

NOTICE OF MEETING

Libraries Advisory Committee

TUESDAY, 29TH NOVEMBER, 2005 at 19:30 HRS - CIVIC CENTRE HIGH ROAD WOOD GREEN N22.8LE

MEMBERS: Councillors Reith (Chair), Dobbie, Harris, H Brown, Newton, Santry and Oatway

AGENDA

1. APOLOGIES FOR ABSENCE (IF ANY)

2. URGENT BUSINESS

The Chair will consider the admission of any late items of urgent business. Late items will be considered under the agenda item where they appear. New items will appear under agenda item 8.

3. DECLARATIONS OF INTEREST

A Member with a personal interest in a matter who attend a meeting of the authority at which the matter is considered must disclose to that meeting the existence and nature of that interest at the commencement of that consideration, or when the interest becomes apparent.

Any Member with a personal interest in a matter also has a prejudicial interest in that matter if the interest is one which a member of the public with knowledge of the relevant facts would reasonably regard as so significant that it is likely to prejudice the Member's judgement of the public interest.

4. MINUTES (PAGES 1 - 4)

To confirm the minutes of the meeting of the Libraries Advisory Committee held on 16 May 2005.

5. DEPUTATIONS/PETITIONS/PRESENTATIONS/QUESTIONS

To consider any requests received in accordance with Standing Orders.

6. PUBLIC LIBRARY SERVICE STANDARDS (PAGES 5 - 10)

The report summarises the Public Library Service Standards and Public Library Impact Measures and states the levels of adherence achieved by the Council, the report also details recommendations to ensure continuing compliance.

7. LIBRARIES PROGRESS REPORT (PAGES 11 - 14)

To inform Members of the continued improvement in performance of the Libraries Service for the period June – August 2005.

8. NEW ITEMS OF URGENT BUSINESS

To consider any new items of urgent business admitted under item 2 above.

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MINUTES OF THE LIBRARIES ADVISORY COMMITTEE
16 May 2005

Councillors *Meehan, (Chair) Herbie Brown, *Harris, *Hoban, *Newton and *Santry.

*Members present.

Observer: Councillor Engert

LAC15. APOLOGIES FOR ABSENCE:

None received.

LAC16. MINUTES:

RESOLVED:

That the minutes of the meeting held on the 9th December 2004 be confirmed and signed.

LAC17. 2004/2005 PERFORMANCE REPORT (HIGHLIGHT) (Report of the Head of Libraries, Archives & Museum Service) - Agenda item 6)

We received a highlight of the 2004/2005 performance report, informing Members of the continued performance improvement of the Libraries, Archives & Museum Service during 2004/05.

We noted that in the last financial year, Haringey Libraries had continued to improve, building on the foundations laid and successes achieved since 2001. We noted that the Libraries were continuing to improve against both national and local performance indicators and assessments.

We noted that in September 2004, Haringey Libraries met 21 of the 28 Public Library Standards, up from 14 in 2003/2004. Further improvement was likely following the revision of standards, and a user satisfaction survey due to be carried out in 2005. We noted that the Libraries' required annual position statement was rated as three – 'good' – on a scale of one to four by the Department of Culture, Media and Sport. In the Stock Quality Health Check, Haringey achieved a score of 4 ('good') out of 5 recognising its improved stock fund provision. Haringey also continued to improve against national and local performance indicators as set out in the Council's 2004/2005 Best Value plan.

We noted the continuing rolling programme of refurbishment and facilities improvements, including:

- Complete refurbishment and re-design of Marcus Garvey Library
- Refurbishment and re-shelving of Wood Green Central Library, Ground Floor
- Transformation of waste land into community garden at St Ann's Library
- Installation of additional lighting and security measures at St Ann's
- Improving disability access

The application of new technology enabled Haringey to be the first London library authority to introduce 'wi-fi' internet access in all service points, and introduced the facility to reserve books on-line. We noted that key developments in the coming year working towards Haringey becoming an excellent library authority included:

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- The introduction of Radio Frequency Identity technology at two main libraries, allowing self-service withdrawal, renewal and return, and the subsequent freeing up of staff time
- The rolling out of a strong reader development programme to encourage all users to become active members.

