

| | |
|-------------------------------|---|
| Title of meeting: | Cabinet Member for Culture, Leisure and Sport |
| Date of meeting: | 19 July 2013 |
| Subject: | Portsmouth Libraries Annual Update Report |
| Report by: | Head of City Development & 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 2012 report.
- 1.3 To make recommendations for actions to be undertaken in 2013/14.

2. Recommendations

- 2.1 **That the updates on the agreed actions from the Portsmouth Libraries Annual Update Report 2012/13 be noted.**
- 2.2 **That the following actions be carried forward from the 2012/13 Portsmouth Libraries Update Report:**
 - 2.2.1 **That the Book Fund be protected from further cuts through the management of library budgets within the existing cash limits.**
 - 2.2.2 **That Arts Council England Capital Funding be sought to develop the Central Library Administration block as a Literature Centre and IT Learning Zone.**
 - 2.2.3 **Continue the delivery and development of the annual BookFest Book Festival**
- 2.3 **That the following recommendations be added to the Library Operations Plan for the forthcoming year:**
 - 2.3.1 **Explore the implementation of an on-line music streaming service for library members, bringing recommendations for future action as a report to the Culture Leisure and Sport portfolio.**

- 2.3.2 **Review changes to library opening hours and make recommendations in a report to the Culture Leisure and Sport portfolio, regarding the current pilot project opening Cosham, North End and Southsea Libraries until 8pm one night per week.**
- 2.3.3 **Deliver the pilot Portsmouth First Fiction Award for first novels.**
- 2.3.4 **Transfer the delivery of the “At Home Library Service” to a volunteer model.**
- 2.3.5 **Deliver the Portsmouth History Fair July 2013**
- 2.3.6 **Develop a digital "front end" for the archive and local history catalogue entries to improve access to the records by the public.**
- 2.3.7 **Explore the delivery of current archive photographic records, on-line to improve public access.**
- 2.3.8 **Support the delivery of Universal Credits through Peoples Network access and staff support.**
- 2.3.9 **Increase virtual library visits by 5% in the year 2013/14**
- 2.3.10 **Deliver 2014/15 saving targets**

3. Background

- 3.1 It should be noted that the following actions for 2013/14 will also be undertaken on the basis of separate permissions as indicated.
- 3.2 Relocation of the remaining city archives to the 1st floor space above Southsea Library. A separate report will be taken to the Culture, Leisure and Sport portfolio July 2013
- 3.3 Delivery of a mobile library service, primarily to the north of the city with one day per week in community locations in the south. Report to Cabinet - date to be agreed.
- 3.4 The following updates identify the current status of the work streams agreed in the 2011/12 Update Report:
- 3.5 Delivery of a schools universal library membership offer providing all children in local school with a Portsmouth Library Ticket. This being the first such scheme in the UK.

Update: This was successfully delivered in July 2012, being the first such scheme in the UK. The outcome of the project was taken as a report to the Culture, Leisure and Sport portfolio 14 December 2012.

The key outcomes have been an increase in the use of children's library services, increased participation in the 2012 Summer Reading Challenge and the removal of a barrier to library services for all Portsmouth families. The delivery model has attracted attention from other authorities, as an example of good practice and cross service working.

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

Update: Southsea Library has continued to be popular over the last year. It has now surpassed the Central Library as the service point issuing the most fiction books in the city and the stock has been increased in response to this. In June 2013, the library closed for 3 days to enable refurbishments, updating and cleaning to take place. The children's library was moved to the front area and adult fiction to the rear. This is to allow the adult fiction to grow and the children's area to have more space for activity and events. The changes provide quieter space in the area of the Peoples Network computers. An additional self-service kiosk has been added to deal with high demand and prevent queues forming at the front of the building...

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

Update: This aspiration has not been achieved in 2013/14. The 2013/14 Bookfund has been reduced by 10% as part of the Library Service savings targets. However the protection of the Library Bookfund remains an aspiration for the years ahead.

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

Update: This work stream is still outstanding. Currently permission is being sought from Arts Council England, to submit a bid to their Capital fund, in order to develop the space as a Literature Centre. Work on the Central Library boiler and cooling system will inform the time scale of the relocation of the IT suit, as work will be require to cool the space which is south facing.

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

Update: This has been achieved. The space opened in June 2013. It supports the youth Reading Activist activity, growing Peoples Network requirements and will be developed as a learning suit for the use of the library service, partner organisations and for income generation. The suit will be particularly beneficial in the delivery of support and access for Universal Credit applicants.

3.10 Delivery and development of the BookFest Book Festival

Update: This was successfully delivered in October/November 2012 and a report taken to the Culture Leisure and Sport Portfolio on 8 February 2013. Planning is now underway for the 2013 BookFest.

3.11 Implement Library Magazine Downloads services.

Update: This was successfully implemented 25 February 2013 and has received a great deal of positive feedback. The current offer is 50 magazines. 3,069 periodicals had been downloaded by 31 May 2013.

The library service has subsequently been able to decrease the number of physical magazine subscriptions as the new on-line service allows access from all branches and personal devices. It does not limit the number of individuals who can access the service at any time.

