

Title of meeting: Cabinet Member for Culture, Leisure and Sport

Date of meeting: 29 June 2012

Subject: Portsmouth Libraries Annual Update Report

Report by: Head of Cultural Services

Wards affected: All

Key decision: No

Full Council decision: No

1. Purpose of report

- 1.1 To update and inform the Cabinet Member for Culture, Leisure and Sport on the work carried out by the Portsmouth Library services in the last twelve months.
- 1.2 To update on the recommendations for action agreed in the 2011 report.
- 1.3 To make recommendations for action in 2012/13.

2. Recommendations

2.1 That the updates on the agreed actions from the Portsmouth Library Development Report 2011/12 be noted.

2.2 That the following recommendations be carried forward from the 2011/2 report for ongoing action in 2012/13:

2.2.1 That the Book Fund be protected from disproportionate cuts through the management of library budgets within the existing cash limits.

2.2.2 Delivery and development of the BookFest Book Festival in line with the actions agreed with the Arts Council Library Development bid.

2.2.3 Implement a Library Audio Downloads service.

2.3 That it be noted that the following actions for 2012/13 will also be undertaken on the basis of the permissions indicated.

2.3.1 Relocation of Paulsgrove Library to the Allaway Avenue shopping area as agreed in the report to CL&S "Reloaction of Paulsgrove Library 23 March 2012.

- 2.3.2 Explore options to develop a new library facility in the Drayton area of the city, as agreed in the report to CL&S “Drayton Library” 23 March 2012.
 - 2.3.3 Implement Friends Groups at Central, Paulsgrove and Beddow Libraries, as agreed in the report to CL&S “Friends of the Library Service” 10 February 2012.
 - 2.3.4 The installation, promotion and development of a IT Learning Zone and Youth Space in the room to the left of the main entrance at Carnegie Library within existing Culture Services budgets. This was agreed in the report “Carnegie Library Development” 30 September 2011.
- 2.4 That the following recommendations for action be added to the Library Development Report in respect of changing opportunities, pressures and service needs in the forthcoming year:
- 2.4.1 Explore options to relocate Cosham Library into the shopping precinct.
 - 2.4.2 Delivery of a schools universal library membership offer providing all children in local school with a Portsmouth Library Ticket. This is the first such scheme in the UK.
 - 2.4.3 The development of the Central Library Administration block as a public access area including the relocation of the IT Learning Zone.
 - 2.4.4 Explore options and identify storage and workspace to enable the relocation of the remaining archive currently held at the City Museum site.
 - 2.4.5 Deliver and promote an on-line magazine service.
 - 2.4.6 Identify and deliver an e-books service.
 - 2.4.7 Conduct a review of all library opening hours.
 - 2.4.8 Deliver a library satisfaction survey in the autumn.

3. Background

- 3.1 The implementation of RFID – Radio Frequency Implementation Data to install terminals in all libraries to enable self issue, discharge and payment of fines and fees. The system will also put in place a system for improved stock control.

Update: The procurement process identified Intellident as the preferred bidder and installation of the equipment and software took place October to December 2011 with associated library refurbishments to remove library counters, install new desking and make good. The chip and pin card payment mechanism was installed in spring 2012. The kiosks are now fully operational in all service points.

3.2 The development of the new Southsea Library in Palmerston Road.

Update: Southsea Library and Customer Service Centre opened to the public on 29 July 2011. From the onset it has proved popular with the public, joining over 2,500 new members in the first three months of opening. During the same period 47,549 loan items were issued, which accounted for 21% of all issues for the city's libraries. There were some initial concerns created by the extremely high levels of use, including lack of loan stock on the shelves, sufficient staffing and issues related to the management of the toilets. These issues have been addressed and Southsea remains well used and popular. A full update report was taken to CL&S 10 February 2012.

3.3 That the Book Fund be protected from disproportionate cuts through the management of library budgets within the existing cash limits.

Update: No change has been made to the Library Book Fund. It has not been used to achieve savings to the library budget or be used to purchase anything other than stock or resources to facilitate library services. In Spring 2012, the CBC Contracts with Library Suppliers was re-negotiated for the South East Region to improve discount levels in order to deliver best value.

3.4 Bringing together the current library Historical Collections and Museum Archive to be housed collectively within the building.

Update: Following the development of the Portsmouth History Centre area in the Central Library during the post flood refurbishments in autumn/winter 2011, Portsmouth archive and local collections came together as a single enquiry service, in the Central Library from the beginning June 2011, with most frequently used archive materials stored in the 2nd floor store. The staff from both Museum and Library services were appointed to posts in the centre at the appropriate times as required by their respective staff reviews. The service has proved popular in providing a single point of enquiry for all local historical enquiries, with scope to develop the joint offer to residents and scholars, nationally and internationally. An update report on the first 6 months of opening was taken to CL&S on 23 March 2012

3.5 Develop space at Carnegie Library as an IT Learning Zone and Youth Space.

Update: This space became vacant in July 2011 when the Community Library Service relocated. It is currently being cleared and reworked as an IT Learning area and Youth Space. The development engages with the MyVoice project for young people to ensure the changes are in line with their needs. All work is funded within existing budgets.

3.6 Delivery and development of the BookFest Book Festival

Update: The second BookFest festival was successfully delivered in October and November 2011 and reported to CL&S on 20 January 2012. An Arts Council bid has subsequently been successful in securing additional funding for the 2012 BookFest

to provide a worker to engage with hard to reach communities to make the event more accessible and provide funding for more high profile authors and illustrators.

