# Libraries Review
# - moving forward

Summary and next steps

Overview & Scrutiny Committee

March 2015

# Content…

- Triggers to the 2014 Library review
- Approach
- Key facts from the review
- Key findings
- The future
  - Roles
  - Integrating Service offer
  - Learning from others
- Cabinet decision making timelines
- Plan for wider engagement

# In the beginning…

- Long term trend of fewer people visiting libraries and borrowing stock
- Rapid increase in digital services, e-books, using libraries for IT access
- Aspiration for libraries to be 'community hubs'
- Ever increasing budget pressures for the council but commitment to keep all libraries open
- What should libraries look like in the future?

# Consultation

Contributors:

- Nearly a thousand users and non-users, through survey, focus groups and interviews

- Friends' groups, through workshops

- Library managers and staff, in 13 workshops

- Members of the Council

- Senior managers

- Partners organisations including HAVCO

# Co-creation through workshops

Together we explored the themes:

- Why do we need a review?

- What do we need to change about our service?

- How can libraries make a difference to lives?

- What outcomes should libraries be aiming for in future?

- What libraries might be in future and what we can learn from others?

# What our users think

Most important aspects of the service are:

- 91% said range of books
- 87% liked friendly and helpful staff
- 79% liked the proximity to home
- 69% liked attractive and well maintained buildings

# Why non-users don't use libraries

Three main reasons

- I buy books so don't borrow

- I use the internet at home

- I am too busy

- Only 14% felt restricted by our opening hours

# What do non-users want?

- 46% interested in art, music and culture
- 43% in adult education
- 42% would like cafe facilities
- 40% wanted a better selection of books

# Key findings

- Library buildings – improve, update, rebrand
- ICT infrastructure – better managed and part of corporate IT
- Stock – under-invested, out of date, poorly presented
- Opening hours - review, explore options for sharing space with other services to optimise
- Staffing – restructure completely
- Branding – develop the vision for the service within the Council and use as basis to transform

# First steps

- Taken recommendations from the review and translated into this year's Business Plan
- Already in progress:
  - Improvements to stock including promotion, weeding and investment
  - Refurbishment of Wood Green & Muswell Hill
  - First staff away day in a generation to continue engaging with our staff
  - Programme of furniture replacement complete
  - Restructure planned & ready to commence in March

# Libraries of the Future

- All our libraries offer a rich variety of books and other materials and encourage people of all ages to share the joys of great writing and of our other resources.

- Our new, **tenth 'Library Online'** provides a lively new resource for the borough.

- All our larger libraries offer the following services:

  - Our **learning centres** provide a wealth of learning opportunities for all ages.

  - Our **arts centres** showcase great culture and art and encourage people to express their own creativity.

  - Our **business centres** offer small business space and networking and information on business and employment opportunities.

# Libraries of the Future

- Our **advice centres** provide information on people's rights and how to look after their health.

- Our **customer centres** enable people to do business with the council and other public services.

- Our **meeting centres** provide great places for the whole community to meet and work together.

- Our **cafes** and vending machines provide wholesome, value-for-money food and drink.

• Our smaller libraries will offer some of these additional services where space and demand allow.

# This means …

- Supporting children's learning, at every age, from rhyme times to homework help
- Offering space for community organisations to enable communities to come together
- Working with organisations like HALS, the Police and others to develop new approaches to services and reach more people
- Providing support and information to emerging businesses
- Supporting access to free IT to get people on line and connected
- Delivering face to face customer services
- Understanding the role of libraries as a champion of culture, learning etc  - positively encouraging others

# This means …

- Understanding the 'campaigning' role of libraries as champions of cohesion, culture etc
  - Coombes Croft hosts an array of sessions – but largely in isolation from the Council
  - Hornsey is the best Council gallery  - what is its role in driving culture?
  - Wood Green is home to Wise Thoughts – but we had no LGBT History Month
  - Alexandra Park has a children's activity every morning with 50 kids  – no children's services colleagues ever attend …

