

Agenda item: 

**Title of meeting:** Culture Leisure and Sport Decision Meeting

**Date of meeting:** 10 July 2015

**Subject:** Libraries and Archives Annual Update Report 2015/16

**Report by:** Director of Culture and City Development

**Wards affected:** All

**Key decision:** No

**Full Council decision:** No

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## **1. Purpose of report**

- 1.1 To update and inform the Cabinet Member for Culture, Leisure and Sport of the work carried out by the Portsmouth Library and Archive Services in the last twelve months, i.e. 2014/15.
- 1.2 To update on the activities undertaken to address the recommendations for action agreed in the 2014 Libraries Update Report.
- 1.3 To make recommendations for additional actions to be undertaken in Portsmouth Libraries and Archives in line with the Business Plan for the period 2015/16

## **2. Recommendations**

- 2.1 **That the updates to the agreed actions from the Portsmouth Libraries Annual Update Report 2013/14, shown at 3 be noted.**
- 2.2 **That the following actions and activities be carried forward from the 2014/15 Portsmouth Libraries Update Report to be delivered or continued in 2015/16:**
  - 2.2.1 **That Arts Council England Capital Funding be sought to develop the Central Library Administration block as a Literature Centre and IT Learning Zone.**
  - 2.2.2 **Develop a digital "front end" for the archive and local history catalogue entries to improve access to the records by the public.**
  - 2.2.3 **Continue to develop the health and wellbeing library offer including library engagement with Macmillan Cancer Support, development of dementia collections, vision impaired services and Books on Prescription.**

**2.2.4 Increase volunteer hours with the Library and Archive Services by 5% annually**

**2.2.5 Continue the delivery and development of the following annual events:**

- **BookFest Book Festival**
- **Portsmouth History Fair**
- **Summer Reading Challenge**
- **Portsmouth Book Awards for Picture Books, Shorter Novel and Longer Novel**

**2.3 That the following recommendations be added to the Library Business Plan for the forthcoming year 2015/16:**

**2.3.1 Deliver 2015/16 budget savings.**

**2.3.2 Apply for and achieve Archive Accreditation with National Archives**

**2.3.3 Develop and deliver the Portsmouth Short Story competition as part of the BookFest Book Festival**

**2.3.4 Explore the delivery of current archive photographic records, on-line to improve public access.**

**2.3.5 Explore options and undertake procurement activity with on-line genealogical subscription sites to deliver digitisation and access to specified elements of the Portsmouth Archive record.**

**2.3.6 Review the Mobile Library service offer and timetable**

**2.3.7 Develop and agree a policy for the identification, safe storage and management of "Born Digital" archive for Portsmouth.**

**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 2015/16**

**2.3.10 Explore the refurbishment of Cosham Library within existing budgets.**

**2.3.11 Develop Friends Groups at Alderman Lacey, Cosham and North End Libraries**

### **3. Background**

Below, brief update reports are provided on the works completed and the activities undertaken for each of the agreed recommendations for action from the 2014/15 Libraries Annual Update report

**3.1 Relocate the archive store to the 1<sup>st</sup> floor above Southsea Library.**

**Update:** This was achieved within the agreed timescale and within budget. Building works to create the new Archive repository on the 1st floor Southsea Library was completed October 2015 and the relocation of the archive from the Record Office, Museum Road took place November 2014.

The services have begun delivery and volunteers and staff are working from the space, addressing the cataloguing backlog. A preliminary visit from National Archives has taken place, to assess the new repository in terms of the security, protection and access it affords to the city archive. The initial feedback has been very positive and, the service will work towards archive accreditation by the end of 2015.

- 3.2 That Arts Council England Capital Funding be sought to develop the Central Library Administration block as a Literature Centre and IT Learning Zone.

**Update:** This work is held over to 2015/16, awaiting clarity over the future use of the Central Library building and priorities for development.

- 3.3 Develop a digital "front end" for the archive and local history catalogue entries to improve access to the records by enquirers locally and internationally

**Update:** This work is held over to 2015/16 as the development of the repository space, and relocation of the archive has been the key priorities in this time period. The structure and presentation of the PCC website does not offer the facilities to deliver an accessible portal for different databases as required. Alternatives will continue to be sought in 2015/16, within existing budgets.

- 3.4 Increase volunteer hours with the Library and Archive Services by 5% annually.

**Update:** Volunteer hours with the services has risen from 11,410 hours or 5.9 FTE to 12,422 hours or 6.5 FTE, an increase of 8.9%.

