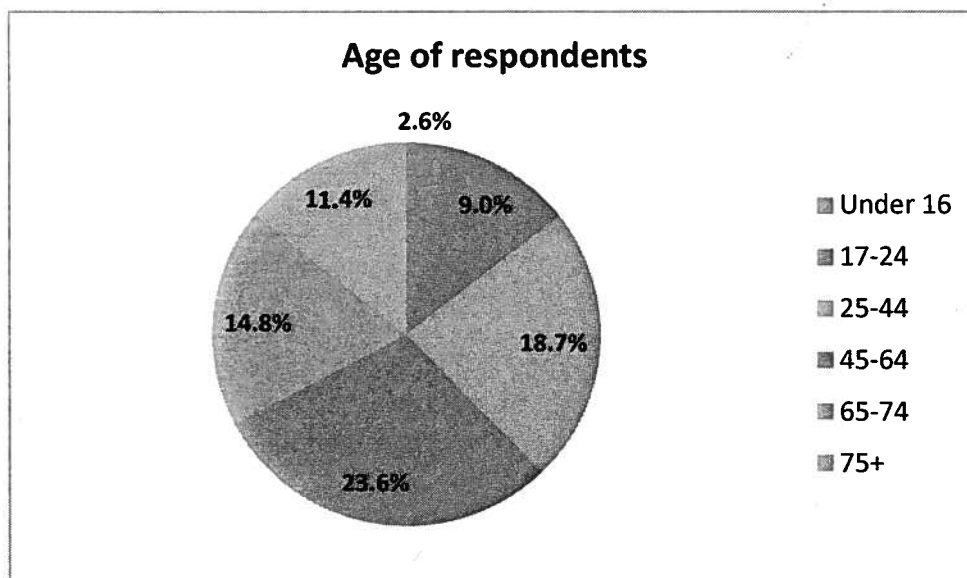
The majority of respondents are Christian (63.4%, 373) and White British (89.6%, 572).

82.7% (486) of respondents do not have a disability.

37.8% (222) of respondents are retired from work and 14.8% (87) of respondents are in full-time employment.

4.1 Do you presently use or have you previously used any of Barnsley's libraries?

89.8% of respondents indicated that they have used a library in Barnsley.

22.3% of respondents used Barnsley Central Library, followed by 9.4% who used Darfield Library. The least number of responses were from users of Kendray and Sunny Bank.

4.2 How important is your library to you?

How important is your library to you?	Number	%
Very important	415	70.6
Important	111	18.9
Not important	37	6.3
No view	19	3.2
No response	6	1.0

Overall, 89.5% of respondents felt that their library was either very important or important to them.

4.3 Do you agree with the 6 priorities proposed?

The majority of respondents agreed with the 6 priorities, but there was some variation between them:

Priority 1: Inspire a community of reading, learning and skill development					
Yes		**No**		**No response**	
Number	*%*	*Number*	*%*	*Number*	*%*
541	92.0	11	1.9	36	6.1

Priority 2: Involve local people in making decisions about their library					
Yes		**No**		**No response**	
Number	*%*	*Number*	*%*	*Number*	*%*
502	85.4	42	7.1	44	7.5

Priority 3: Be modern and responsive					
Yes		**No**		**No response**	
Number	*%*	*Number*	*%*	*Number*	*%*
491	83.5	35	6.0	62	10.5

There was also concern from several respondents that the service needed to retain knowledgeable staff interested in libraries and that there was no mention of retaining trained librarians.

Another common theme was the need to continue "to provide as many books as possible" and to "ensure new book titles are stocked"

Priority 4: Improving access through innovation and technology					
Yes		**No**		**No response**	
Number	*%*	*Number*	*%*	*Number*	*%*
483	82.1	39	6.6	66	11.2

Priority 5: Partnerships at the core of service delivery					
Yes		**No**		**No response**	
Number	*%*	*Number*	*%*	*Number*	*%*
435	74.0	81	13.8	72	12.2

Some queries raised about what increased partnership working would mean in reality. There was concern, particularly from Neighbourhood Libraries that this would equate to closure or volunteer run libraries.
There were comments that the priorities were too vague and an expectation that the proposed 6 new partnerships should be named, rather than understanding that these would require developmental work and would be dependent on opportunities arising

Priority 6: Making every penny count					
Yes		No		No response	
Number	*%*	*Number*	*%*	*Number*	*%*
481	81.8	49	8.3	58	9.9

4.4 Do you agree with the model of delivery?

66.7% of respondents agreed with the model of delivery, but it should be noted that 20.4% did not respond to this question at all.

Do you agree with the model of delivery?	Number	%
Yes	392	66.7
No	76	12.9
No response	120	20.4

Where comments on the model of delivery were made most related to not wanting a two-tier service but for an equal level of service provision to be maintained across all libraries, as currently provided. The proposed Neighbourhood Libraries were thought more likely to be under threat in the future and with a two-tier approach would "eventually be handed over to their local communities for them to run on a voluntary basis. This is totally unacceptable."

Some comments albeit few were made about the co-location of customer services and libraries.

4.5 Do you agree with the proposed changes to the library opening times with regard to the library service you currently use the most often?

Do you agree with the proposed changes to the library opening times with regards to the library service you currently use the most often?	Number	%
Yes	396	67.3
No	109	18.5
No response	83	14.1

67.3% of respondents agreed with the proposed changes to opening hours.

The concerns centred on the reduction of late nights and Saturday mornings and the impact this would have on working people's ability to access the library.

4.6 Do you feel you would be affected by any of the proposed changes?

Impact of proposed changes	Number	%
The proposed changes will not have significant effect on me	241	41.0
The proposed changes will not affect me at all	138	23.5
The proposed changes will have some effect on me	137	23.3
No response	72	12.2

64.5% of respondents would either not be affected at all by the changes or would not be significantly affected.

Of those who would be affected, the reasons included:
- proposals to reduce book stock
- reduction in opening hours, both overall and particularly on evenings and Saturdays
- concern over whether existing groups would continue
- increased travel costs to reach alternative libraries

Throughout the survey, there were several comments from respondents in relation to the Mobile Library Service with concerns that it had not been specifically mentioned and that this was interpreted as it not being valued.

There were concerns that the Mobile Service would be reduced further following recent changes to stops and the reduction to one vehicle.

NOTE : The Mobile Service was not included as there had already been a specific consultation on the Mobile Library Service prior to the changes in March 2013 and no further changes are proposed in the Future Library Strategy.

4.7 Would you be interested in getting involved in your local library?

34% of respondents would be interested in getting involved, which was a good response as this equates to 200 people.

The most popular ways of getting involved were:
- Interested in volunteering (13.6%)
- Interested in being part of a Friends Group (11.4%)
- Interested in using the library for group activities (11.1%)
- Interested in supporting access to IT (7.8%)

33 people said they knew of other organisations, community groups, premise owners or individuals that would be interested in working with libraries. The Service will use information provided to help build its volunteering opportunities and will follow up all contact details provided.

4.8 Do you have any other ideas for what you would like to see in Barnsley libraries with regards to the introduction of new technology?

Only 20.7% responded 'Yes'.

With regards to the introduction of new technology, the majority of respondents stated that they would like to see e-books, wi-fi and iPads in libraries and would like some classes on how to use computers to improve IT skills.

4.9 Can you identify anything else you would like to see in the future which would encourage you to start using a library more often?

Many comments were made by respondents and all of these will be considered by the Service and in relation to the library used. Some of the more frequent comments were:

- Introduce an e-books service
- Cafes/drinks machines
- More new books/increased funding for books
- Be a library first and foremost
- Library app
- Improved publicity/marketing
- More activities for children and teenagers
- More computers

4.10 Key findings from Children's Questionnaire

A total of 83 responses were received and of these 92.8% used Barnsley's libraries. Central library is used the most often (30.1%) followed closely by Hoyland Library (25.3%). However it should be noted that a very low response was received from children in all other areas, with 4 having no responses at all (Kendray, Monk Bretton, Royston, Sunny Bank).

60.2% of respondents are female and 48.6% are male. The majority (62.7%) were aged under 10.

71.1% of respondents agreed with the proposed opening hours and 77.1% said they would not be affected by the changes. The comments received mostly related to being unable to come to the library on a Saturday morning if the hours changed.

When asked what would make the children use the library more often, common answers included:

- More ICT/ more modern technology
- More groups, events and activities
- Specific book requests e.g. dinosaurs, scary books, Captain Underpants

5. Responses from Focus Groups

Three focus groups were held with 40 attendees representing equalities sector e.g. BME, disabilities, LGBT, and a mix of library users and non-users.

The key themes from the focus groups were:
- Children and young people - events for teenagers, working with schools
- Marketing
- Improved customer service
- Improved book stock
- Books, posters, signs in languages other than English
- Specialist classes
- More partnership working
- Volunteers from BME community

6. Responses from All Member Briefing

Elected Members attending the All Member Briefing asked a range of questions, with common themes focussing on:

- Adequate book stock levels and rotation of stock between libraries
- Levels of interest in volunteering and importance of training volunteers and recognising they are not a free resource
- Concerns over volunteers being asked to run Neighbourhood Libraries
- Types of ICT equipment which could be available in libraries and importance of showing people how to use
- Options for community space in libraries
- Need for the Service to recognise the variations between Neighbourhood Libraries and those with access to Barnsley Connects services.
- Need for better promotional activity
- Potential impact of proposals on continuation of groups and children's activities
- Hope for Area Councils to support activities in libraries
- Concern at no late night or Saturday opening proposed for Roundhouse

7. Responses from Barnsley Community Volunteer Network

The presentation to BCVN was attended by representatives from Citizen's Advice, DIAL, Age UK, Cudworth Local History Group, Darfield Area Amenity Society Ltd, Barnsley Beacon and BMBC.

