

# **CULTURE, RECREATION AND TOURISM CABINET MEMBER MEETING**

## **Agenda Item 14**

Brighton & Hove City Council

<b>Subject:</b>	<b>Libraries Plan Review</b>		
<b>Date of Meeting:</b>	<b>10 June 2008</b>		
<b>Report of:</b>	<b>Acting Director of Cultural Services</b>		
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<b>Key Decision:</b>	No		
<b>Wards Affected:</b>	All		

### **FOR GENERAL RELEASE**

#### **1. SUMMARY AND POLICY CONTEXT:**

- 1.1 To agree the review of progress with the medium term action plan for public libraries development as outlined in the Libraries Plan 2007, and agree the process for developing and agreeing the new Libraries Plan 2009-2011.
- 1.2 In February 2007 the Culture and Tourism Sub-Committee approved the Libraries Plan, a detailed three year action plan for public library development in the city, designed to deliver the Libraries Strategy, which was agreed by members in February 2006. The Libraries Strategy set a clear vision for public libraries in Brighton & Hove and identified a set of four strategic aims for the service, and suggested some programmes of action that might be developed.
- 1.3 This report reviews progress with the Libraries Plan, and sets out proposals for the development and agreement of the new Libraries Plan. Under the new Governance arrangements, the Annual Library Plan is one of the key strategic documents that require full council approval.

#### **2. RECOMMENDATIONS:**

- (1) To agree the progress report on the Libraries Plan 2007
- (2) To agree the process for developing and agreeing the Libraries Plan 2009-2011, with a view to it going to Council for approval in December 2008.

### **3. RELEVANT BACKGROUND INFORMATION**

3.1 The Libraries Strategy identified four strategic aims for the service. Under each of the aims there are a number of service objectives and for each objective there are detailed action plans covering the next three years. The action plan is very detailed, with some actions not due for implementation until year two or three of the three-year plan. The full details of progress with each of the actions can be found in appendix one of this report.

#### **3.2 Main Features of the Review of the Libraries Plan 2007**

Through the Libraries Plan, the Library Service has set out to achieve the recommendations made in the last Audit Commission Inspection Report. The recommendations focused on 2 areas: widening participation and value for money: Examples how these recommendations have been achieved include:

#### **3.3 Widening access and participation:**

- Increase in opening hours at Jubilee Library to include Sunday opening means that the central library is now open seven days a week
- Development of services and resources for priority groups eg BME (Black and Minority Ethnic) communities, particularly in collections at Jubilee Library
- Improvements in access for people with disabilities to increase level of compliance against DDA (Disability Discrimination Act), including installation of lift at Hangleton Library, and improvements in public stairs in Jubilee Library
- Further improvement is needed in the delivery of Home delivery and equal access services that will be included in the new Libraries Plan 2009-2011

#### **3.4 Value for money:**

- Market testing of Bibliographic Services contract has produced significant improvements which should increase the buying power of Libraries by an estimated £130,000 per annum
- Reduction in subscriptions has enabled an increase in spending on fiction by £30,000 per annum
- Completion of two value for money reviews affecting libraries, with clear recommendations for improvements that will be included in the new Libraries Plan 2009-2011

#### **3.5 Improvement against Standards and Performance Indicators**

The Plan included measures to improve Libraries performance against standards and performance indicators, and there has been significant improvement in this area:

- Improvement of 10% in satisfaction with libraries services (BV119B) in Cityviews 2007, the general satisfaction survey in Brighton & Hove, and a 27% increase in satisfaction since the survey in 2003
- Improvement of 4.4% in adult public library users satisfaction levels

- Improvement of 13% in satisfaction levels of child public library user satisfaction levels
- Our children's services were one of only four library authorities in the country to achieve over 90% satisfaction levels from children and young people who use the library service
- The implementation of the new National performance indicators and the development of revised benchmarking measures will be used to develop new local performance indicators for public libraries, which will be included in the new Libraries Plan 2009-2011

### 3.6 Highlights of progress under each of the four strategic aims include:

#### Aim1: Promote reading and informal learning for people of all ages:

- Launch of the new joint library and children's centre in Portslade Library in April 2008. The development will enable Libraries and Children's Services to deliver more effective services to local children and their families from one easily accessible location. The library has also incorporated new Micro museum exhibits, that are integrated into the book collections, and which include a touch screen local history interactive display.
- Wide range of events and activities to promote reading and learning have been provided, including regular careers and Open University advice sessions, Silver Surfer IT training sessions, and a programme of adult and family learning activities.
- Focus for the current year is around the National Year of Reading 2008, - a national campaign to increase literacy and reading levels, and to increase library membership and borrowing levels.

### 3.7 Aim 2: Provide a focus for the local community

- Development of a new community library and integrated Equal Access Services Centre at Coldean has been completed this year, and the new facility is due to open in June 2008.
- Local people have been successfully engaged in the plans for the new library at Coldean, through proactive consultation and partnership building in the local community.
- Although our bid to the Big Lottery bid for Community Libraries was unsuccessful, the process has kick-started our community engagement work, and the research carried out will contribute to the development of the Community Libraries strategy this year. Feasibility studies are being prepared to look at the opportunities for major improvement of a number of community libraries identified in recent reviews. Further work on these plans will be included in the new Libraries Plan 2009-2011.

### 3.8 Aim 3: Provide access to information, learning and leisure through IT

- A new Library Management System and online catalogue has been successfully implemented as part of SELMS (South East Library Management System) consortium of library authorities in the South East region.