# The Integrated Face to Face Offer
## Libraries & Customer Services

**CSC Service offer**

Menu of services

Mediated self service support

Co-delivery with Tier 3 support

Integrated partner services

**Location**

Wood Green Library
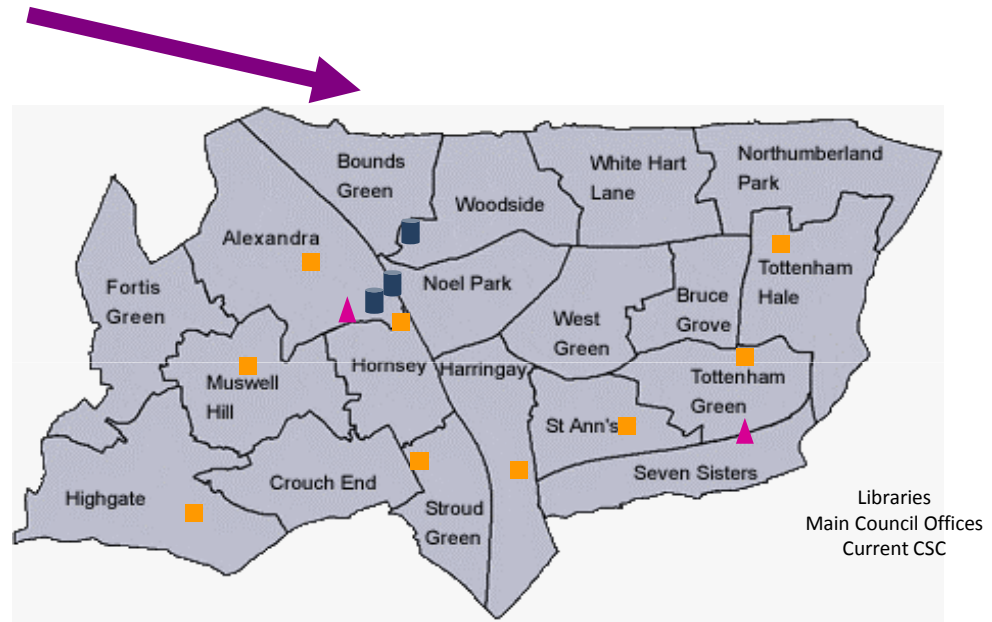
Marcus Garvey Library

Hornsey Library

**Customer information points Service offer**

Self service access and support

Signposting to web based services and information

**Location**

6 x smaller community libraries



Bounds Green

White Hart Lane

Northumberland Park

Woodside

Alexandra

Fortis Green

Noel Park

Tottenham Hale

Bruce Grove

West Green

Hornsey    Harringay

Muswell Hill

St Ann's

Tottenham Green

Highgate

Crouch End

Stroud Green

Seven Sisters

Libraries
Main Council Offices
Current CSC

# Learning from others

- Learning – Tower Hamlets

- Southwark – Culture

- Customer services – Newham and Barking & Dagenham

- Children and young people - Richmond

- Reaching communities – Lambeth
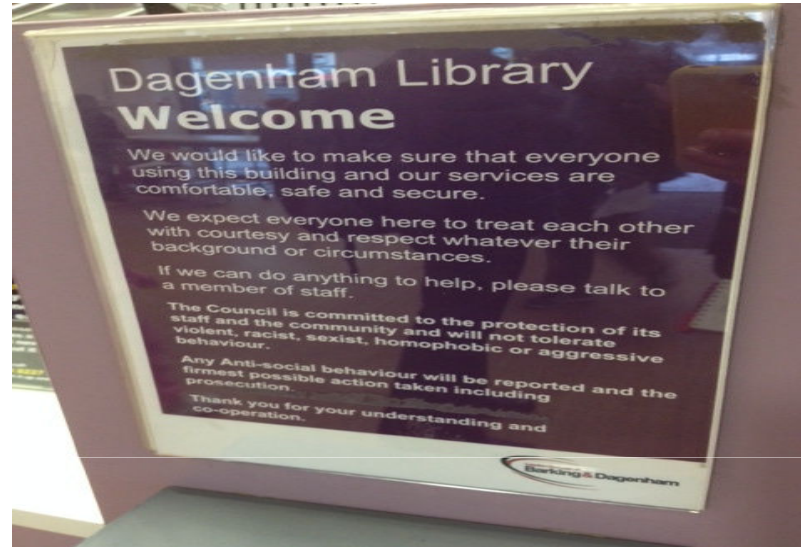
- Co-locating – Waltham Forest

# Learning from others

# Learning from others

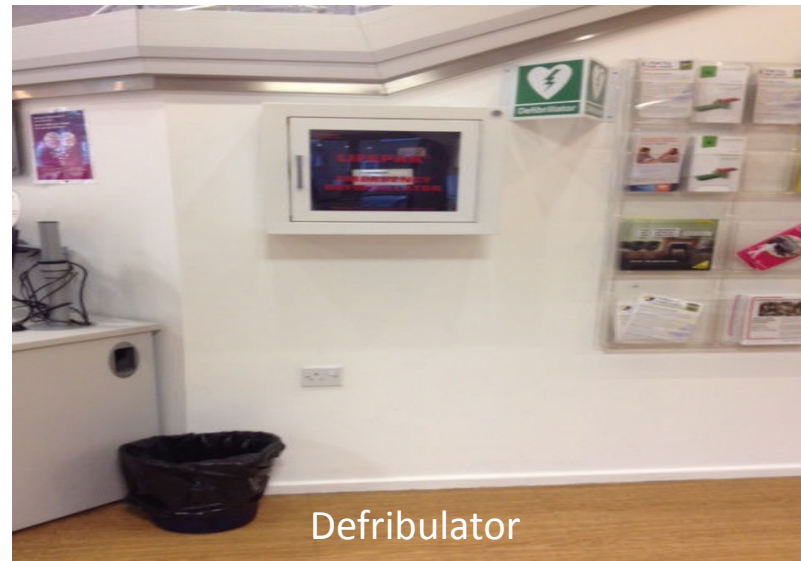# We will have resources in place to encourage and support 'right first time'