Questions and comments from the attendees included:
- Request for local history group to have access to internet at Cudworth lead to comments that wi-fi in libraries would be beneficial.
- To have standard quality mark for room hire, i.e. standard facilities available at all libraries with quality mark such as separate room, disabled access, internet/wi-fi access, equipment etc
- true partnership working with Voluntary Sector treated as an equal partner
- For Council to be less risk averse
- Opportunities for offering youth activities in libraries - VAB willing to contact members interested in this area to arrange to discuss
- Potential for an advice partnership with CAB, DIAL and Age UK.
- Buildings to be more welcoming (no fences) and better signage and signposting using the term 'Library'.

8. Conclusions

The results of the consultation have shown that libraries in Barnsley are highly valued by those who use them. Of those who responded to the consultation the majority supported the proposals. However, there were some individual concerns over proposed opening hours particularly in relation to the reduction of late nights and Saturdays. The Service has considered daily and hourly usage patterns for 2012/13 alongside the proposals and comments received for each library and final options are shown at Appendix C.

Reference

Comments received from the public through the consultation period can be obtained from the service

PROPOSED OPENING HOURS

Community Library & Information Service Points

* Note these services also provide work programme activities and opening times are influenced by contractual requirements

Central	Current hours		Proposed hours	
Monday	9.30 – 7	9.5	9.30 – 7	9.5
Tuesday	9.30 – 5.30	8	9.30 – 5.30	8
Wednesday	9.30 – 7	9.5	9.30 – 7	9.5
Thursday	9.30 – 5.30	8	9.30 – 5.30	8
Friday	9.30 – 5.30	8	9.30 – 5.30	8
Saturday	9.30 – 4.00	6.5	9.30 – 4.00	6.5
Total		49.5	49.5	No Change

*Cudworth	Current hours		Proposed hours	
Monday	9 – 7	10	9 – 7	10
Tuesday	9 – 7	10	9 – 5	8
Wednesday	9 – 5	8	9 – 5	8
Thursday	9 – 5	8	9 – 5	8
Friday	9 – 5	8	9 – 5	8
Saturday	9.30 – 12.30	3	9.30 – 12	2.5
Total		47	44.5	-2.5

Goldthorpe	Current hours		Proposed hours	
Monday	9.30 – 7	9.5	9.30 – 5	7.5
Tuesday	9.30 – 5	7.5	9.30 – 5	7.5
Wednesday	9.30 – 12.30	3	9.30 – 5	7.5
Thursday	9.30 – 7	9.5	9.30 – 7	9.5
Friday	9.30 – 5	7.5	9.30 – 5	7.5
Saturday	9.30 – 12.30	3	9.30 – 12.30	3
Total		40	42.5	+2.5

Hoyland	Current hours		Proposed hours	
Monday	9 – 7	10	9 – 7	10
Tuesday	9 – 5	8	9 – 5	8
Wednesday	9 – 5	8	9 – 5	8
Thursday	9 – 7	10	9 – 5	8
Friday	9 – 5	8	9 – 5	8
Saturday	9.30 – 12.30	3	9.30 – 12.30	3
Total		47	45	-2

Mapplewell & Staincross	Current hours		Proposed hours	
Monday	9 – 7	10	9 – 5	8
Tuesday	9 – 7	10	9 – 7	10
Wednesday	9 – 5	8	9 – 5	8
Thursday	9 – 5	8	9 – 5	8
Friday	9 – 5	8	9 – 5	8
Saturday	9.30 – 12.30	3	9.30 – 12.30	3
Total		47	45	-2

*Penistone	Current hours		Proposed hours	
Monday	10 – 12 1.30 - 7	7.5	9.00 – 6	9
Tuesday	10 - 5	7	9.00 – 5	8
Wednesday	Closed		9.00 - 12	3
Thursday	10 - 7	9	9.00 – 7	10
Friday	10 - 7	9	9.00 – 5	8
Saturday	9.30 – 12.30	3	9.30 – 12.00	2.5
Total		35.5	40.5	+5

*Roundhouse	Current hours		Proposed hours	
Monday	9 – 7	10	9.00 – 5	8
Tuesday	9 – 6	9	9.00– 7	10
Wednesday	9 – 6	9	9.00 – 5	8
Thursday	9 – 6	9	9.00 – 5	8
Friday	9 – 4.30	7.5	9.00 – 5	8
Saturday	9– 12.30	3.5	closed	
Total		48	42	-6

*Royston	Current hours		Proposed hours	
Monday	9 – 7	10	9 – 5	8
Tuesday	9 – 5	8	9 – 5	8
Wednesday	9 – 5	8	9 – 5	8
Thursday	9 – 7	10	9 – 7	10
Friday	9 – 5	8	9 – 5	8
Saturday	9.30 – 12.30	3	9.30 – 12	2.5
Total		47	44.5	-2.5

Wombwell	Current hours		Proposed hours	
Monday	9.30 – 7	9.5	9.30 – 5	7.5
Tuesday	9.30 – 5	7.5	9.30 – 5	7.5
Wednesday	9.30 – 5	7.5	9.30 – 5	7.5
Thursday	9.30 – 7	9.5	9.30 – 7	9.5
Friday	9.30 – 5	7.5	9.30 – 5	7.5
Saturday	9.30 – 12.30	3	9.30 – 12.30	3
Total		44.5	42.5	-2

Neighbourhood Libraries

Darfield	Current hours		Proposed hours	
Monday	9.30 – 1 2 - 7	8.5	9.30 – 1 2 – 5	6.5
Tuesday	9.30 – 1 2 – 5.30	7	9.30 – 1 2 – 5	6.5
Wednesday	Closed		Closed	
Thursday	9.30 – 1 2 – 6	7.5	9.30 – 1 2 - 7	8.5
Friday	9.30 – 1 2 – 5.30	7	9.30 – 1 2 – 5	6.5
Saturday	9.30 – 12.30	3	9.30 – 12.30	3
Total		33	31	-2

Dodworth	Current hours		Proposed hours	
Monday	9.30 – 1 2 - 6	7.5	9.30 – 1 2 – 5	6.5
Tuesday	9.30 – 1 2 – 5	6.5	9.30 – 1 2 – 5	6.5
Wednesday	Closed		Closed	
Thursday	9.30 – 1 2 – 6	7.5	9.30 – 1 2 - 7	8.5
Friday	9.30 – 1 2 – 5	6.5	9.30 – 1 2 – 5	6.5
Saturday	9.30 – 12.30	3	9.30 – 12.30	3
Total		31	31	No Change

*Grimethorpe	Current hours		Proposed hours	
Monday	9 – 5	8	9 – 5	8
Tuesday	9 – 5	8	9 – 5	8
Wednesday	9 – 5	8	9 – 7	10
Thursday	9 – 5	8	9 – 5	8
Friday	9 – 4.30	7.5	9 – 4.30	7.5
Saturday	Closed		Closed	
Total		39.5	41.5	+2

Monk Bretton	Current hours		Proposed hours	
Monday	9.30 – 1 2 - 7	8.5	9.30 – 1 2 - 4	5.5
Tuesday	Closed		Closed	
Wednesday	9.30 – 1 2 – 5	6.5	9.30 – 1 2 - 6	7.5
Thursday	9.30 – 1 2 – 5	6.5	9.30 – 1	3.5
Friday	9.30 – 1 2 – 5	6.5	9.30 – 1 2 - 4	5.5
Saturday	9.30 – 12.30	3	9.30 – 12.30	3
Total		31	25	-6

Priory	Current hours		Proposed hours during consultation	
Monday	10 - 4	6	10 - 4	6
Tuesday	10 - 4	6	10 - 4	6
Wednesday	10 - 4	6	10 - 4	6
Thursday	10 - 4	6	10 - 4	6
Friday	10 - 4	6	10 - 4	6
Saturday	Closed		Closed	
Total		30	30	No Change

Thurnscoe	Current hours		Proposed hours	
Monday	9.30 – 1 2 – 5.30	7	10 – 1 2 - 5	6
Tuesday	9.30 – 1 2 – 5.30	7	10 – 1 2 - 5	6
Wednesday	9.30 – 1	3.5	10 – 1	3
Thursday	9.30 – 1 2 – 5.30	7	10 – 1 2 – 5	6
Friday	9.30 – 1 2 – 4	5.5	10 – 1	3
Saturday	9.30 – 12.00	2.5	10 - 12.30	2.5
Total		32.5	26.5	-6

Worsbrough	Current hours		Proposed hours	
Monday	9.30 – 1 2 – 5.30	7	9.30 – 1 2 – 5.30	7
Tuesday	9.30 – 1 2 – 5.30	7	9.30 – 1 2 – 5.30	7
Wednesday	Closed			
Thursday	9.30 – 1 2 – 5.30	7	9.30 – 1 2 - 5.30	7
Friday	9.30 – 1 2 – 5.30	7	9.30 – 1 2 – 5.30	7
Saturday	9.30 – 12.30	3	9.30 – 12.30	3
Total		31	31	No change

Library Link

Kendray	Current hours		Proposed hours	
Monday	Closed		Available during Resource Centre hours	
Tuesday	1 - 5	4		
Wednesday	3 - 5	2		
Thursday	3 - 5	2		
Friday	10 - 12	2		
Saturday	Closed			
Total		10		

Summary

Current opening hours = 633.5 (excluding Kendray)

Proposed opening hours = 612

Reduction of approximately 3.4%

Barnsley Future Library Strategy
2013 - 2016

Foreword

As the Cabinet member responsible for libraries I share a passion that many people across Barnsley have for their local library and am determined to deliver a first class service that provides safe, accessible and friendly spaces at the heart of our borough's communities.