- 3.5 Continue the delivery and development of the following annual events:

- 3.5.1 BookFest, Book Festival. Following a successful festival in October and November 2014, this event will now move to the early Spring in response to feedback from attendees and event providers. The next Bookfest will take place in February/March 2016. The event, managed by Portsmouth Library Service, is seeking higher levels of community involvement and more independent groups and individuals delivering their own literary events in the future
- 3.5.2 Portsmouth History Fair. Two successful events have now been delivered in 2013 and 2014, with increased attendance and breadth of offer in year two. A third annual event will take place in summer 2015.
- 3.5.3 Summer Reading Challenge. This annual event continues to show a year on year increase in numbers, supporting children to continue reading through the long vacation to prevent and reverse the reading age dip that might otherwise occur. This initiative was reported to the Culture, Leisure and Sport Portfolio meeting December 2014.

3.5.4 Portsmouth Book Awards for Picture Books, Shorter Novel and Longer Novel. The books awards annually engage 3,400 + children as pupil judges in these three events that has very high participation from local schools. .These reader development activities take place for year 1, ye4ar 5 and years8/9, so that pupils are exposed to three high level reading events during their school careers.

3.6 Delivery of an e-books offer for library customers

**Update:** The procurement process has been completed and the contract awarded. Library and IS staff have worked together on technical implementation and staff training. A soft launch will take place during June 2015 and the formal launch and promotion will be in July 2015. The e-book service will be funded from the re-allocation of resources within the Library Book and resources fund. It will form part of the digital lending offer alongside Zinio magazines and Freegal Music downloads and streaming.

3.7 Deliver 2015/16 saving targets

**Update:** Savings have been achieved from a reduction and re-allocation of the Book and Resource fund and from a reduction in staff posts. A staff review and consultation began in December 2014, concluding February 2015. Following notice periods, the savings were achieved from late May 2015. It should be noted that this will produce a shortfall as the saving in salaries was required from April 2015

3.8 Deliver the Freegal music streaming service

**Update:** This new service was introduced in May 2014 and has proved very popular, delivering up to 3 hours a day free music streaming and 3 downloads per week. The monthly figures have risen from 225 downloads and 800 hours of streaming per month at the end of the last financial year to 773 downloads and 2,819 hours of streaming per month at the end of 2015. For the year 5,148 tracks were downloaded and there were 19,218 hours of music streaming. This service is replacing the music CD loan service which is now less popular with library members. Bookfund is no longer allocated to replenishing the CD loan service. service.

3.9 Deliver 2014/15 element of 1st World War commemorations

**Update:** Project work associated with “Lest We Forget” was successfully delivered. A Big City Read delivered in association with Portsmouth University, “When the guns fell silent” written by local author James Riordan, proved a popular activity with reading groups and other readers in winter 2014, reflecting the events of Christmas 1914. The paving outside Southsea Library has been designated to commemorate a 1<sup>st</sup> World War VC, Lt. Norman Holbrook with related biographical information inside the library.

3.10 Explore the delivery of current archive photographic records, on-line to improve public access.

**Update:** This has not been accomplished in 2014/15, due to priorities over the re-location of the archive and issues related to cataloguing backlogs, and the current absence of a digital portal to present the resources. Increased levels of volunteering will address some of these concerns and explorations of work with genealogical sites (2.3.5) will enable some materials to be accessed digitally.

3.11 Develop, promote and deliver the Mobile Library service

**Update:** The mobile library began service on 1<sup>st</sup> September 2014, delivering mainly to sites in the north of the city, at shopping centre, supermarkets and other community locations where people gather. The aim is to target areas of the city and communities, not well served by a static library. It has proved very popular, with monthly issues rising from 900 in September to 1,927 in March 2015. Overall the Mobile accounts for between 1.5 and 2% of all library issues. This is more than Portsea Library and only a little behind Paulsgrove Library. Some sites have proved extremely popular and others less so. A review of the timetable and services will take place in 2015

3.12 Explore and develop the health and wellbeing library offer including library engagement with Macmillan Cancer Support

**Update:** Funding of £147,134 was awarded from Macmillan Cancer Research in summer 2015 and the post of Health and Wellbeing Officer was recruited in October 2014. The Officer is working to build strategic partnerships and embed health and wellbeing in all areas of Library and archive delivery. Key activity includes the launch of dementia collections, building the Macmillan volunteer team, the vision impaired support and books on prescription. A full update report of the Library and Archive services work in Health and Wellbeing and the Macmillan funded project is being presented to the Culture Leisure and Sport Briefing Meeting 19 June 2015.

3.13 Support the delivery of Universal Credits through Peoples Network access and staff support.

**Update:** There has been a delay in the roll out of Universal Credit, due to factors beyond the control of the local authority. In preparation for this anticipated event which will impact the workloads for the library service points, all frontline library staff have undertaken The Society of Chief Librarians Universal Training Offer. A full report of this training delivery will go to the Culture Leisure and Sport Briefing Meeting 19 June 2015

3.14 Increase virtual library visits by 5% in the year 2014/15

**Update:** This has been achieved. In 2013/14 there were 99,897 virtual visits to libraries and this rose to 121,690 for 2014/15. An increase of 21.8%. This illustrates a changing pattern in library use where increasing numbers of transactions and enquiries are taking place digitally, by different users and in many cases out of traditional opening hours.