Photo Booth


Dagenham Library
Welcome
We would like to make sure that everyone using this building and our services are comfortable, safe and secure.

We expect everyone here to treat each other with courtesy and respect whatever their background or circumstances.

If we can do anything to help, please talk to a member of staff.

The Council is committed to the protection of its staff and the community and will not tolerate violent, racist, sexist, homophobic or aggressive behaviour.

Any Anti-social behaviour will be reported and the firmest possible action taken including prosecution.

Thank you for your understanding and co-operation.

Barking & Dagenham


Self-serve PCs mixed between Peoples Network & Council business
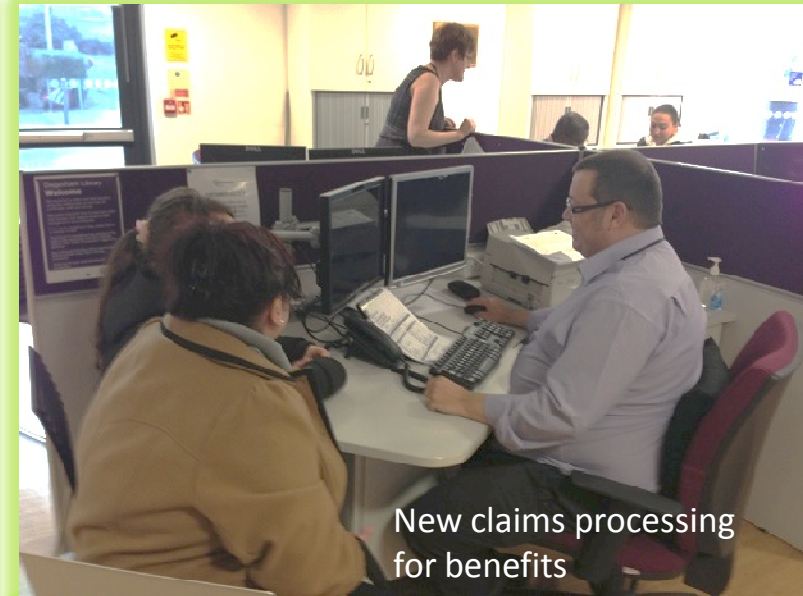