This strategy clearly sets out the aspirations Barnsley Council has for the Library Service over the next three years and the plan in this document is key to ensuring we achieve these.

Of course we all know that there are economic challenges for all of us and we have to make sure that every penny of the money we spend on the service counts, so we have to continue to be creative and try new ways of doing things. It will be no surprise then that this strategy is suggesting exploring possibilities of new partnerships, particularly with local community organisations and thinking hard about what it can do to support local people during these challenging times.

We can't stand still – so we will be investing in our library services to bring them up to the standards our residents deserve. We will continue to co-locate services, introduce Wi-Fi, improve access and introduce better and more varied technology whilst continuing our business as usual services such as lending books and other media, children's events and local history talks.

I am very much looking forward to being a part of this journey and working with Council officers, local people, community organisations and private enterprises to secure that future.

We all need to work together to make sure we secure a positive future for the Library Service.

Councillor Jenny Platts

Cabinet Portfolio Lead – Adults & Communities Directorate

Contents

Introduction

This strategy sets out the vision and ambitions for Barnsley Library Service for the next 3 years. The strategy will see the Council continuing to provide a comprehensive library service to all residents, whilst also ensuring that it is more relevant, efficient and sustainable.

Our vision is to deliver a 'vibrant, high quality, relevant and sustainable library service with the people of Barnsley for the 21st Century by :

Inspire a community of reading ,learning & skill development - developing libraries as centres for lifelong family learning and access to quality information.

Include local people in making decisions about their Library Service

Modern and Responsive - people view the library service as vibrant and exciting and relevant to their lives.

Improving access through innovation and technology - developing services that increase accessibility and establish opportunities for new ways of working.

Partnerships at the core of service delivery - Creating innovation and capacity through partnership working.

Making every penny count - Well managed, efficient service and flexible service

This strategy sets out how we will improve our core library offer and what our priorities should be for the next three years. The strategy has been developed through needs analysis, customer profiling, reviewing the service, benchmarking practice elsewhere and engagement with customers and staff.

The challenge for the service will be to deliver the strategy in a period of financial constraints. Barnsley Council will have reduced its budget by £29.5 million by 2014 with a further £16 million reduction in 2013/14 and £35.8 million by 2017 - some of those savings must come from the Library Service. The Library Service will however delivered over £700,000 of savings by March 2013 without closing any of the Libraries.

2. Our Statutory Role

Local Authorities are obliged by law to provide a 'comprehensive and efficient' library service under the terms of the 1964 Public Libraries & Museums Act. The Act requires local authorities to provide a free lending and information service and appropriate access to meet the general and special requirements of adults and children who live, work or study in the area. There are no national standards for library provision.

As a result, library services across the country are not all the same. Services are shaped by factors such as local policy, customer needs and in some cases historical developments.

The Secretary of State has the power to intervene if he believes that a local authority is not providing a 'comprehensive and efficient' service under the terms of the Act however such intervention is rare.

The context for the Future Library Strategy

Barnsley MBC currently faces challenges of a wide-ranging nature, with the shape of services and the financial envelope in which they are delivered undergoing substantial change. The council removed £22.5m from its budget in 2011/12 and £7.0 m in 2012/13 with a forecast £16m reduction for 2013/14. Further savings are forecast for the period 2014/15 to 2016/17 of £35.8 m.

To meet this challenge, the Council developed a coherent approach it described as 'Minimum Council' to all council services, in order to ensure it achieved a balanced budget. Implementation and management of these budget reductions has become an ongoing priority across directorates from 2011/12.
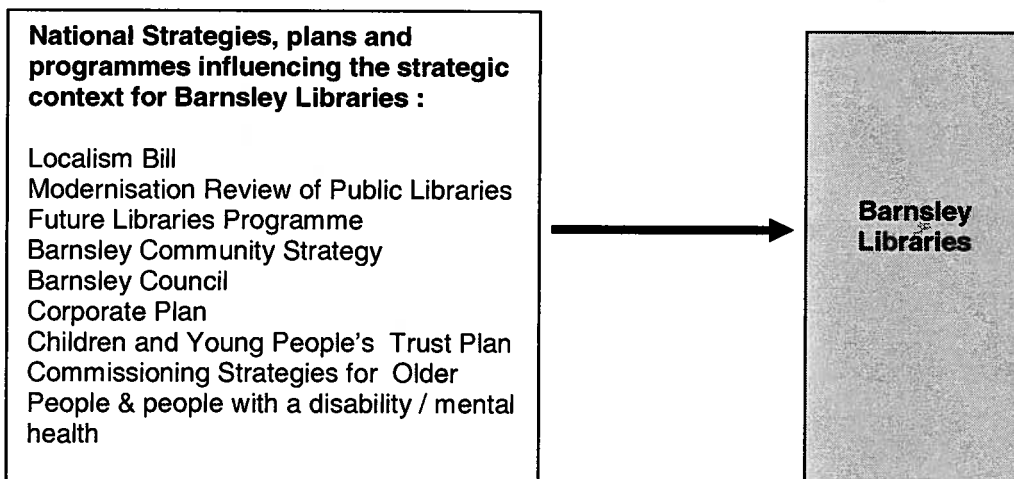
Barnsley Council's Corporate Plan describes a vision of :

'Supporting the wellbeing of individuals, families, communities and businesses in a healthy, safe and more prosperous borough'

To support this vision, three corporate priorities have been identified :
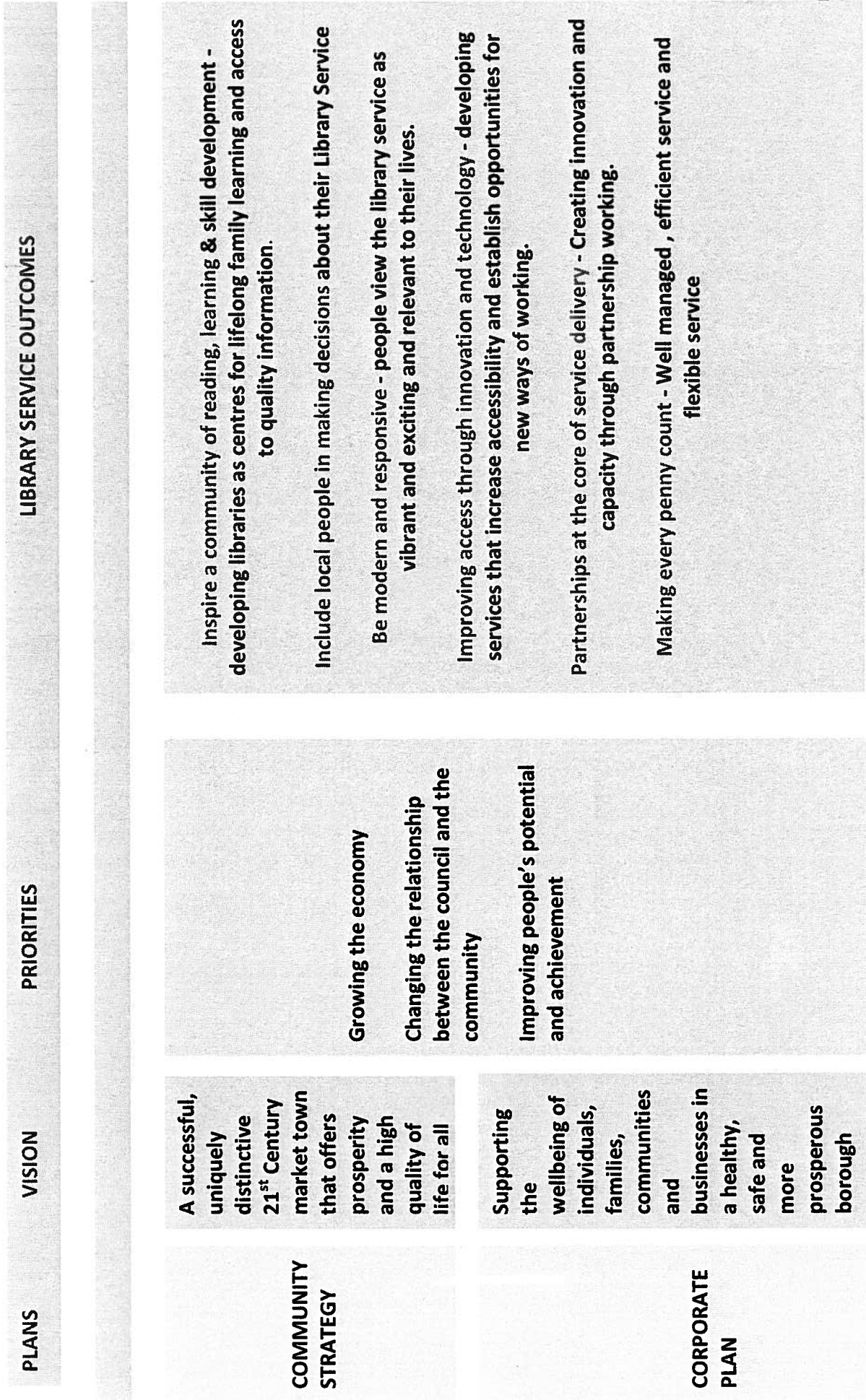
- **Growing the economy**
- **Changing the relationship between the council and the community**
- **Improving people's potential and achievement**

This Library Strategy also has to take account of other 'drivers' These drivers guide the way in which the Council's work is conducted and how the work of services are prioritised to deliver what local people want, in the most effective and efficient way possible.