3.7 Implement Library Audio Downloads.

Update: This project has been delayed awaiting the re-design and construction of the delivering website. This is now fully tested, in place and loaded on the Portsmouth Library WebPages awaiting a launch in June 2012. This offer provides for multiple downloads of the same title providing opportunities for shared listening experiences by a reading group or a “One City Listen” project.

3.8 Implement the Library Service Review to deliver the 2011/12 budget savings

Update: Following the completion of the 90 day consultation process on 18 April 2011 the agreed posts were recruited in May and the successful candidates took up their posts in June and July 2011. Those taking voluntary or compulsory redundancy left the service between June and August 2011. The review has resulted in a year on year saving of £370K from the library budget.

3.9 Review e-book downloads offers and other on-line access to books in other formats and develops recommendations for future action

Update: This project has been delayed due to pressure of work in other areas and the current lack of positive offers for library services in this area. In May/June 2012 a library group will formally review all current offers for library services and make recommendations for further action.

3.10 Deliver and promote the Macmillan Cancer Support project

Update: The postholder was recruited in May 2011 and the information pod which now stands in the foyer of the Central Library was designed and assembled in the autumn. Information services had already begun and a volunteering network established in partnership with the sister project at queen Alexandra Hospital. The project was formally launched in January 2012 and is successfully supporting those with cancer and their carer’s. The project also offers information and support for early diagnosis and information on healthy lifestyles to prevent the onset of the disease.

3.11 On the basis of the above updates the following recommendations will be taken forward as actions for 2012/13.

3.11.1 That the Book Fund be protected from disproportionate cuts through the management of library budgets within the existing cash limits.

3.11.2 Delivery and development of the BookFest Book Festival in line with the actions agreed with the Arts Council Library Development bid.

3.11.3 Implement Library Audio Downloads.

- 3.12 The following actions for 2012/13 will also be undertaken on the basis of the permissions indicated.
- 3.12.1 Relocation of Paulsgrove Library to the Allaway Avenue shopping area as agreed in the report to CL&S “Reloaction of Paulsgrove Library 23 March 2012
 - 3.12.2 Explore options to delevlop a new library facility in the Drayton area of the city, as agreed in the report to CL&S “Drayton Library” 23 March 2012
 - 3.12.3 Implement Friends Groups at Central, Paulsgrove and Beddow Libraries, as agreed in the report to CL&S “Friends of the Library Service” 10 February 2012.
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4. Reasons for recommendations

4.1 To seek agreement of the Cabinet Member for Culture Leisure and Sport for key areas of action and key principles for continuing service development.

The rational for each of the proposed new recommendations for action are shown below:

4.2 Delivery of a schools universal library membership offer providing all children in local school with a Portsmouth Library Ticket . This is the first such scheme in the UK.

Rational: To increase access to library services, reading and literacy support for all children and young people in Portsmouth City Council administered schools.

4.3 Explore options to relocate Cosham Library into the shopping precinct.

Rational: As directed by the Cabinet Member for Culture, leisure and Sport. To improve access to library services for Cosham residents and those using the Cosham shopping area. In line with the Library Development Plan recommendation that libraries should be relocated to places where communities gather. Shopping centres were identified as the prefered locations.

4.4 The development of the Central Library Administation block as a public access area including the relocation of the IT Learning Zone.

Rational: This space will be left vacant when the management team transfer to the Civic Offices week beginning 11 June 2012.

4.5 Explore options and identify storage and workspace to enable the relocation of the remaining archive currently held at the City Museum site.

Rational: To utilise the first floor space at Southsea Library, providing space for collection growth, better ordered collections and space for cataloguers to work on the collection. To vacate the current Records Office site and make it available for other uses.

4.6 Deliver and promote an on-line magazine service

Rational: To improve access to a wide range of magazine titles to support information delivery, the pursuit of hobbies and interests and general recreational reading. Over time the expansion in the breadth of interest magazines and the pressure on library budgets has constrained this offer. An on-line service can enable titles to be available from all services points and from all privately owned devices via a library card, thus improving access to services.

4.7 Conduct a review of all library opening hours

Rational: in response to customer feedback and concerns that the current offers do not in all cases meet local need and are varied and difficult to remember. Also concern from staff members that the current timetable is not the best use of staff time delivering periods of time when the timetable is unsupported

4.7 Library satisfaction survey to be delivered in the autumn

Rational: To determine feedback on all aspects library services and gain an understanding of the barriers that deter individuals from using library services.

5. Equality impact assessment (EIA)

5.1 A preliminary EIA has been completed.

6. Head of Legal, Licensing & Registrars' comments

Under the Public Libraries and Museums Act 1964, the Council is under duties to provide a comprehensive and efficient library service and to *have regard to the desirability of encouraging adults and children to make full use of the library services.*

Under Article 4 of the Council’s constitution, the setting of the Annual Libraries Plan (in accordance with section 1(2) of the Public Libraries and Museums Act 1964) is a matter for full Council, however, decisions in relation to the provision of libraries, having regard to that Plan, are matters for the Council’s executive.

7. Head of Finance’s comments

7.1 All the actions contained within this report have or will be implemented within the approved financial resources for the Library Service.

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Signed by: Stephen Baily
Head of Cultural Services

Background list of documents: Section 100D of the Local Government Act 1972

The following documents disclose facts or matters, which have been relied upon to a material extent by the author in preparing this report:

Title of document	Location

The recommendation(s) set out above were approved / approved as amended / deferred/ rejected by Cabinet Member for Culture, Leisure and Sport on 29 June 2012.

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Signed by: Cabinet Member for Culture, Leisure and Sport