Portsmouth
C I T Y   C O U N C I L

Agenda item:

Title of meeting:	Culture Leisure and Sport Decision Meeting
Date of meeting:	28th April 2017
Subject:	Libraries and Archives Annual Update Report 2017/18
Report by:	Director of Culture and City Development
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 of the work carried out by the Portsmouth Library and Archive Services in the last twelve months, i.e. April 2016 to March 2017.

1.2   To update on the activities undertaken to address the recommendations for action agreed in the 2016 Libraries and Archives Update Report.

1.3   To make recommendations for additional actions to be undertaken in Portsmouth Libraries and Archives in line with the Operations Plan for the period 2017/18

2.   Recommendations

2.1   That the updates to the agreed actions from the Portsmouth Libraries and Archives Annual Update Report 2016/17, shown at 3 be noted.

2.2   That the following actions and activities at 2.2 .1 - 9 be carried forward from the previous year to be delivered or continued in 2017/18:

2.2.1   Deliver annual budget savings 2017/18.

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

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

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2.2.4 Continue to develop the health and wellbeing library offer and specialist collections, concentrating on the development of a central Health Hub and information leaflet presentations to be developed in partnership with other agencies.

2.2.5 Continue the delivery of digital archives project with a procured external provider.

2.2.6 Move the key communication model, with library users from post to email, with charges at cost for postal communication from April 2018. This has been delayed from the previous report due to delays in improving the Library Management System

2.2.7 Develop and expand the Friends Group programme specifically targeting Cosham and North End in 2017/18.

2.2.8 Continue the delivery and development of the following annual events:

- **BookFest Book Festival**
- **Portsmouth History Fair/Archives Week event**
- **Summer Reading Challenge, with emphasis on increasing the number and diversity of participants**
- **Portsmouth Book Awards for Picture Books, Shorter Novel and Longer Novel**
- **Portsmouth Literature Quizzes**
- **Schools Library Service "Meet the Author" Programme**

2.3 The following recommendations for action are added to the Library Operations Plan for the forthcoming year 2017/18 to be delivered within existing budgets or subject to the identification of additional funding:

2.3.1 Make the following improvements to the Library Management System:

2.3.1.1 Upgrade from Spydus 8 to Spydus 10 including the addition of modules as below:

- **Events and ticket sale**
- **Auto EDI**
- **Volunteer access**
- **Mobile App**

2.3.1.2 Upload the Archive Calm catalogue to Spydus 10 and develop web access, subject to the identification of funding

2.3.2 Deliver works to update the Southsea Library café and create a storytelling centre within the children's library and repair the front access doors - funding is already in place for this

2.3.3 **Deliver works to Beddow Library providing disabled access to the garden area and improvements to the space - funding is already in place for this.**

2.3.4 **Work with adult social care to develop a trainee scheme to enable adults with learning difficulties to gain work experience in libraries**

2.3.5 **Develop a programme of funding applications to supplement activity and support for existing agendas**

2.3.6 **Conduct a Mobile Library Review to maximise use of the vehicle and reach a more diverse demographic.**

2.3.7 **Establish a focus group mechanism to feedback on stock preference and purchase**

2.3.8 **Explore the development of a separate web site to be shared by Schools Library Service, the Public Library Service and Portsmouth Archive.**

3. **Background**

3.1 To ensure the consistency and quality of the public library offer across the UK, the Society of Chief Librarians (SCL) has worked with Arts Council England, the Reading Agency and regional SCL members to develop and agree 5 universal offers and two promises, which inform the work of all public libraries. The Universal Offers are:

- Reading
- Information
- Digital
- Health and Wellbeing
- Learning
- A further cultural offer is currently under consultation and is likely to inform actions for forthcoming years.

3.1.1 The two promises embed levels of support and expectation in the following areas:

- Children's Promise
- Six Steps (Vision Impairment)

3.1.2 In respect of the Archive Service, the priorities and aims identified by National Archives, are access to records for all, security and conservation.

3.1.3 In determining right action for the services, these offers, priorities and promises sit alongside the Culture and City Development Business Plan and PCC priorities ie:

- Be entrepreneurial and efficient

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- Raise education standards
- Encourage regeneration and investment
- Empower residents to be healthy and independent
- Provide excellent customer service

3.2   Below, are brief update reports on the works completed and the activities undertaken for each of the agreed recommendations for action from the 2016/17 Libraries and Archives Annual Update Report.

3.2.1   Deliver annual budget savings (2016/17).

Update: Relatively modest savings of £34,000 were achieved within the context of a staff review of frontline staff management. Completed February 2017

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

Update: A total of 17,364.25 hours was delivered by 278 volunteers. This achieved the 5% increase in total volunteer hours for the services but with a 5% reduction in the number of persons volunteering. This flags up the need to expand the breadth and diversity of volunteer recruitment in the year ahead.