National Strategies, plans and programmes influencing the strategic context for Barnsley Libraries :

Localism Bill
Modernisation Review of Public Libraries
Future Libraries Programme
Barnsley Community Strategy
Barnsley Council
Corporate Plan
Children and Young People's Trust Plan
Commissioning Strategies for Older People & people with a disability / mental health

→ **Barnsley Libraries**

BARNSLEY METROPOLITAN BOROUGH COUNCIL

The Community Strategy and the Council's Corporate Plan

PLANS	VISION	PRIORITIES	LIBRARY SERVICE OUTCOMES
COMMUNITY STRATEGY	A successful, uniquely distinctive 21st Century market town that offers prosperity and a high quality of life for all	Growing the economy	Inspire a community of reading, learning & skill development - developing libraries as centres for lifelong family learning and access to quality information.
		Changing the relationship between the council and the community	Include local people in making decisions about their Library Service
		Improving people's potential and achievement	Be modern and responsive - people view the library service as vibrant and exciting and relevant to their lives.
CORPORATE PLAN	Supporting the wellbeing of individuals, families, communities and businesses in a healthy, safe and more prosperous borough		Improving access through innovation and technology - developing services that increase accessibility and establish opportunities for new ways of working.
			Partnerships at the core of service delivery - Creating innovation and capacity through partnership working.
			Making every penny count - Well managed, efficient service and flexible service

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Where are we now

The service has :

A Central Library
16 Community Libraries (or Community Library, Learning and Information Centres (CLLICs).)
Small collections of children's books in 4 Children's Centres with varying degrees of usage and access.
1 Mobile Library
A Home Library Service, which delivers books to individual homes, residential homes and day centres.
Online offers with 24/7 access to the library catalogues, renewals and reservations, online application to join, a range of electronic information resources available remotely and email enquiry service and notifications. Automated telephone renewals, SMS and voicemail notifications are planned for release soon.

The service is provided to meet the needs of a borough with a population of 231,900 (CIPFA 2011-12), diversity in terms of deprivation, an ageing population, getting and keeping good health, economic challenges, whether that be high levels of incapacity benefit claimants or business growth and retention yet despite those challenges there is a resilience amongst people and communities strongly felt.

The Library Service offers a wide range of activities in support of the Council's political priorities for the medium term, including the delivery of a key universal service, offering good value for money and enhancing Barnsley as a place to live and work.

The Library Service offers a wide range of activities in support of the Council's political priorities for the medium term, including the delivery of a key universal service, offering good value for money and enhancing Barnsley as a place to live and work.

Key Challenges for the Service

Whilst we can celebrate the developments within the service over the years, the partnerships it has built, the support it has provided to local people we cannot ignore the key challenges which this Strategy is looking to address, namely:

Modernisation of the service

These days, a library isn't somewhere you go just to borrow a book but a place for entertainment and learning. It is somewhere that allows you to take advantage of the latest technological tools in your quest for information – a place that inspires, where you feel welcome and can meet friends.

The library service already fulfils many principles outlined in the Customer Service Project and aligns with the corporate vision for creating community hubs. It provides meeting spaces and acts as a focal point for the provision of advice and information, as well as providing free facilitated access to online resources and the virtual world – we must continue to integrate customer services across the borough where there is a case to do so.

Managing developing technologies such as e-books and recognising the impact this has on the current offer.

The need to market the service more effectively

Managing the tensions between those people who don't want the service to change and those who do and the different expectations of the different user and age groups (for example a quiet place v a dynamic and lively place)

Delivering an efficient service in times of austerity yet recognising issues such as an ageing population and meeting the needs of those that are housebound.

Assets - In many instances the limitations of the current building stock challenge our abilities to deliver the type of services that the public tell us they want - coffee, toilets, social space, a place to relax - a dynamic space you want to be in.

There are a variety of dedicated library buildings across the borough, that have been found to have in excess of £1.15m worth of repairs, defects and maintenance that will require investment, Monk Bretton Library alone in excess of £50,000 in basic repairs.

These costs do not consider bringing the environment into modern performance standards. This capital challenge clearly demonstrates the need to reconsider, modernise, re-provide or relocate services.

Workforce

Creating a fully integrated offer requires new skills and a vibrant culture and whilst employees possess many unique skills and the expertise in areas such as ICT, research, information and support for informal learning and creativity we need to further develop the culture within the organisation to enable us to be sustainable going forward – with that comes a challenge as we respond to individual and community needs.

The offer

With a decline in active borrowers, mobile library user figures reducing (the cost of providing the service is high in comparison with static provision and, with declining use, that cost is rising) and public expectations rising then our offer needs to change.

This strategy sets out how we intend to address these challenges over the next four years.

What we will do

We commit to deliver this strategy through six priorities

Priority 1 : Inspire a community of reading, learning & skill development :

❖ To read and enjoy reading
❖ To support people to develop skills that will help them get a job

Priority 2 : Include local people in making decisions about their Library Service

❖ Support and encourage people to get involved in the delivery of their Library Services
❖ Ensure people have the opportunity to tell us what they think
❖ Work with Ward Alliances / Area Boards to develop plans for the libraries within their areas sharing intelligence to help us make good decisions.

Priority 3 : Be Modern and Responsive - people view the library service as vibrant and exciting and relevant to their lives.

❖ Ensure the service is run efficiently and provides value for money
❖ Share buildings
❖ Enable other services to be provided whether directly by the service or by others
❖ Look for opportunities to develop buildings relative to development opportunities for example supermarkets etc.
❖ Create and implement marketing strategy /plan
❖ Implement Library Tiered Model

Priority 4 : Improving access through innovation and technology - developing services that increase accessibility and establish opportunities for new ways of working.

❖ Maximise use of new technology such as self service and e-books
❖ Enhance the web / on-line offer
❖ Implement automated telephone renewals, SMS messaging and voicemail notifications.

Priority 5 : Partnerships at the core of service delivery - Creating innovation and capacity through partnership working.

❖ Create 6 new partnerships

Priority 6 : Making every penny count - Well managed , efficient service and flexible service

❖ Create a new integrated service with Barnsley Connects and deliver savings target 2013/14
❖ Establish user trust to support service
❖ Consider alternative organisational vehicles for delivery

How we arrived at these priorities

Through our service review which took place between January 2012 and August 2012. We considered the following components :

❖ Detailed analysis of the serviced performance
❖ Information gathering and needs assessment
❖ Review of systems, processes and staffing to identify how efficiencies can be delivered

The aim of the review was to ensure :

❖ We deliver our statutory duties whilst providing a high quality service, in the most cost effective manner, in order to meet local needs

❖ We make the best use of our assets and increase their impact for the benefit of local communities experiencing challenging times

❖ That the service is flexible, adaptable and fit for the future

❖ That the service is accessible to all.

How does our strategy compare to what is happening nationally ?

The Chartered Institute of Library and Information Professionals (CILIP) summarised the statutory obligations of local authorities in their publication <u>What Makes A Good Library Service</u> (2009) as follows:

"In order to meet these, and other, key legal requirements, a local library service must:
- Serve both adults and children
- Be available to everyone and meet any special needs required by members of the local community
- Encourage participation and full use of the service
- Provide materials in sufficient number, range and quality to meet general and specific requirements of those in the community
- Provide value for money, working in partnership with other Authorities and agencies"

In 2010 they also published guidance that said a good public library service would deliver :

❖ A positive future for children & young people
❖ A fulfilling life for older people
❖ Strong, safe and sustainable communities
❖ Promotion of local identity and community pride
❖ Learning, skills and workforce development
❖ Health improvements & wellbeing
❖ Equality, community cohesion and social justice
❖ Economic regeneration

In October 2011, Arts Council England (ACE) took over responsibility for libraries and museums. They updated their strategic framework to include their new responsibilities and published ' Culture, knowledge and understanding : great museums and libraries for everyone (2011).

This set out five 10 year goals :

- Excellence is thriving and celebrated in museums and libraries
- More people experience and are inspired by museums and libraries
- Museums and Libraries are sustainable, resilient and innovative
- The leadership and workforce in museums and libraries are diverse and highly skilled
- Every child and young person has the opportunity to experience the richness of museums and libraries

ACE recently conducted a programme of research and debate, <u>Envisioning the library of the future</u> to enable them to develop a long-term vision for public libraries in England. The report published in May 2013 identified four priorities for a 21st century public library service which are reflected in our Future Library Strategy:

- Place the library as the hub of a community
- Make the most of digital technology and creative media
- Ensure that libraries are resilient and sustainable
- Deliver the right skills for those who work in libraries

How we will deliver the priorities?