- Work on the redevelopment of our websites has been delayed, but progress with the development of our e-services will be included in the new Libraries Plan 2009-2011

### 3.9 Aim 4: Build the capacity of libraries to deliver high quality services

- The marketing of Libraries has been improved with the development of a clear and identifiable libraries' identity, together with a focus on the National Year of Reading campaign and the Hove Library Centenary.
- New fees and charges have been agreed that will enable Libraries services to invest some of the increased income on supporting valued children's services.
- Successfully achieved grant funding for the children's Micro-project that will form the basis for the submission of a more ambitious Interreg IV European funding application later this year.

### 3.10 **Process and Timetable for Developing the Libraries Plan 2009-2011**

The Annual Libraries Plan is required to go to Council for approval. The new Plan for 2009-2011 will be succinct and focussed, putting the Libraries Service in context within the authority, and clearly setting out service priorities, and the contribution to council and community priorities and plans.

Proposed timetable for development and consideration of the Plan:

- Review of consultation and research July 2008
- Workshop with Overview and Scrutiny Committee September 2008
- Member and stakeholder consultation September 2008
- Report to Culture Recreation and Tourism CMM 28 October 2008
- Report to Culture, Tourism and Enterprise Overview and Scrutiny 13 November 2008
- Libraries Plan 2009-2011 to Council on 4 December 2008

## 4. **CONSULTATION**

4.1 Preparation for the new plan will include the review of results of recent research, consultation and audit of Libraries Services. Regular and detailed research and consultation has been carried out in a range of ways including:

- National CIPFA satisfaction surveys – general survey 2006, e-plus and children's surveys 2007
- Analysis of community surveys that include the views of non-users
- Focus group research with some priority communities – including young people, visually impaired people, and black and minority ethnic groups
- Community profiles giving detailed demographic information
- Home delivery survey
- Equal access services review
- Mobile Library review
- Libraries value for money audit
- Cultural Services value for money review

- Libraries profiles and performance information

4.2 There will be an opportunity for Culture, Tourism and Enterprise Overview and Scrutiny Committee to review the current plan, and input to the Plan for 2008 – 2011. This could take the form of a workshop with members of the Committee, with the results feeding into the development of the new plan.

4.3 Member, stakeholder and staff consultation will take place based on a draft of the proposed plan. Consultation methods will include workshops where appropriate. Members of the public will be invited to comment through email and the website.

## 5. FINANCIAL & OTHER IMPLICATIONS:

Financial Implications:

5.1 The report contains a range of actions, and some such as the improvement in the quality and range of stock under Library Service Aim 1 in the report have financial implications. However it is anticipated that they will be managed within existing library service budget of £3.9m in 2008/09.

Attaining value for money is a key part of the strategy. Achieving the actions mentioned in the plan will enable the library service to demonstrate that value for money is provided. Accountant consulted: Peter Francis 15 May 2008

Legal Implications:

5.2 There are no immediate legal implications arising from this report.

Lawyer consulted: Bob Bruce 15 May 2008

Equalities Implications:

5.3 An equalities impact assessment on Libraries Services was carried out in February 2006 and updated in February 2007. These assessments informed the development of the Libraries Plan, a clear objective being to provide free and equal access to core services. A further equalities impact assessment of Libraries services is due to be completed in September 2008 and will inform the development of the new Libraries Plan for 2009-2011

Sustainability Implications:

5.4 *Sustainable Consumption and Production* : No implications.

*Climate Change and Energy*: The new library at Coldean is expected to have lower energy consumption than the old library.

*Natural Resource Protection and Environmental Enhancement*: No implications

*Sustainable Communities*: There has been significant advancement in partnership development and community engagement especially around the proposed and completed community libraries developments.

Crime & Disorder Implications:

5.5 There are no crime and disorder implications.

Risk and Opportunity Management Implications:

5.6 There are no risks associated with the review of the Libraries Plan.

Risks relating to the development of the new plan include the possibility of damage to the council's performance and reputation if it fails to deliver the statutory requirement for an 'efficient and effective' library service. Elements of the new plan may have financial implications for the council, and will certainly impact on the achievement of Local Area Agreement (LAA) targets or milestones in the Corporate Plan. As a consequence, a full risk and opportunity management assessment will be carried out as part of the development of the new Libraries Plan 2009-2011

Corporate / Citywide Implications:

5.7 The Libraries Service helps deliver a number of the new Administration priority themes: **'Reducing inequality by increasing opportunity'** - Libraries help increase opportunity through free access to information and computer facilities, supporting learning and skills development, broadening cultural understanding and helping children and young people get the best start in life. Libraries help improve health through health information and support programmes, target the most vulnerable through home delivery services, and are a route through to other services.

Libraries support **'open and effective leadership'**, helping people keep informed and engaged through their community libraries as local hubs, providing safe and trusted places for engagement and interaction, and fostering community cohesion.

New library development supports local regeneration, and so help **'protect the environment while growing the economy'**.

## 6. EVALUATION OF ANY ALTERNATIVE OPTION(S):

6.1 None considered.

## 7. REASONS FOR REPORT RECOMMENDATIONS

7.1 When it approved the Libraries Plan in February 2007, the Culture and Tourism Sub-Committee required that the Libraries Plan be reviewed. The Annual Library Plan is required to be taken to Council for approval.

### SUPPORTING DOCUMENTATION

#### Appendices:

1. Brighton & Hove Libraries Plan 2007 – Reviewed and Updated May 2008

#### Documents in Members' Rooms:

1. Brighton & Hove Libraries Plan 2007 – Reviewed and Updated May 2008