Consistent/working self-serve library system


Defribulator


Discreet cash/card payment
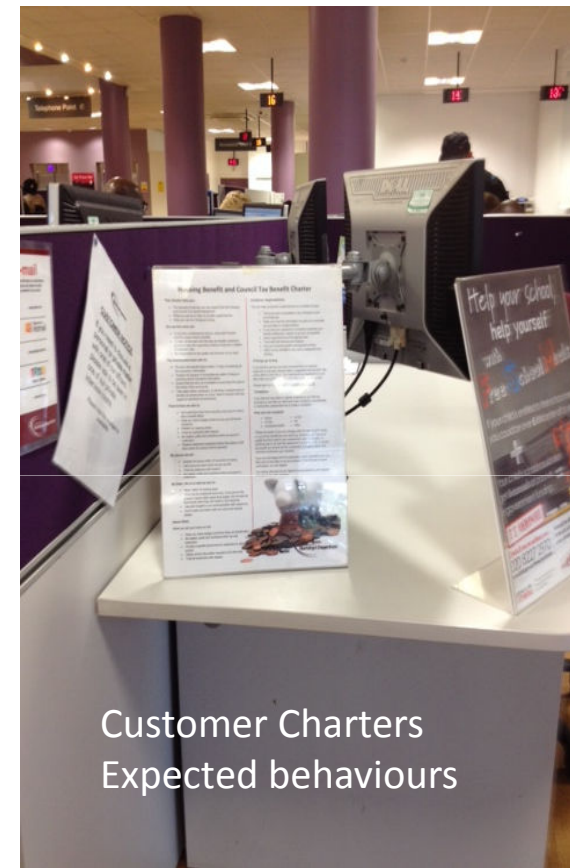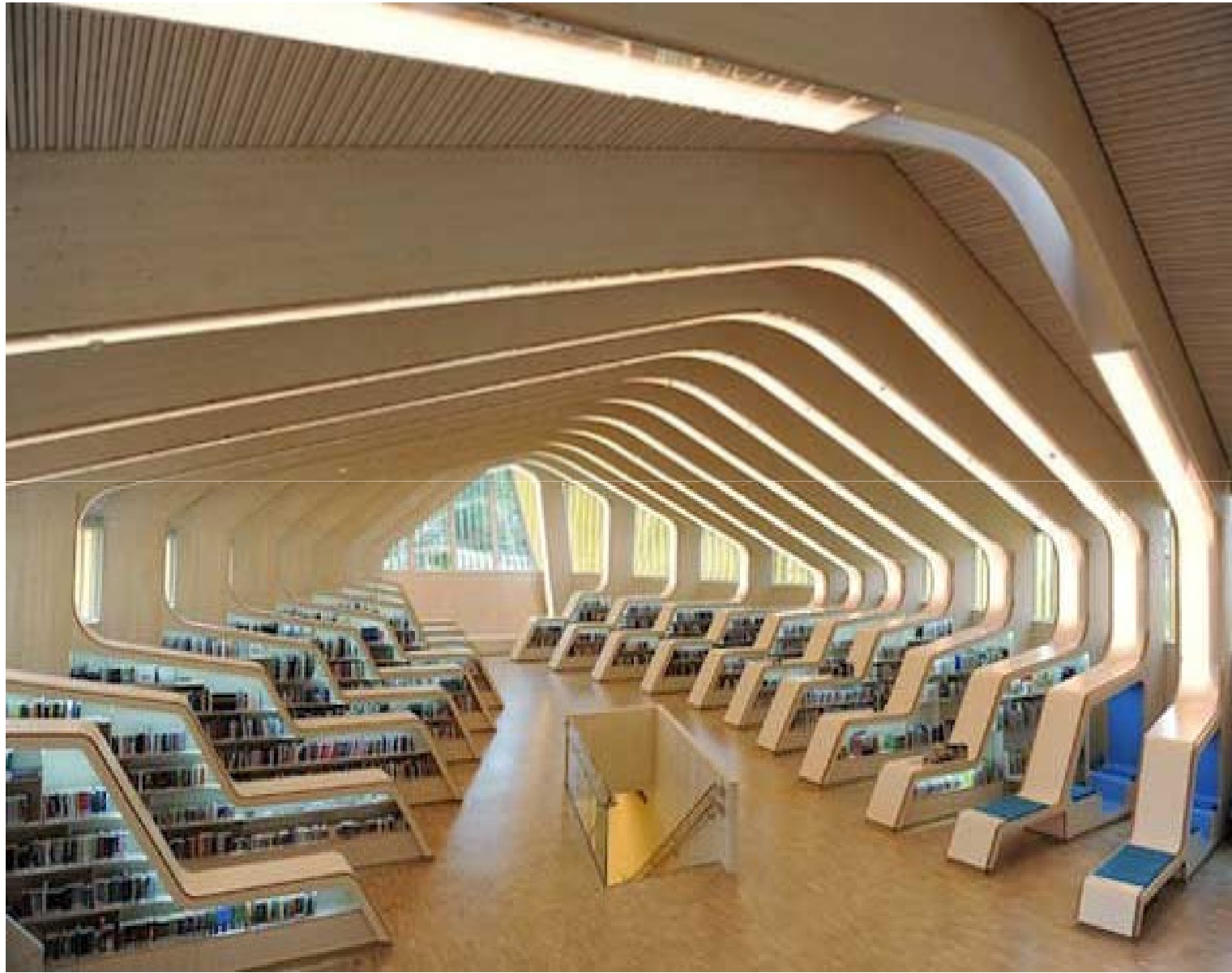
# Our staff will be helping people to help themselves



New claims processing for benefits



Self-service, but with access to help

Removing barriers to service

# Which has clear and visible signage



Zoned
Words
Colours
icons



Card based printing
Service



Customer Charters
Expected behaviours

# To get us there ...

- Now that the budget is agreed for the Council ...
  - Cabinet report in March looking at Wood Green and Marcus Garvey Libraries
  - Cabinet report in Sept / October looking at IT and other libraries
- So by the end of 2015 we should have :
  - Redeveloped  Wood Green & Marcus Library
  - Know what is happening with Muswell Hill
  - Launched the online portal in August 2015
- By the end of 2016
  - Painted  & decorated all libraries
  - Installed new  IT to all of the libraries

# As we start to engage ...

- What are the questions we should go out and discuss?
  - Do the priorities sound right?
  - What other services or organisations should libraries work with?
  - How do we link better with Friends and the community?
  - Opening hours – are they effective – and efficient?
  - Customer services offer in community libraries – ideas?