The remainder of this strategy outlines the key actions we will take to help us meet the challenges ahead

Priority 1 :Inspire a community of reading, learning & skill development :				
Actions	**Outcomes**		**How will it be measured**	**Who will we work with**
To read and enjoy reading				
Update the Reading strategy to reflect priority work with hard to reach groups, adult learners and people from most deprived wards	Contribute to educational attainment and literacy levels through case studies	S	Mosaic profile	Schools / CYPF
Maintain our performance in Summer Reading Challenge for children	Children maintain reading / literacy levels across summer periods	S	Numbers of children taking up / completing challenge	Schools / CYPF
Encourage more book borrowing by improving stock and promotion / support staff with marketing training			Increased issues	Service development Managers Locality Teams
Establish 6 new partnerships to support language and literacy development for all ages	6 new partnership agreements	M	Increase in number of sessions provided by partners	Schools Independent sector
To support people to develop skills that will help them get a job				
To develop work-based opportunity experience for customer services and pilot	People have experience to add to education CV	S	Number of people in work based experience activity in the service	Human Resources and JCP

Priority 2 : Involve local people in making decisions about their library				
Actions	**Outcomes**		**How will it be measured**	**Who will we work with**
Support and encourage people to get involved in the delivery of their Library Services				
Develop a volunteering plan and increase the use of volunteers to extend the reach of the service through a range of activities	Increased number of volunteers	S	Increase in number of volunteer hours	IV group VAB
Ensure people have the opportunity to tell us what they think				
Engage with the whole community to seek views on	Library offer is		Increase in library visitors numbers	Engagement Lead

the development of services through a Library Engagement Plan	shaped by local needs and communities.	S	and issues. Maintain customer satisfaction.	
Establish library user groups and further develop into 'trust' model			Trust established Income generating	Current Friends groups VAB
Work with Ward Alliances / Area Boards to develop plans for the libraries within their areas sharing intelligence to help us make good decisions				
Using Library profiles develop individual roadmaps to inform the direction for each Library within the borough	Services delivered and improvement priorities for each library fit the needs of local communities	S	Library Visits / issues / range of activities	Library Team Community Intelligence Team Area Boards / Ward Alliances

Priority 3 : Be Modern and Responsive				
Actions	**Outcomes**		**How will it be measured**	**Who will we work with**
Ensure the service is run efficiently and provides value for money				
Develop and implement workforce development plan	Workforce that are delivering the best service they can and are supported	S	PDR's Customer feedback surveys Compliments and complaints	Workforce development team
Utilise Smart SM to cleanse current stock and seek to create refreshed offer	Stock reduced and relevant		Customer satisfaction	ICT Library Service
Share buildings				
Co-locate Barnsley Connects into the Library service	Efficient use of BMBC resources.	S	Completed co-locations Customer satisfaction Increased take up of services	IT Property Team
Review Central Library /Civic to ensure optimised design of central offer	Efficient use of BMBC resources.	S	Asset plan	J Sykes
Work with other agencies and BMBC directorates to explore opportunities for further sharing of premises	Efficient use of BMBC resources.		Efficiency savings on building overheads	J Sykes
Enable other services to be provided whether directly by the service or by others				
Complete options appraisal on alternative organisational forms	We understand the preferred model that best enables the future	S	Project plan	Legal Finance Library Service

	vision to be achieved			
Review layout of buildings – explore options to zone activities more effectively to meet the needs of different user groups	Buildings meet the diverse needs of the community	S	Increase in Library Visits Customer satisfaction	Property Team Local Community
Review of Registrars Service	Efficient use of resources	S	A&C SDP	Registrars Service Borough Secretary

Look for opportunities to develop buildings relative to development opportunities for example supermarkets etc.

Look for opportunities to create modern libraries when developments are being planned	Plan and develop for those services where poor buildings	M	Opening of alternative libraries where possible	DEC
Define capital investment to revitalise and modernise buildings	Attractive and modern buildings	S	Increased usage. Customer Surveys	J Sykes

Create and implement marketing strategy /plan

Develop core offer and service wide standards	Increase in take-up of the services	S	Increased usage. Maintain customer satisfaction	Comms team Library Team
Develop marketing and communications strategy to include e-mail communications / user profile/ social media	Increase in take-up of library services. Staff ownership of performance targets	S	Increase in visitor numbers, issues and peop;les network uptake. Reduced postage costs	Comms team DEC / BDA Library Service
Set local performance targets in consultation with those who deliver them	Staff ownership of performance Performance overall increases	S	Increase in usage	Head of Libraries & information service Performance Team

Implement Library Tiered Model

Implement criteria for Mobile Library Service	Consistency across the borough Service costs less	S	No of halts Customer satisfaction Compliments / complaints	Library & information Team Engagement Team EIA lead
Further review of the mobile and home delivery service relevant to implementing volunteering.	Deliver service at lower costs	S/M	Reduced service delivery costs	VAB Area Councils
Implement revised opening hours as per findings of review. Further review during 2013	Library Hours reflect community need	S	Customer satisfaction maintained	Library & information Team

Priority 4 : Improving access through innovation and technology

Actions	Outcomes		How will it be measured	Who will we work with
Maximise use of new technology such as self service and e-books				
Develop business case for roll out of RFID devices	Further revenue savings Improvement in customer experience	S	Efficiency savings achieved Maintain customer satisfaction	IM Team
Develop case for e-book lending	Improved customer satisfaction / experience	S	Number of issues	IM Team
Replace Peoples network PC's	Improved access to PC's	S	Customer satisfaction Survey	IM Team
Further develop wi-fi	Improved ICT access for BMBC residents	S	Increased uptake of People network PC's	IM Team
Enhance the web / on-line offer				
Improve virtual library service	More interactive functions	M	Increase use of the virtual library	IM Team

Priority 5 : Partnerships at the core of service delivery

Actions	Outcomes		How will it be measured	Who will we work with
Create new partnerships				
Develop 6 new partnerships	Increased offer for local communities	M	No of new 'offers' delivered through the service	Private and voluntary / community sector Public Sector

Priority 6 : Making every penny count

Actions	Outcomes		How will it be measured	Who will we work with
Create a new integrated service with Barnsley Connects and deliver savings target 2013/14				
Implement new organisational structure	Fit for purpose structure	S	Staff satisfaction Delivery of KLOE 13/14	Workforce HR Unions
Undertake 4 month review to identify additional efficiencies to inform 2014/14 budget setting process	Efficient use of resources	S	Review report	Library & Information service / CYPF / P&P
Set internal investment target (income generate)	Increased income from alternative sources	M	Finance reports	Marketing officer / BDA

The foundations of our new service offer

Our strategy sets out a fundamental challenge to the traditional picture of a library service with popular but difficult to maintain buildings that customers have to visit to receive a service, of staff working behind counters to record book issues and of silent, personal study.

It foresees a service delivered in places that people go to rather than requiring them to come to the local library. It proposes a new dimension to the direct service delivered online with improved use of technology. Importantly, this strategy sees greater collaboration between partners, library staff as enablers, supporting personal growth whether through helping with CV's and job applications. through to conversation café's but freed up from the 'checkout' to offer a broad range of support. Opening hours will be relevant to local demand and that will mean a few changes.

We know from the pilot at Central Library that access to wi-fi has been really helpful for local students, job seekers and other who sometimes need that quiet space away from the turbulence of everyday life to focus their thoughts and plans – we plan to roll this out during 2013.

People have said that we could do better with internet PCs – we call it the 'People's Network' – we plan to upgrade the computers and people are already giving us some ideas of what they would like to see . We know that access to the internet is of increasing importance in modern day life but is still remains out of personal reach for a lot of people - your library can give you access to this but we need to make sure we have the right equipment in the right places across the borough.

We have been bringing Barnsley Connects and Libraries together under one roof – we will work even harder to co-locate services and enable access to a range of services and information.

Its not just about what we can do – its what we can all do.

To that end we will introduce more self serve terminals for you to take control of your needs helping us to use the time we have to meet broader demands.

We will be offering to you more volunteering opportunities and enable people to have work based opportunities across a range of activities helping people on the path to employment, raising confidence and self esteem through supporting local people.

Your voice and contribution to what we do needs to be stronger – if we are to deliver the change we want to see then let's all get involved contributing ideas through social media or a range of other platforms to get the most out of our libraries. It's not about what we think is 'good for you' – if you want to see something delivered in your local library and you think others might too – tell us.

So , physically how might this look – our Library network

Community Library & Information Service Points

These libraries will be the larger libraries across the borough. You will find :

- a wide ranging, quality and comprehensive book stock
- high quality children's and young people's activities, programmes and spaces
- a wide range of events and activities, reading groups, author events, learning sessions
- community meeting rooms and spaces to study and relax
- customer services
- access to IT
- audio visual collection

More likely to be located with other services and more likely to host additional services which will be available from One Barnsley partners for example benefits advice sessions, to additional Information Communication Technology (ICT) Learning sessions, health & wellbeing sessions, job clubs.

These will be located in the followings areas :

Central
Cudworth
Goldthorpe
Hoyland
Mapplewell
Penistone
Roundhouse
Royston
Wombwell

Neighbourhood Libraries

Within your neighbourhood library you will find :

- smaller book stock
- a programme of children's and young people's activities and events
- programme of events and activities
- access to IT

More likely to be delivered by partner organisations or developed into different bodies with local people.

Darfield
Dodworth
Grimethorpe
Monk Bretton (to be managed by Priory Campus during 2013)
Priory (already managed by Priory Campus)
Thurnscoe
Worsbrough

Library Links

This is simply all of our outreach work and our '24/7' service.

This brings together a range of existing and new initiatives to provide a personalised service for all library users. We will develop a comprehensive online branch, including e-books and online reservations and renewals, available 24/7.

