



Haringey Council

Report for:	Communities Scrutiny Panel – 2 Dec 13	Item Number:	
Title:	Update on Libraries Review		
Report Authorised by:	Cllr Richard Watson, Cabinet Member for Communities		
Lead Officer:	Zoe Robertson, Special Projects Manager		
Ward(s) affected:	Report for Key/Non Key Decisions:		

1. Describe the issue under consideration

- 1.1 A report was taken to the Overview & Scrutiny Panel in March 2013 which detailed the findings of a review of library services. The review was designed to identify recommendations aimed at;
- Stimulating greater commercial revenue within our libraries.
 - Increasing the footfall in the libraries throughout the borough, reversing the trend locally and nationally.
 - Ensuring greater use of the space available by the community.
 - Exploiting the uniqueness of each library by providing a local offer relevant to the building and location.
- 1.2 In line with these recommendations, the council has an aspiration to develop libraries into 'community hubs' and providing a broader range of services from these facilities.
- 1.3 The Panel requested that a further report on the next phase of the development process for community hubs, including plans for consultation, be submitted to the next meeting of the Panel.



2. Introduction

- 2.1 Further to the previous review into Libraries which took place in February 2013, a subsequent review has been commissioned, to be delivered by consultants Activist. This review will take place between October 2013 and January 2014 and will build on the previous work which has already taken place.
- 2.2 This piece of work has been commissioned to help us define our aspirations for the borough's libraries, examine what the service will look like in future years, and to develop a vision for our libraries. It will also deliver an implementation plan to set out how we will achieve these plans, and details of the appropriate consultation that will be required as part of this process. The review will also consider and define our aspirations for community hubs and how this fits into our library service.
- 2.3 One of the first actions for the review is to speak to key stakeholders (including Friends groups) for the library service, as well as users, and importantly, non-users. The review recognises the importance of understanding the views of people who don't use the library service, if we are to design a service which is attractive to a broader range of people in the future. We also want to fully engage library staff in this review to ensure their views and ideas are heard and they are involved in the process of the review.
- 2.4 A series of workshops and meetings is underway for October/November 2013 to ensure all key stakeholders, including staff, users and non-users, are involved in the review and are given an opportunity to offer their views, priorities and ideas for the future library service.
- 2.5 This review is running alongside the Customer Service Transformation (CST) Programme which is examining customer contact in libraries between November 2013 and February 2014. We have aligned these two pieces of work to ensure actions and communications are lined up wherever possible, and to minimise disruption for the library service.

3. Recommendations

- 3.1 For the Panel to take part in stakeholder meetings and offer their views and priorities around the library service;
- 3.2 To receive a report on the Implementation Plan after completion in January 2014.

4. Alternative options considered

N/a



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5. Background information

- 5.1 The council has a clear commitment to its nine libraries, and this review will help to define the council's visions for these, and for community hubs, and will help to design what the service will look like for the future.
- 5.2 We know that the needs of our customers are changing as services become more digital and there is less reliance on printed information. This review will help to design a future library service that meets the diverse needs of our community and is attractive to a broader range of customers.

6. Use of Appendices

None