



Haringey Council

APPENDIX A

REPORT TEMPLATE

Agenda item:

[No.]

Overview & Scrutiny Committee

On 10th September 2007

Report Title: Libraries Development Programme	
Forward Plan reference number (if applicable): [add reference]	
Report of: Diana Edmonds, Assistant Director, Culture, Libraries, and Learning Dinesh Kotecha, Head of Corporate Property Services	
Wards(s) affected: [All / Some (Specify)]	Report for: [Key / Non-Key Decision]
1. Purpose (That is, the decision required) 1.1 To inform Members of developments in Libraries	
2. Introduction by Cabinet Member (if necessary) 2.1 NA	
3. Recommendations 3.1 [click here to type]	
Report Authorised by: Mun Thong Phung, Director of Adult, Culture and Community Services	
Contact Officer: Diana Edmonds, Assistant Director, Culture, Libraries and Learning	
4. Director of Finance Comments 4.1 [click here to type]	

5. Head of Legal Services Comments

[click here to type]

6. Local Government (Access to Information) Act 1985

6.1 [List background documents]

6.2 [Also list reasons for exemption or confidentiality (if applicable)]

7. Strategic Implications

7.1 [click here to type]

8. Financial Implications

8.1 [click here to type]

9. Legal Implications

9.1 [click here to type]

10. Equalities Implications

10.1 [click here to type]

11. Consultation

11.1 [click here to type]

12. Background

Haringey Libraries Service forms part of the Adult, Culture and Community Services Directorate, and is managed within the Culture, Libraries and Learning business unit together with divisions relating to Culture, Learning, Museums, Archives and Records Management.

The Libraries Service has a net budget of £6,221 and employs some 155 staff to operate library services from 9 library buildings and 5 mobile vehicles.

In 2006/7, 2.2 million visits were made to libraries in the Borough: the number of visits has increased dramatically in recent years and this figure is now the highest level of customer contact achieved by any Service within the Council. Issues of books and other library materials have risen, too, and reached 1.3 million in 2006/7. Our performance in recent years has bucked national trends and is now in the top quartile of London authorities. Libraries also achieved a “good” score of 3 out of 4 on the composite library standards indicator (BV220).

Satisfaction with the Service has improved in recent years. The latest CIPFA Library Survey, undertaken in 2006, found that 86% of library users were “satisfied” or “very satisfied” with the library service overall. Based on VFM profiles, satisfaction levels

amongst users of library services is in the 3rd quartile. The Haringey Tracker survey results indicate that satisfaction with libraries is “the most improved area” and has doubled in the last 12 months. The Young People’s Survey in the Benchmarks 2006/2007 Survey also indicates that Haringey Libraries is meeting the needs of younger people.

Haringey is now regarded as having leading edge library services. David Lammy, when Minister for Culture, described Haringey Libraries as “ a perfect service for the communities they serve”. Tim Coates, an expert on public libraries, wrote following a visit, that *“There’s a feeling of space and light and calm not just in the buildings but also in the way in which all your colleagues transmit their own welcome... The libraries in Haringey demonstrate vividly that you don’t have to “dumb down” or simplify, in order to be modern and accessible.”* In a recent meeting with CSCI, the Libraries for Health programme was reviewed and described as *“A case study which should be disseminated for other authorities”*. Praised for its innovation, particularly in the area of IT Services, Haringey was also the runner up in the recent RFID Library award. Our reputation for innovation means we are frequently visited by other authorities as an example of good practise, and our Head of Service recently acted as interim Head of Service on a part time basis with the London Borough of Waltham Forest, to support the development of libraries in a neighbouring authority.

The Service also provides good value for money. According to the Audit Commission VFM profiles for Libraries, the unit cost per visit is now £2.22, which compares very favourably with significantly higher figures in neighbouring authorities. Our spend is now the 5th lowest in London per visit.

The Libraries Services has four key business objectives:

1. To enable libraries to become community hubs; providing safe, accessible and attractive library buildings for all communities to use.
2. To expand the range of services offered for library buildings, developing Libraries Plus Plus Plus, with a variety of additional facilities.
3. To encourage reading and learning within our libraries, ensuring that all of our stock is in good condition, well displayed and appropriate to the needs of the community.
4. To offer customers a broad range of modern IT facilities and digital resources, reflecting their growing exposure to technology in their daily lives. To ensure libraries continue to combat the Digital Divide and improve computer literacy within their communities. To meet the ever more demanding expectations of our customers in relation to ICT

1. Libraries as community hubs.

Libraries play a significant role within their communities. In addition to providing traditional library services and facilities they are the location where a variety of activities, for events, for learning, for meetings take place; in short they are community spaces. In Haringey we work hard to develop libraries as community

hubs. Where possible we are introducing a cultural element with the *Art Brought to Book* programme. We are developing well being activities within the Libraries for Health programme. We are encouraging people to meet their neighbours in their local library, providing coffee and organising drop-in sessions.