3.12 Implement the Library Service Review to deliver the 2013/14 budget savings

Update: The process began in December 2012 and concluded April 2013 following a 90 day consultation period. New posts were subsequently recruited and unsuccessful staff given statutory notice. The required level of saving has been achieved.

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

Update: This process has been delayed as most of the current offers available to libraries are limited in scope. A report to the Culture Leisure and Sport portfolio will be taken July 2013, recommending preferred action based on the current offers and an exploration of the services offered by other library services. .

3.14 Deliver and promote the Macmillan Cancer Support project

Update: This project is ongoing and proving very successful as a mean of supporting cancer sufferers, cancer survivors and their families. The project is in its second of three years and next action will be considered with Macmillan Cancer Support and our sister project in Queen Alexandra Hospital. The Macmillan pod will be re-located in June 2013 to a first floor location in the Central Library which will enable the Macmillan Cancer Support Officer to work directly from the pod, so improving access for residents.

3.15 Relocation of Paulsgrove Library to the Allaway Avenue shopping area.

Update: This was not taken forward following concerns expressed by members of the local community. The current site has been updated with new carpets, a new library desk and an extended Peoples Network computer offer. However use of the library has not increased following this work which has been supported by targeted promotion by the library outreach team.

Overall, there has been a slight decrease in visits and loans, which has caused concerns as it is recognised that the library has an important part to play in supporting literacy, learning and community agendas in the Paulsgrove community. It would appear that the current location is not supporting access and engagement.

- 3.16 Explore options to develop a new library facility in the Drayton area of the city,

Update: This was not taken forward following an exploration of potential sites which could not deliver a suitable service within existing budgets. The action recommended at 2.2.2 to explore a mobile service for this area, could prove a mechanism for delivering improved access to library services for this area of the city.

- 3.17 Explore options to relocate Cosham Library into the shopping precinct.

Update: A consultation process was delivered in December 2012 and January 2013 seeking the views of Cosham residents on three options for Cosham Library location; to remain in the current location, to move to 3/4 Portsmouth road (below the railway line) or continue to seek a site in the shopping area. The outcome was to remain in the current location. A report identifying the outcomes of the consultation was taken to Cabinet 5 February 2013.

- 3.18 Implement Friends Groups at Central, Paulsgrove and Beddow Libraries,

Update: A Friends Group has been established at Beddow Library. Reductions in staffing levels and the Library Staff Review have constrained further activity in this area during 2012. Following recent staff appointments it may be possible to revisit this agenda in 2013.

- 3.19 Deliver a library satisfaction survey

Update: this has been delayed due to changes in procedure for the development and delivery of customer surveys within PCC. The survey will be delivered from 17 June – 13 July 2013. The results will be reported to the Cabinet Member for Culture, Leisure and Sport and made available to the public from 1 September 2013.

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

- 4.1.1 Explore the implementation of an on-line music streaming service for library members,
Rationale: to improve access to music offers for library members in all service points and to provide an added incentive to encourage library membership
- 4.1.2 Review changes to library opening hours.
Rationale: to ensure the opening hours offer best meets customer need and is appropriate to the local community. To ensure best value for library budgets.
- 4.1.3 Deliver the pilot Portsmouth First Fiction Award.
Rationale: to support the City of Great Writing and Great Literary City agendas. To support literacy, learning and reader development in the city.
- 4.1.4 Transfer the delivery of the “At Home Library Service” to a volunteer model.
Rationale: to complete the delivery of the 2012/13 Library staff review, increase community engagement and ensure “At Home Library Service” customers continue to receive a regular library service.
- 4.1.5 Deliver the Portsmouth History Fair.
Rationale: to develop the aims and agendas of the Portsmouth History Centre, promoting awareness of the centre offer, increasing engagement with partner organisations and engaging new volunteers and service users.
- 4.1.6 Develop a digital” front end” for the archive and local history catalogue entries to improve access for the public.
Rationale: Increase awareness of the collections and improve digital access
- 4.1.7 Explore the delivery of current archive photographic records on-line to improve public access
Rationale: increase awareness of the collections and improve digital access
- 4.1.8 Support the delivery of Universal Credits through Peoples Network access and staff support.
Rationale: To deliver national and local agendas to ensure those with entitlement are able to access this benefit.
- 4.1.9 Increase virtual library visits by 5%
Rationale: to meet Cultural Services Business Plan targets
- 4.1.10 Deliver 2014/15 saving targets
Rationale: to meet PCC savings requirements
- 4.1.11 Library satisfaction survey to be delivered in the autumn
Rationale:to determine feedback on all aspects of the 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 and agreed.

6. Legal Implications

6.1 There are no immediate legal implications.

7. Head of Finance's comments

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

.....
Signed by: Stephen Baily
Head of City Development & 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 |
|---------------------------------|----------------------------|
| Statistics and internal reports | Portsmouth Central Library |
| | |

The recommendation(s) set out above were approved / approved as amended / deferred/ rejected by Cabinet Member for Culture, Leisure and Sport on 19 July 2013

.....
Signed by: Cabinet Member for Culture, Leisure and Sport