The existing home and mobile service will be targeted for people most in need and we will continue to provide the Home Library Service looking for opportunities for more effective partnerships in this area. Library book collections for under 5's will continue to be available in Bank End Children's Centre and Bolton-On-Dearne Children's Centre and we will look to further test 'reserve and collect' and 'reserve and delivery' services for popularity and viability.

Our Library Network

BARNSLEY LIBRARY AND INFORMATION SERVICE NETWORK

PROPOSED OPENING HOURS

Community Library & Information Service Points

* Note these services also provide work programme activities and opening times are influenced by contractual requirements

Central	Current hours		Proposed hours	
Monday	9.30 – 7	9.5	9.30 – 7	9.5
Tuesday	9.30 – 5.30	8	9.30 – 5.30	8
Wednesday	9.30 – 7	9.5	9.30 – 7	9.5
Thursday	9.30 – 5.30	8	9.30 – 5.30	8
Friday	9.30 – 5.30	8	9.30 – 5.30	8
Saturday	9.30 – 4.00	6.5	9.30 – 4.00	6.5
Total		49.5	49.5	No Change

*Cudworth	Current hours		Proposed hours	
Monday	9 – 7	10	9 – 7	10
Tuesday	9 – 7	10	9 – 5	8
Wednesday	9 – 5	8	9 – 5	8
Thursday	9 – 5	8	9 – 5	8
Friday	9 – 5	8	9 – 5	8
Saturday	9.30 – 12.30	3	9.30 – 12	2.5
Total		47	44.5	-2.5

Goldthorpe	Current hours		Proposed hours	
Monday	9.30 – 7	9.5	9.30 – 5	7.5
Tuesday	9.30 – 5	7.5	9.30 – 5	7.5
Wednesday	9.30 – 12.30	3	9.30 – 5	7.5
Thursday	9.30 – 7	9.5	9.30 – 7	9.5
Friday	9.30 – 5	7.5	9.30 – 5	7.5
Saturday	9.30 – 12.30	3	9.30 – 12.30	3
Total		40	42.5	+2.5

Hoyland	Current hours		Proposed hours	
Monday	9 – 7	10	9 – 7	10
Tuesday	9 – 5	8	9 – 5	8
Wednesday	9 – 5	8	9 – 5	8
Thursday	9 – 7	10	9 – 5	8
Friday	9 – 5	8	9 – 5	8
Saturday	9.30 – 12.30	3	9.30 – 12.30	3
Total		47	45	-2

Mapplewell & Staincross	Current hours		Proposed hours	
Monday	9 – 7	10	9 – 5	8
Tuesday	9 – 7	10	9 – 7	10
Wednesday	9 – 5	8	9 – 5	8
Thursday	9 – 5	8	9 – 5	8
Friday	9 – 5	8	9 – 5	8
Saturday	9.30 – 12.30	3	9.30 – 12.30	3
Total		47	45	-2

*Penistone	Current hours		Proposed hours	
Monday	10 – 12 1.30 - 7	7.5	9.00 – 6	9
Tuesday	10 - 5	7	9.00 – 5	8
Wednesday	Closed		9.00 - 12	3
Thursday	10 - 7	9	9.00 – 7	10
Friday	10 - 7	9	9.00 – 5	8
Saturday	9.30 – 12.30	3	9.30 – 12.00	2.5
Total		35.5	40.5	+5

*Roundhouse	Current hours		Proposed hours	
Monday	9 – 7	10	9.00 – 5	8
Tuesday	9 – 6	9	9.00– 7	10
Wednesday	9 – 6	9	9.00 – 5	8
Thursday	9 – 6	9	9.00 – 5	8
Friday	9 – 4.30	7.5	9.00 – 5	8
Saturday	9– 12.30	3.5	closed	
Total		48	42	-6

*Royston	Current hours		Proposed hours	
Monday	9 – 7	10	9 – 5	8
Tuesday	9 – 5	8	9 – 5	8
Wednesday	9 – 5	8	9 – 5	8
Thursday	9 – 7	10	9 – 7	10
Friday	9 – 5	8	9 – 5	8
Saturday	9.30 – 12.30	3	9.30 – 12	2.5
Total		47	44.5	-2.5

Wombwell	Current hours		Proposed hours	
Monday	9.30 – 7	9.5	9.30 – 5	7.5
Tuesday	9.30 – 5	7.5	9.30 – 5	7.5
Wednesday	9.30 – 5	7.5	9.30 – 5	7.5
Thursday	9.30 – 7	9.5	9.30 – 7	9.5
Friday	9.30 – 5	7.5	9.30 – 5	7.5
Saturday	9.30 – 12.30	3	9.30 – 12.30	3
Total		44.5	42.5	-2

Neighbourhood Libraries

Darfield	Current hours		Proposed hours	
Monday	9.30 – 1 2 - 7	8.5	9.30 – 1 2 – 5	6.5
Tuesday	9.30 – 1 2 – 5.30	7	9.30 – 1 2 – 5	6.5
Wednesday	Closed		Closed	
Thursday	9.30 – 1 2 – 6	7.5	9.30 – 1 2 - 7	8.5
Friday	9.30 – 1 2 – 5.30	7	9.30 – 1 2 – 5	6.5
Saturday	9.30 – 12.30	3	9.30 – 12.30	3
Total		33	31	-2

Dodworth	Current hours		Proposed hours	
Monday	9.30 – 1 2 - 6	7.5	9.30 – 1 2 – 5	6.5
Tuesday	9.30 – 1 2 – 5	6.5	9.30 – 1 2 – 5	6.5
Wednesday	Closed		Closed	
Thursday	9.30 – 1 2 – 6	7.5	9.30 – 1 2 - 7	8.5
Friday	9.30 – 1 2 – 5	6.5	9.30 – 1 2 – 5	6.5
Saturday	9.30 – 12.30	3	9.30 – 12.30	3
Total		31	31	No Change

*Grimethorpe	Current hours		Proposed hours	
Monday	9 – 5	8	9 – 5	8
Tuesday	9 – 5	8	9 – 5	8
Wednesday	9 – 5	8	9 – 7	10
Thursday	9 – 5	8	9 – 5	8
Friday	9 – 4.30	7.5	9 – 4.30	7.5
Saturday	Closed		Closed	
Total		39.5	41.5	+2

Monk Bretton	Current hours		Proposed hours	
Monday	9.30 – 1 2 - 7	8.5	9.30 – 1 2 - 4	5.5
Tuesday	Closed		Closed	
Wednesday	9.30 – 1 2 – 5	6.5	9.30 – 1 2 - 6	7.5
Thursday	9.30 – 1 2 – 5	6.5	9.30 – 1	3.5
Friday	9.30 – 1 2 – 5	6.5	9.30 – 1 2 - 4	5.5
Saturday	9.30 – 12.30	3	9.30 – 12.30	3
Total		31	25	-6

Priory	Current hours		Proposed hours during consultation	
Monday	10 - 4	6	10 - 4	6
Tuesday	10 - 4	6	10 - 4	6
Wednesday	10 - 4	6	10 - 4	6
Thursday	10 - 4	6	10 - 4	6
Friday	10 - 4	6	10 - 4	6
Saturday	Closed		Closed	
Total		30	30	No Change

Thurnscoe	Current hours		Proposed hours	
Monday	9.30 – 1 2 – 5.30	7	10 – 1 2 - 5	6
Tuesday	9.30 – 1 2 – 5.30	7	10 – 1 2 - 5	6
Wednesday	9.30 – 1	3.5	10 – 1	3
Thursday	9.30 – 1 2 – 5.30	7	10 – 1 2 – 5	6
Friday	9.30 – 1 2 – 4	5.5	10 – 1	3
Saturday	9.30 – 12.00	2.5	10 - 12.30	2.5
Total		32.5	26.5	-6

Worsbrough	Current hours		Proposed hours	
Monday	9.30 – 1 2 – 5.30	7	9.30 – 1 2 – 5.30	7
Tuesday	9.30 – 1 2 – 5.30	7	9.30 – 1 2 – 5.30	7
Wednesday	Closed			
Thursday	9.30 – 1 2 – 5.30	7	9.30 – 1 2 - 5.30	7
Friday	9.30 – 1 2 – 5.30	7	9.30 – 1 2 – 5.30	7
Saturday	9.30 – 12.30	3	9.30 – 12.30	3
Total		31	31	No change

Library Link

Kendray	Current hours		Proposed hours	
Monday	Closed		Available during Resource Centre hours	
Tuesday	1 - 5	4		
Wednesday	3 - 5	2		
Thursday	3 - 5	2		
Friday	10 - 12	2		
Saturday	Closed			
Total		10		

Summary

Current opening hours = 633.5 (excluding Kendray)

Proposed opening hours = 612

Reduction of approximately 3.4%

Equality Impact Assessment

BARNSLEY
Metropolitan Borough Council

Note - updates to the EIA recorded in blue text

The service

Name of service responsible for activity	Directorate	Lead Officer
Barnsley Library Service	Adults and Communities	Martin Farran/Wendy Lowder

The Activity

Name of activity	Type of activity	Period of activity	Date of next EIA
Future Library Strategy	Review of service area	April 11-March 13
April 2013 - July 2013 Public Consultation	N/A

Purpose/objectives of activity:	How is the activity evaluated against these objectives or purpose?
To review current library provision against the criteria of fit-for-purpose, cost effectiveness, modernity and accessibility.	The renewed service will need to provide an efficient, comprehensive and accessible library service equipped to meet 21st-century needs. It will also need to meet the savings targets identified in KLOE AC/A2S/14.