3.15 Explore the refurbishment and potential improvements to Cosham Library

**Update:** This work-stream has been held over to 2015/16, as no budget has been allocated to this work. This remains the case in 2015/16 but an exploration of funding options will take place to identify if some or all of the work may be achieved. The planned improvements would create an IT Learning suite in the current children's library, relocating children's to the area at the back of the building.

#### **4. Reasons for recommendations**

- To deliver the Libraries and Archives business plan.
- To implement actions and work streams, facilitating access to services
- Increase the range and breadth of residents and visitors engaging with and benefiting from services.
- Ensure that services support and address the needs of all customers, targeting the most vulnerable.

4.1 The reasons for the addition of each of the new recommendations for action and activity added for 2014/15 is given below:

##### **4.1.1 Deliver 2015/16 savings**

To ensure Library and Archive spending remains within budget and delivers the business plan.

##### **4.1.2 Apply for and achieve Archive Accreditation with National Archives**

To ensure the safety and conservation of the Portsmouth City Archive, with best practice identified and acknowledged to ensure the archive remains within the city.

##### **4.1.3 Develop and deliver the Portsmouth Short Story competition as part of the BookFest Book Festival**

To encourage and support the development of literary creativity in the city, in line with the aspiration that Portsmouth is and will continue as a city of great writers.

##### **4.1.4 Explore the delivery of current archive photographic records, on-line to improve public access.**

To provide access and raise awareness, of the archive images and related resources for the benefit of those living in or near the city and an international audience. Digital access also avoids damage to the original source material and will provide opportunities for income generation.

##### **4.1.5 Explore options and undertake procurement activity with on-line genealogical subscription sites to deliver digitisation and access to specified elements of the Portsmouth Archive record.**

To improve access to the information held in the archive, protect the original source material, raise awareness of the resources and provide opportunities for income generation.

#### **4.1.6 Review the Mobile Library service offer and timetable**

To ensure best use is being made of this valuable resource, providing access to library services for the residents of Portsmouth.

#### **4.1.7 Develop and agree a policy for the safe storage and management of "Born Digital" archive for Portsmouth.**

This is required as part of the development of policies and process to achieve National Archive accreditation. It is also required for the city to ensure that important records that exist only in a digital format are not lost to future generations.

#### **4.1.8 Support the delivery of Universal Credits through Peoples Network access and staff support.**

Supporting digital access and "bridging the digital divide" are nationally accepted priorities for Library Services. (Society of Chief Librarians National Offer) Gov.uk now provides all government information on-line only and states that public libraries are places of access and support for the digitally disenfranchised. It has already been identified that Portsmouth has 24.8% of adult residents who have never been on-line, compared to the national average of 12.6%. Therefore some of the most vulnerable residents in Portsmouth will have difficulties in applying for Universal Credit and managing their account. The availability of free Peoples Network computers in Libraries and related staff support will make libraries a "go-to" location for individuals without digital access at home who will require support. This is accepted by the Library Service but with the caveat that staffing and resources are limited.

#### **4.1.9 Increase virtual library visits by 5% in the year 2015/16**

To ensure services to virtual visitors and those who wish to in-part access library and archive services digitally, support customer needs and encourage further use. To deliver a business plan target

#### **4.1.10 Explore the refurbishment of Cosham Library within existing budgets.**

To increase use of Cosham library, in terms of visits and issues. Overall issues and footfall has declined against other larger libraries in the city. To provide an IT learning suite and venue to support the delivery of Universal Credit and provide a children's space which can be more supervised and supported by library staff.

#### **4.1.11 Develop Friends Groups at Alderman Lacey, Cosham and North End Libraries**

To increase community engagements with the libraries identified and provide opportunities for income generation

### **5. Equality impact assessment (EIA)**

5.1 A Preliminary EIA has been submitted

**6. Legal comments**

6.1 There are no legal issues arising that are not covered in the body of this report.

**7. Director of Finance's comments**

7.1 It is recognised that there is no additional PCC financial resource available to support the recommendations contained in this report. The Library Business Plan will continue to be funded from existing budgets.

7.3 Increased volunteer hours will support the existing staff providing an additional valuable resource for the service.

7.2 Sources of external funding including potential sources of income for the service will be explored to support the future development of;

- Online access to archive photographic records
- Digitisation and improved access to specified elements of the Portsmouth Archive record
- Development of Cosham Library
- Development of Literature Centre and IT Learning Zone

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Signed by:  
**Stephen Baily**  
**Director of Culture and City Development**

**Appendices:**           None

**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 10 July 2015.

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