RESOLVED:

1. That we note the report.

LAC18. LIBRARY STRATEGY (Report of the Assistant Chief Executive (Access) - Agenda item 7)

We received the revised libraries strategy and noted the results of the consultation exercise with Library users on the future of libraries in the borough. We noted the continued improvements of the library service, with a dramatic rise in visitors of over 100% to in excess of 2 million since 2001.

We also noted the Service Mission, as promoted in the national context, and Haringey's steps to promote this.

- Promoting books, learning and reading
- Facilitating digital citizenship
- Fostering community and civic values

We noted the site options for further improving Haringey's library service, including feasibility studies for possible expansion of the Muswell Hill and Coombes Croft sites. Member requested that the same policy of investigating all available options be applied to both sites.

RESOLVED:

1. That we note the report.
2. That the report to the Executive include a recommendation from the Committee that feasibility studies for improvements at Muswell Hill and Coombes Croft libraries, should go ahead without conditions so that all options are investigated.

LAC19. LIBRARIES STOCK POLICY – PROVISION FOR SPECIFIC COMMUNITIES (Report of the Head of Libraries, Archives and Museum Service – Agenda Item 8)

We received this report to inform us of the basis on which stock was purchased to meet the needs of communities throughout the borough.

We learned that Haringey's Stock Policy states that we will "endeavour to provide stock to meet the needs of all communities", based on:

- Characteristics of library use
- Characteristics of the catchment population
- The needs of particular communities

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We noted that in addition to the widespread provision of English language material, attempts were made to match collections in major ethnic languages with the appropriate geographical areas of the borough. Considerations of other factors, such as the ageing population, were also taken into account. The report set out figures on the use of Haringey Libraries by ethnic group, as well as information on library catchment areas broken down by age and ethnicity.

We noted that an increased budget allocation enabled Libraries to use the provided data to fine tune the details of its stock policy, increasing provision for under-represented groups.

We noted the lack of provision in the White Hart Lane area. Councillor Santry (as a White Hart Lane councillor) agreed to meet with the Head of Libraries to discuss this issue further.

We noted the misprint in Table 3 of the report (page 6), the figure for Ages 26-35 at Highgate Library of '367' was incorrect. Officers agreed to provide the correct figure to the committee in due course.

RESOLVED:

That we note the report.

LAC20. A.O.B.

Members discussed problems of litter, in particular outside Alexandra Park library and from secondary school pupils. The Head of Libraries assured Members that discussions were continuing with regards to resolving this problem.

RESOLVED:

1. Officers agreed to liase with the 'Better Haringey' team and the new Executive Member for the Children's Service to further explore solutions.
2. The committee offered its congratulations to David Lammy MP, who had just been appointed to the new position of Minister for Libraries.
3. In his final meeting in the Chair, Councillor Meehan placed on record his thanks to officers and staff for all their hard work during the past year.

Cllr George Meehan

Chair

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HARINGEY COUNCIL

Agenda item:

Libraries Advisory Committee

On 29 November 2005

Report Title: **Public Library Service Standards**

Forward Plan reference number (if applicable): **N/A**

Report of: **Assistant Chief Executive (Access)**

Wards(s) affected: **All**

Report for: **Information**

1. Purpose

1.1 For information.

2. Recommendations

2.1 To note the report.

Report Authorised by:  **Justin Holliday, Assistant Chief Executive (Access)**

Contact Officer: **Diana Edmonds, Head of Libraries, Archives and Museum Service**

Telephone: **020 8489 2759**

3. Executive Summary

3.1 The report summarises the Public Library Service Standards and Public Library Impact Measures and states the levels of adherence achieved by Haringey Council. It also details recommendations to ensure continuing compliance.