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

Update: This work is ongoing, working across Archives, Modern Records and IS. The recommendation should be carried forward to subsequent year plans as the "Born Digital" principles should be embedded in the development and delivery of future projects and processes. .

3.2.4   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.

Update: The project has continued to roll out with improved collections, also with MECC "make every contact count." This training for all library staff is delivered to enable them to undertake "health conversations" and signposting to other organisations where appropriate, The Macmillan project will conclude September 2017, so the priorities remain to embed and mainstream the key areas of work in the existing staff structure and in shared arrangements with other services. This will include the creation of a central Health hub, a new collection to support ongoing and chronic health conditions and satellites in branches libraries.

3.2.5   Exploration of a separate Archive Photographic Store

Update: This has not been taken forward in 2016/17 as it was not been possible to identify funding or an appropriate location. The photographs remain securely and safely stored in the Southsea Repository, but this require the entire storage

area is maintained at a lower temperature and humidity than would otherwise be necessary.

3.2.6 Explore the refurbishment of Cosham Library within existing budgets

Update: It has not been possible to identify budget for this work...

3.2.7 Continue to develop and support the Friends Group programme at libraries across the city.

Update: The Friends Groups at Southsea and Beddow Libraries continue to thrive. Due to the staff review and earlier disruption due to staff ill health, it has not been possible to extend the groups in the year 2016/17 but there are plans to target North End and Cosham for an extension of the scheme in the year ahead.

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

Update: This requires the data including the images to be migrated to a web accessible site - see 2.3.1.2. Costs and scoping are currently being sought for the work. The issue of an accessible website is the subject of recommendation 2.3.8 and a separate report to Culture Leisure and Sport will be taken on this issue

3.2.9 Continue the delivery and development of the following annual events:

Update:

1. BookFest Book Festival - This was delivered February/March 2017 with an increased level of attendance than the previous year. 945 individual attended events delivered by public libraries and the third sector and 1,309 attended events delivered by the Schools Library Service. A total of 2,284 attendees, which was 126 more than in 2016. 97% of attendees who responded rated the events good or very good. BookFest delivery and development will be the subject of a separate report to be taken later this year.
2. Portsmouth History Centre, Archives Week events - delivered November 2016
3. Summer Reading Challenge - delivered July - September 2016 with 2,846 participants.
4. Portsmouth Book Awards for Picture Books, Shorter Novel and Longer Novel were all delivered in 2016 with a total of 8,047 participants.
5. Three Literature Quizzes were *delivered in 2016/17, the Primary, Secondary and Chichester events. The total number of participant was 330.*

3.2.10 Make the following changes to the Library Management System:

1. Transfer from the PCC server to "hosting" on the Civica/Spydus server

Update: This was achieved January 2017

2. Upgrade from Spydus 8 to Spydus 10

    Update: This is due to take place May 2017. This work was held back while the server move was taking place
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3. Upload the Archive catalogue to Spydus 10 and develop web access

    Update: This work was also held over while the server move was accomplished. It is also subject to favourable scoping of the current databases and the identification of additional funds for the work stream.

3.2.11 Publication of two Portsmouth Papers with "print on demand" option

Update: One Portsmouth Paper was launched. That is Portsmouth Paper 78: From the Fight for Britain to the Fight for Bread: *Portsmouth and the Impact of the First World War, 1914-1925*, by James Daly and Daniel Kneller. The paper was launched on 11th November 2016. Further papers have been delayed due to health issues with the prospective authors. Print on demand   services, awaits a front facing, independent web presence.

3.2.12 Embed Portsmouth Short Story competition as an annual BookFest element.

Update: This competition was successfully delivered for the second year as the launch event for Bookfest 2017. The entries continue to be of a high standard and there is evidence that the competition supports and encourages creative writing in the city.

3.2.13 Development of staff training days with embedded use of "Learning Pool" modules developed by SCL.

Update: Staff Training days continue to be invaluable for updating staff and passing on new learning. These are delivered December for the Weekday Team and April for the Weekend Team. All benefit from the Society of Chief Librarians, Learning Pool Modules which are also used as part of the induction for new staff members.

3.2.14 Move the key communication model, with library members from post to email, with charges at cost for postal communication from April 2017

Update: This has been postponed awaiting the installation of Spydus 10 which will make changes and improvements to the process for accessing the borrower record.

3.2.15 Deliver activities and events to commemorate the 40th birthday of the Central Library and the 5th birthday of Southsea Library

Update: Both events took place in July 2016 and were successfully delivered, with positive feedback..