Process Checklist	How will the EIA be carried out?	How will this be done / was this done?	When completed
Stage 0 - Planning and accountability			
✓	EIA identified in service plan / work plan	Basic EIA, written on completion of project PID This EIA, identified in managers task list	October 11 April 12
Stage 1 - Process and Prioritising		**How will this be done / was this done?**	**When completed**

		This was completed at the outset of the project, with stakeholder relations and joint working at the centre of the project objectives. Consultation is ongoing with:
		Internal stakeholders
		  ▪ Library staff
		  ▪ Barnsley connects staff
		  ▪ CYPF staff
		  ▪ CLLIC staff
		  ▪ CLIC staff
		  ▪ Public Health staff
		External stakeholders
		  ▪ Barnsley Primary and Secondary Schools
		  ▪ Priory Campus
		  ▪ VAB
		  ▪ PCT/other health bodies
		  ▪ ACE
		  ▪ JCP
		  ▪ Cultural consortium
		  ▪ Rural Action Yorkshire
		Customer stakeholders
		  ▪ Library users
		  ▪ Connects users
		  ▪ CLLIC users
		  ▪ CLIC users
		  ▪ Community groups	

✓	Identify stakeholders / partners		October 11

√	Identify and gather evidence / data	This will be done through 5 pathways: ■ A needs assessment, based on Library Management System (LMS) data ■ A borough profile, based on BMBC data ■ A community engagement process ■ A community consultation process ■ A staff consultation process	Jan-May 12 Jan-May 12 March-June 12 Sep – Nov 12 Apr 12
√	Agree process for completing EIA	This will be done in 5 stages: 1. Initial EIA completed 2. Meeting – Peter Roderick/Kathryn Green 3. Meeting – Peter Roderick/Jules Horsler 4. Peter Roderick to prepare peer review 5. Peter Roderick to prepare draft 6. Peter Roderick to distribute to Project Managers and review 7. EIA goes through Project Board	30th Jan 12 11th Apr 12 23rd Apr 12 24th Apr 12 24th Apr 12 25th Apr 12 9th May 12
√	Assess extent to which review meets Public Sector Equality Duty	The EIA has been discussed with the Council's Equality and Diversity Manager and will be assessed against this duty below.	23rd Apr 12
√	Prioritise EIA - review process.	Project Managers to write EIA into project plan, assessing any changes in circumstance at the end of the following project stage boundaries: 1. Completion of community engagement 2. Completion of needs assessment 3. Completion of Stage 1 Cabinet report 4. Completion of community consultation 5. Completion of Stage 2 Cabinet report	At project stage boundaries
Stage 2 - Assessment		**How will this be done / was this done?**	**When completed**
√	Look at evidence / data	Using the needs assessment, based on LMS data	Jan-May 12
√	Consult with stakeholders	Using the community engagement, community consultation and staff consultation processes.	Jan 12- Feb 13

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√	Consult with equality target groups	Using the community engagement process	March-June 12
√	Assess impact	Assessment to take place at the end of the following project stage boundaries: 1. Completion of community engagement 2. Completion of needs assessment 3. Completion of Stage 1 Cabinet report 4. Completion of community consultation 5. Completion of Stage 2 Cabinet report	June 12 May 12 August 12 Nov 12 March 13
Stage 3 - Action Planning		**How will this be done / was this done?**	**When completed**
√	Identify and plan improvements to policy or service	By Peter Roderick and approved by the project board	Ongoing
√	Plan collection of better evidence / data	Integrated into review process at every stage boundary	Ongoing
√	Identify review date for EIA	Review process detailed above; final version of EIA to be included with Stage 2 Cabinet report and then integrated into the library service EIA	Ongoing
√	Summarise key outcomes	See below	Apr 12 and ongoing
√	Publish key outcomes - to stakeholders and on internet	The current version of the EIA will be published with the public Stage 1 Cabinet report. The final version of the EIA will be published with the public Stage 2 Cabinet report and, if passed, on the BMBC website.	Aug 12, Mar 13
√	Feed key outcomes into service delivery planning/workplanning	The final version of the EIA will be integrated into the library service EIA	Apr 13

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Stage 1 : Process and Prioritising

The Stakeholders	Who needs to be involved in assessing the impact?		
Internal stakeholders (staff, services, project groups)	Customers or service users	Wider public or community groups	Partners and providers (public, voluntary, others)
These stakeholders are represented on the Library Project Board and (through staff intelligence) are feeding into the strategy: ▪ Library staff ▪ Barnsley connects staff ▪ CYPF staff ▪ CLLIC staff ▪ CLIC staff ▪ Public Health staff The Community Buildings Review is an internal stakeholder, and there are major linkages between the outcomes of both projects.	These stakeholders are represented through the various stages of the review detailed above: ▪ Library users ▪ Non-library users ▪ Connects users ▪ CLLIC users ▪ CLIC users ▪ Community groups	These stakeholders are represented through consultation: ▪ Priory Campus ▪ VAB ▪ ACE ▪ JCP ▪ Cultural consortium ▪ Rural Action Yorkshire	These stakeholders are represented through consultation: ▪ Post office ▪ PCT/other health bodies ▪ Barnsley Primary and Secondary Schools

EIA History	Previous EIA's associated with the service area.	
Has there been a previous EIA relating to the service area?	If yes - what were the main findings / outcomes of the EIA?	
Yes – 30th January 12	1. Monk Bretton Library is not DDA compliant 2. There is a need to improve analysis of equalities data within the service 3. There is a lack of provision for library information and services in alternative formats/languages. This has subsequently been mitigated in part with the introduction of the 'Big Word' initiative.	

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Evidence and Data	What evidence and data do you have that could help you in your assessment?		
Service/performance data (service take-up, customer feedback, surveys, etc)	Research (demographics, assessments of needs, research reports etc)	Engagement (customer / service users, staff, partners, stakeholders)	Other (benchmarking with other LA's, staff knowledge/experience)
The needs assessment using LMS data.	The borough profile data supplied by BMBC central research team.	▪ The community engagement process (March-June 12) ▪ The community consultation process (Sep- Nov 12)	▪ Benchmarking against the CIPFA 'Public Library Actuals' ▪ Staff intelligence, fed in through project board.

Equality Act 2010	Assess the extent to which you consider the service area / contract meets the three aims of the public sector equality duty.		
Will the strategy unlawfully discriminate, harass or victimise on grounds of the protected characteristics?	Will the strategy advance equality of opportunity?		Will the strategy help to foster good relations?
☐ No v More investigation needed ☐ Specific concern identified	☐ Not relevant v To be determined ☐ Yes – fully		☐ Not relevant v Dependent on outcome ☐ Yes – fully
As the strategy is ongoing and proposals are still to be brought forward, more investigation is needed to answer this question.	As the strategy is ongoing and proposals are still to be brought forward, the extent to which the strategy will advance equality of opportunity is still to be determined		As the strategy is ongoing and proposals are still to be brought forward, the extent to which the strategy will advance equality of opportunity is dependent on outcome
The Equality and Diversity Manager has been consulted on this EIA, and has agreed that the potential equalities issues highlighted throughout can be considered in accordance with the EIA review process at each stage boundary of the project.			

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Prioritising	To determine the priority of the activity score it against the following five factors.			
Number of customers affected	Degree of impact on customers' health and well-being	Type of customers affected	Impact on wider community	Employees affected
Whilst the new library service may retain some of its current features, it is clear that the extent of the changes will affect every customer in some way, from the relocation of services and the alteration of conditions to the new technological and transactional changes resulting from the review.	Libraries function as a neutral community space, often the only location within a community which anyone can freely access. Because of this, libraries contribute to the social and mental health and well-being of a population, as well as contributing to learning. This strategy is therefore being designed to minimize the impact of any changes.	As detailed below, there are several types of customers more likely to be affected by these changes: • Older people • Disabled people • Economically deprived people • Children/younger people • People from BME groups	Since libraries function as a neutral community space, they are a venue for community groups to hold meetings, and a place where people from different backgrounds and communities come together and interact. This strategy is therefore being designed to minimise the impact of any changes on the wider community.	Since the opening hours, method of service, co-productive elements and physical location of every library is under consideration, all library employees' duties are 'in scope' of this review. A true picture of the change is however not currently known.
v High	☐ High	v High	☐ High	v High
☐ Medium	v Medium	☐ Medium	v Medium	☐ Medium
☐ Low	☐ Low	☐ Low	☐ Low	☐ Low
☐ None	☐ None	☐ None	☐ None	☐ None

Overall Priority	v High	☐ Medium	☐ Low	☐ None

Stage 2: Assessment

Service Need and Take-up

Service Need

Do all equality groups have equal need for the library or are some groups more in need?	What information/evidence do you have about needs for the library that will inform the FLS proposal?	What action could you take to improve your knowledge about the needs of different sections of the community?
• Staff intelligence would suggest that **Older people** use the mobile library service and the home library service more than others to access facilities they would not be able to access otherwise, and the strategy would be looking to confirm this via the Community Engagement. The also use the community spaces within static libraries in order to socialize. • **Economically deprived people** may not have as much access to the internet at home as others, so a library's free internet is of value in accessing services. They may also have limited access to a car or to public transport, and a strategy needs to be developed which has due regard for this aspect. • Staff intelligence would suggest that **Disabled people** have a heightened use of the home library service in order to access facilities they would not be able to access otherwise, and may also use libraries to find out about BMBC and community services. The strategy would be looking to confirm this via the Community Engagement • **Children/younger people** use the library service for their learning and to supplement a school's resources. • **People from BME groups** may access the library service more in order to attend community groups and access services in languages other than English. Recent migrants in temporary accommodation without internet	• Needs assessment using LMS data will give an indication of the demographic breakdown of library users. • This will be compared and correlated with IMD, ACORN profiles and other demographic data sources. • The community engagement and community consultation phases will give an indication of the demographic breakdown of library users, and will capture	• Conduct the Community Engagement, Consultation and Needs Assessment, and feed into the reviewing process for the EIA • Identify learning points from a peer review of other library strategies.

access may use the free internet more than other groups in order to find out about life in Britain and to find out about the residency/asylum process.

their specific views and needs.
- Public consultation included focus group activity with Equalities Groups and a separate survey for children. Over 45's were the largest group of respondents to the survey with 37% retired from work.