4. Reasons for any change in policy or for new policy development (if applicable)

4.1 Not applicable.

5. Local Government (Access to Information) Act 1985

5.1 Not applicable.

6. Background

The Public Library Standards were launched in April 2001, but with a three year phase-in period. The aim of the Standards was to help create a clear and widely accepted definition of the library authority's statutory duty to provide a "comprehensive and efficient service", and set for the first time a performance monitoring framework for public libraries. Since then there has been a significant increase in public library opening hours, improvements to stock and ICT provision in authorities across the country.

The Public Library Standards form part of a suite of targets that measure performance across core activities. The second element consists of impact measures which will help assess the impact that libraries have in contributing to achievements in the shared priority areas and particular local needs based on their existing activities. The impact measures are currently being developed. No targets are set at present but this year all public libraries are submitting data from which performance targets will be derived.

7. Description

PLSS	Description	Measure	Haringey's Current Performance
PLSS1	Proportion of households living within specified distance of a static library (Outer London)	99% of the Population living within 1 mile	100% of the Population living within 1 mile (CIPFA RETURN 2004/05)
PLSS2	Aggregate <u>scheduled</u> opening hours per 1,000 population for all libraries	128 hours	131 hours (CIPFA RETURN 2004/05)
PLSS 3	Percentage of static libraries (as defined by CIPFA) providing access to electronic information resources connected to the Internet	100%	100% (CIPFA RETURN 2004/05)
PLSS 4	Total number of electronic workstations with access to the internet and the libraries catalogue (available for public use through both static and mobile libraries, and other service outlets (as defined in PLSS1)) available to users per 10,000 population	6	8 (CIPFA RETURN 2004/05)
PLSS5	Requests i Percentage of requests for books met within 7 days ii Percentage of requests for books met within 15 days iii Percentage of requests for books met within 30 days	i. 50% ii. 70% iii. 85%	i. 60% ii. 73% iii. 85% (CIPFA RETURN 2004/05)

PLSS 7	% of library users 16 and over who view their library service as: i. very good ii. good iii. adequate iv. poor v. very poor	94% of respondents rate the library service as 'very good' or 'good'	81.6 % of respondents rate the library service as 'very good' or 'good' (2003 CIPFA PLUS)
PLSS 8	% of library users under 16 who view their library service as: i. good ii. adequate iii. bad	77% of respondents rate the library service as 'good'	69.4% of respondents rate the library service as 'good' (2004 Children's CIPFA PLUS)

Key

PLSS achieved or surpassed

Impact Measures will probably relate to the following areas of activity:

Area of Activity	Public Library service Impact Measure	Description
Promoting the economic vitality of localities		
	1	Adult learning session attendee hours
Promoting healthier communities and narrowing health inequalities		
	2a	Number of adult and children's non-fiction, reference and lending bookstock that is health related including non-English related language books
	2b	Total adult and children's non-fiction, reference and lending bookstock
	3	Issues per item of health related adult and children non-fiction books

Improving the quality of life for children, young people, families at risk and older people		
	4	Number of people receiving an "at home" library service
	5	% of users of the service classing the choice of materials received as "very good" or "good"
Raising standards across schools Bookstart – packs delivered to children		
	6	Stage 1 – New births to 9 months
	7	Stage 2 – 18 to 30 months
	8	Stage 3 – 36 – 48 months
	9	New library members from 0 to 4 years
	10	Estimated cost of providing Bookstart service for 0 to 4 year olds
	11	4 to 12 year olds who start Summer reading challenge
	12	Boys participating in Summer reading challenge
	13	Number of starters who complete Summer reading challenge
	14	Number of starters who also join the library
	15	Estimated cost of providing Summer reading challenge
Safer and stronger communities		
	16	Percentage take up of available ICT time in libraries

8. Consultation

8.1 Not Applicable.

9. Summary and Conclusions

9.1 At present Haringey Libraries meets eight out of ten of the Public Library Service Standards. This is a good score, but we would wish to improve to full compliance against the standards and will aim to ensure continuous improvement

10. Recommendations

10.1 It is recommended that the Libraries Service continues to monitor performance against the standards and ultimately against the Impact Measures to ensure that

Haringey achieves high scores in each element of the national performance targets for public libraries.