In order to develop community hubs we need safe, accessible and attractive library buildings. Our customers often have strong opinions about their libraries and are keen to see them developed. The management of the physical asset is now the responsibility of Corporate Property Services which has the role of Corporate Landlord.

Further details on development plans for library buildings are provided in Section 13.

2. Libraries Plus Plus Plus

Libraries receive many visitors each month and it seems sensible to maximise this footfall by providing a range of services from library buildings. We are currently in discussion with Customer Services about the relocation of the Hornsey Customer Service Centre into the Hornsey Library. There are a number of other possibilities to minimise expenditure by co-location.

3. Reading and Learning within Libraries

The recent staffing restructure created the post of Reader Development Librarian whose role is, literally, is to develop activities relating to books and reading. All staff will soon be undertaking training in relation to this very important area of activity. We have a number of events planned to publicise the works of individual authors from the Autumn. We are also in the early stages of planning a literature festival to take place as a joint event with the London Borough of Waltham Forest.

4. IT facilities and digital resources.

Haringey Libraries provide a broad range of IT facilities for customers, including internet access via fixed People's Network pc's and free wireless provision. We have plans to upgrade these facilities to the VISTA operating systems during the current financial year and to work with the Central IT Service to ensure that speed of access is maintained and improved in line with the growing demands being placed upon it by our customers. Our use of RFID (Radio Frequency Identification) systems to provide self service facilities in our libraries are also being extended this year, with Hornsey Library having self service facilities now in addition to those installed at Marcus Garvey and Wood Green library.

13. Library Buildings

With effect from April 2007 Corporate Property Services has taken on the role of Corporate Landlord in relation to all Council operational properties, including Libraries.

13.1 Building Condition

13.1.1 Legislative Compliance and Health and Safety

The highest priority has been assigned to building compliance and health and safety issues [fire, asbestos, water, electrics etc.] for which the Corporate Landlord has allocated additional funding from the corporate budget during 2007/08.

13.1.2 Disability Discrimination Act (DDA)

A programme of adaptations was already agreed by the Council and improvements have been carried out as part of a corporate programme. It is however recognised that accessibility is a wider issue and the requirements need to be kept under review in line with the changing use of buildings. Corporate Property Services recently allocated further monies to the Hornsey Library project as part of the recent refurbishment project. There are also some emerging requirements in relation to public toilets in some of the library buildings that are being considered jointly with the Head of Corporate Property.

13.1.2. Summary of building conditions

The following libraries require the stated work:

- Alexander Park Library: 2 storey flat roofed building, externally the building requires some refurbishment works, the heating system needs refurbishing and there are no accessible toilet facilities, nor is there disabled access to the first floor. Funds have recently been obtained from the Tagore Centre, a community group which rents part of the first floor from the Library Service. These will be used in part to create a separate entrance to the Tagore Centre to be used when the library is closed and also to improve the interior of the library.
- Coombes Croft Library: single storey building situated beneath a block of flats, emergency lighting, fire alarm upgrade and electrical systems all require refurbishment works. The Libraries Service has applied for Community Libraries funding from The Big Lottery Fund to develop this building which is too small for the demand placed upon it.
- Highgate Library: brick built building requires some external overhaul of roof areas; there are no accessible toilet facilities in the library. The Highgate Library Action Group, working with the Library Service has been awarded a grant from the BBC to develop a community garden.
- Hornsey Library: Grade II listed building that is currently being totally rewired with completion works due for October 2007. Installation of disabled toilet facilities will be completed during this financial year.
- Muswell Hill Library: Grade II listed two-storey building in very poor condition. A project is currently in progress to raise funds by the

sale of adjoining land to provide capital for the refurbishment and expansion of this facility over the next two years.

- St Ann's Library and Hall: brick built library and pre-fabricated wooden hall. Funds are being provided by the NDC to replace the very tired hall facilities with completion due in June 2008. Monies are also being allocated from the Corporate Landlord to address priority maintenance items in the library itself.
- Stroud Green Library: two storey building with library on the ground floor and a flat on the first floor. A repairs project is currently in progress addressing serious defects in the building structure, making the flat fit for purpose and repainting for October 2007. There are no toilet facilities for the public in the library.
- Wood Green Library: four storey concrete frame building requiring refurbishment works internally and externally.
- Marcus Garvey Library: two storey structure leased from Tottenham Green Leisure Centre, also the Landlord. Generally in quite good condition.

The capital funding secured by the Corporate Landlord is being allocated across the Council's buildings over the next three years to substantially address high priority maintenance items. This plan is currently being finalised and will be presented to the Asset Management Group and stakeholders during September 2007. In addition the Head of Corporate Property will submit bids for further capital funding to more fully address the maintenance backlog and improve buildings in response to changing business needs.

14. Conclusion

Haringey Libraries provide well-used services which are valued by our customers. We aim to ensure that libraries in the Borough continue to play a significant role within our communities and are working to ensure that buildings, stock and IT are appropriate to the needs of the communities we serve.