Service Take-Up

Do all equality groups who use the service do so in fair proportion to their need?	What information do you have service take-up?	What action could you take to improve your knowledge about the take-up of the service by different groups?
The answer is not known until the outcome of the Needs Assessment, but within the context of a general awareness of issues relating to the DDA compliance at Monk Bretton Library.	The LMS system will give basic demographic information alongside each book issue, and will capture opinions on any equalities barriers that hinder take-up. A full year's data from the LMS is now available and daily and hourly issue figures have been used to re-assess the proposed opening hours at each library alongside comments from the public consultation.	• Continue to tailor the Community Engagement in order to discover why people use/don't use the library service, and link to demographics. • Detailed analysis of existing data within the Needs Assessment. • Individual Library Profiles to be updated on an annual basis.

Please indicate if any people with the following protected characteristics may not be using the service in the numbers you would expect if all groups were being served equally?

Age	Sex	Disability	Gender re-	Pregnancy / Maternity	Race	Religion	Sexual	Other

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			assignment			/belief	Orientation
☐	☐	☐	☐	✓	☐	☐	×

What action could you take to improve the equal take-up of the service?

More information needed from the Community Engagement and the Needs Assessment

Increased engagement activity with community groups, marketing, and new partnership working and volunteering opportunities to be developed as part of the FLS action plan.

Service Effect and Quality

How do you measure the quality / effect of the service?

For example:	Waiting times Application success rates	Quantity of service provided
	Complaints and compliments Those who benefit directly / indirectly	

- Take-up of the service – number of active borrowers, number of visits
- Complaints and compliments
- Frequency of services e.g. mobile library stops, home library deliveries
- Room bookings – community groups

Service Effect or Quality

	What information do you have surrounding this issue?	What action could you take to improve your knowledge about the needs of different sections of the community?
Are all equality groups likely to experience an equal change in quality after the strategy is implemented?	This will come from the needs assessment and the community engagement Separate public	Scrutinise the qualitative data returned from the community engagement
Within the context of a set of developing proposals and the lack of information from the engagement and assessment process, staff intelligence suggests that the following should prompt awareness in affecting particular groups adversely:		Further engagement activity relating to

- Stock reductions may affect children/young people studying
- Less space within buildings may affect the community groups
- Frequency of service e.g. mobile library stops, home library may change, adversely affecting older/disabled people.

consultation undertaken on changes to Mobile Library Service and eligibility criteria for Mobile Stops in March 2013.

Public consultation on FLS April - July 2013 including views on vision, model of delivery, action plan and opening hours.

service redesign included in action plan.

Also to establish further user groups.

Please indicate if any people with the following protected characteristics may not be receiving an equal effect or quality?

Age	Sex	Disability	Gender re-assignment	Pregnancy / Maternity	Race	Religion / belief	Sexual Orientation	Other
x	☐	x	☐	☐	☐	☐	☐	Community groups

What action could you take to improve the equal quality /effect of the service?

Scrutinise the qualitative data returned from the community engagement and the quantitative data from the LMS and work the findings into the project proposals.

Proposals for Mobile Library Service were amended following public consultation. Revisions to proposed opening hours also made following public consultation and a review of LMS data for full year (2012/13).

Customer Satisfaction

How do you monitor or measure customer satisfaction?

- PLUS yearly surveys, divided into adult, Children and ePLUS categories by year
- Number of issues
- Number of visits
- Computer usage statistics
- Complaints and compliments

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- Staff intelligence
- Active borrower numbers

Customer satisfaction

Are customers from all equality groups equally satisfied?	What information do you have about the satisfaction of customers from different groups?	What action could you take to improve your knowledge about satisfaction of customers from different groups?
We do not currently know this at present, and the community engagement will deliver this intelligence Equalities Focus groups held as part of public consultation were in agreement with content of FLS.	We do not currently know this at present, and the community engagement will deliver this intelligence 97% of Adult PLUS respondents are satisfied with the Library Service (2012) but the results cannot be broken down by different groups. The number of respondents by gender, age, disability, employment and ethnicity is available. The Equalities Focus groups were undertaken at community engagement and public consultation stages to address this issue.	The community engagement process Future engagement and customer satisfaction evaluation is planned as part of the FLS action plan.

Please indicate if any customers with the following protected characteristics may not be equally satisfied?

Age	Sex	Disability	Gender re-assignment	Pregnancy / Maternity	Race	Religion / belief	Sexual Orientation	Other
☐	☐	☐	☐	☐	☐	☐	☐	☐

What action could you take to improve the equality of customer satisfaction?

We do not currently know this at present, and the community engagement will deliver this intelligence

Equalities Focus groups agreed with the proposed FLS.

Customer Access

Are all potential customers equally aware that the current service exists and how to enquire about it further?

What information do you have about this?	Are some groups less likely to be aware?	How could service awareness be improved?	What could you do to improve your knowledge?
The non-user data from the community engagement will supply this data. Comments from Equalities Focus Group activity will be incorporated into Service plans.	• Non native-English speaking people may suffer from awareness issues due to language barriers • Disabled/older people may not have access to leaflets, fliers etc • Economically disadvantaged people may not have the internet access required to access certain services • Marketing identified as a key issue, along with information in languages other than English.	• Build into the strategy provision for translation of information • Distribute BMBC service leaflets at mobile stops and with home deliveries. • Bring strategic EIA into the ongoing service EIA • Equalities Groups also suggested volunteering opportunities within the Service for BME community.	Interrogate the community engagement and consultation returns. Include key actions in service planning.

Will the strategy affect customers' ability find out about the service and apply equally?

What information do you have about this?	Do some groups face barriers?	How could this be improved?	What could you do to improve your knowledge about this?
There is no indication that the strategy will affect specific groups applying equally for the service, as it is a free facility. However, the Equalities Officer has indicated that staff attitudes and training in equality is paramount.	• Any changes to the home library service may affect user's ability to reserve books Users may experience a lack of understanding amongst staff of their issues and circumstances without adequate future staff	Assess capacity within future services to implement training on equalities e.g. display 'Breastfeeding Welcome Here' signs, subscribe to the 'Rainbow Tick' policy etc.	Interrogate the community engagement and consultation returns to identify additional barriers as a result of anticipated changes. All comments to be considered by the Service and key actions included in service planning.

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training.

What aspects of the strategy would affect customers' ability to use the service equally and fairly?

What information do you have about this?	Will some groups face more barriers?	How could this be improved?	What could you do to improve your knowledge about this?
Strategy proposals – still to be brought forwards Full public consultation including Equalities Focus Groups on FLS proposals conducted April - July 2013.	Potentially: • Disabled people • Older people • Children/younger people • Economically disadvantaged people No proposals to close any libraries. Changes to proposed opening hours have been included based on comments received from public consultation and data on usage from LMS.	• Bring all library stock into DDA compliance • Implement the 'Rainbow Tick' policy in all libraries. • Design any new/rearranged services to take account of transport links	Interrogate the community engagement and consultation returns.

Is there potential that when the strategy proposals have been developed, certain customers with the following may not be able to access the service equally after implementation?

Age	Sex	Disability	Gender re-assignment	Pregnancy / Maternity	Race	Religion / belief	Sexual Orientation	Other
x	☐	x	☐	☐	x	☐	☐	Economically disadvantaged people

Stage 3 : Action Planning

Action	Lead	Completion date	Review date	Priority (H/M/L)
Monitor the stage boundaries of the project and trigger EIA review in accordance with EIA planning.	Peter Roderick	Ongoing	March 13	M
Assess the effectiveness of the Community Engagement in gathering the material this EIA requires, and write a compliance document that draws together all the data gathered in the review process and assessed gaps that need plugging to ensure compliance with equalities legislation.	Peter Roderick	May/June 12	N/A	H
Assess the effectiveness of the Needs assessment in gathering additional material this EIA requires.	Peter Roderick	May/June 12	N/A	H
Raise, by exception, any aspect of the review that merits inclusion within an EIA, and escalate to the project Board issues of concern highlighted by staff, customer or stakeholder communication.	All project staff	Ongoing	N/A	M
Analyse results of public consultation and review draft Future Library Strategy and proposed opening hours.	Kathryn Green	August 2013	N/A	H
Identify alternative provision for Monk Bretton Library in order to met DDA access.	Wendy Lowder	Ongoing	March 2014	H
Review all comments from public consultation and incorporate key actions into service planning	Kathryn Green	Ongoing	March 2014	M