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HARINGEY COUNCIL

Agenda item:

Libraries Advisory Committee

On 29th November, 2005Report Title: **Progress report**

Forward Plan reference number (if applicable): N/A

Report of: **Assistant Chief Executive (Access)**Wards(s) affected: **All**

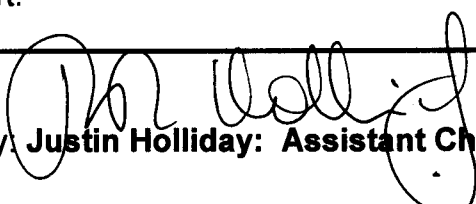
Report for: Information

1. Purpose

1.1 To inform Members of the continued improvement in performance of the Libraries Service June-August, 2005.

2. Recommendations

2.1 To note the report.

Report Authorised by:  **Justin Holliday: Assistant Chief Executive (Access)**

Contact Officer: Diana Edmonds, Head of Haringey Libraries, Archives & Museum Service

3. Executive Summary

3.1 Both the main indicators of library use – issues and visitors – have increased compared with the same period last year.

3.2 The number of items issued between June and August 2005 is 3.32% higher than during 2004.

3.3 Visitors during the period were 5.83% higher than in 2004.

4. Reasons for any change in policy or for new policy development (if applicable)

4.1 Not applicable

5. Local Government (Access to Information) Act 1985

5.1 Not applicable

5.2 Not applicable

6. Background

6.1 This report presents a statistical view of the performance of Haringey Libraries during the three months June-August 2005 and compares this with the performance achieved over the same period in 2004. Both show increases.

7. Description

7.1 The two indicators discussed are items issued and visits made to libraries. These are the major statistical indicators of library use and charts showing performance over the last four years are appended.

7.2 Table 1 compares the issues achieved during June-August 2005 with the same period last year.

Table 1 Issues June-August 2005 cf June-August 2004

Month	Total Issues		Increase in 2005 %
	June-Aug. 2005	June-Aug 2004	
June	103,739	100,530	3.19
July	105,162	108,232	(2.84)
August	112,233	102,066	9.96
Total	310,828	321,134	3.32

7.3 Table 1 shows that over the quarter, issues are 3.32% higher than in 2004. August's increase of 9.6% is particularly encouraging as this is traditionally a quiet month in terms of library use.

7.4 The Service is confident of achieving its annual target of 5.8 issues per head.

7.5 Table 2 compares the number of visitors to Haringey's libraries during June-August 2005 with the same period in 2004.

Table 2 Visitors June-August 2005 cf June-August 2004

Month	Total Issues		Increase in 2005 %
	June-Aug. 2005	June-Aug 2004	
June	174,906	182,652	4.43
July	172,123	182,854	6.23
August	161,225	172,854	6.91
Total	508,254	537,866	5.83

7.6 Table 2 demonstrates that Haringey Libraries continue to attract more visitors. The Service is comfortably ahead of its annual target of 9000 visits per 1000 population.

8. Consultation

8.1 Not applicable

9. Summary and Conclusions

- 9.1 The report shows solid progress over the period under review. Use of Haringey Libraries continues to increase and demonstrates its value to the Borough's citizens.
- 9.2 The Libraries Service expects to meet its performance targets during the year.

10. Recommendations

10.1 That the Libraries Advisory Committee notes the contents of this report.

11. Use of Appendices / Tables / Photographs

- 11.1 Appendix 1 Library Issues – month by month comparison April 2002-
- 11.2 Appendix 2 Library visitors – month by month comparison April 2002-

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