4.   **Reasons for recommendations:**

Each of the recommendations in this report are listed below with the rational and clarification for their inclusion.

4.1   **Deliver annual budget savings 2017/18** - to ensure the Libraries and Archive Services are delivered within existing budgets

4.2   **Increase volunteer hours with the Library and Archive Services by 5% annually** - the service seeks to raise the number of volunteers in order to increase engagement with local communities and enhance the range and quality of services. Also to provide enrichment and work experience as required to support the needs of the volunteer. for job. This target to achieve a year on year increase ensures the process continues to bring new members and knowledge to the service.

4.3   **Develop and agree a policy for the identification, safe storage and management of "Born Digital" archive for Portsmouth** - to protect the archive of the future and ensure that legal retention requirements are adhered to

4.4   **Continue to develop the health and wellbeing library offer and specialist collections, concentrating on the development of a central Health Hub and information leaflets developed with other agencies.** - to deliver the SCL health and wellbeing requirement to empower PCC residents to be healthy and independent, well informed to make independent choices to support their needs.

4.5   **Continue the delivery of the digital archives project with procured external provider**. - to increase access to the archive and protect it from unnecessary handling. To promote the city, nationally and internationally

4.6   **Move the key communication model, with library members to email, with charges at cost for postal communication from April 2018 This has been delayed from the previous report due to delays in improving the LMS -** to support increased customer service, digital access and budget savings.

4.7   **Develop and expand the Friends Group programme specifically targeting Cosham and North End in 2017/18.-** increase engagement with the local communities, develop advocates for the service and raise funding to benefit the local library need.

4.8   **Continue the delivery and development of the following annual events:**
All of the activities listed below support outreach and reader development to encourage literacy and learning, library membership and engagement with libraries, archives and books. In the case of the Portsmouth Book Awards, Meet

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the author Programme and Literature Quizzes, this also incentivises schools to take up the SLS Traded Service.

BookFest Book Festival

Portsmouth History Fair/Archives Week event

Summer Reading Challenge, with emphasis on increasing the number and diversity of participants

Portsmouth Book Awards for Picture Books, Shorter Novel and Longer Novel

Meet the author programme

Portsmouth Literature Quizzes

4.9 **Make the following improvements to the Library Management System:**
In all cases, the activity is proposed to improve the customer experience and increase and enhance access to reading, learning, information, health and wellbeing agendas and better digital access. For the service, the upgrades to the system will make it more efficient, faster and more economic, with the result that less staff time will be spent on repetitive tasks.

Upgrade from Spydus 8 to Spydus 10 including the addition of modules as below

Events and ticket sale

Auto EDI

Volunteer access

Mobile App

4.10 **Upload the Archive Calm catalogue to Spydus 10 and develop web access, subject to the identification of funding -** improve the breadth and flexibility of the customer experience, by enabling access via the web. This will provide access nationally and internationally to support the visitor economy and deliver enhanced search facilities.

4.11 **Deliver works to update the Southsea Library café and create a storytelling centre within the children's library - funding is already in place for this** - increase opportunities for income generation via the café. Support for literacy, learning and library membership through the improved facilities for children, which will also act as a hub for reading and storytelling activity for the local communities.

4.12 **Deliver works to Beddow Library providing disabled access to the garden area and improvements to the space -** funding is already in place for this - Improve access for all ages and especially those with disabilities. This will improve facilities and encourage engagement with the Mary Rose School and other individuals and organisations with physical disabilities. The work will maximise use of the garden area, which will allow library activities to spread into the space and enable the development of a sensory garden in association with the Friends Group.

4.13 **Work with adult social care to develop a trainee scheme to enable adults with learning difficulties to work in libraries -** this will permit the Libraries and Archive services to draw down funding from Adult Social Care. It will provide

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enrichment to the current library offer through the provision of new activities, displays, and support for third party organisations. It will also provide closer links between the services and adults with learning difficulties allowing libraries and archives to develop services that better meet their needs.

4.14   **Develop a programme of funding applications to supplement activity and support for existing agendas -** to invest time in funding bids to seek to draw funding to the organisation. Priorities will be the development of storytelling centres and cultural hubs to encourage engagement by groups for recreation and learning.

4.15   **Conduct a Mobile Library Review to maximise use of the vehicle and reach a more diverse demographic -** to ensure that the Mobile vehicle, stock equipment and staff is used in the best possible way to meet the needs of the communities across the city.

4.16   **Establish a focus group mechanism to feedback on stock preference and purchase -** to ensure stock is purchased that best meets the needs of service users, and prospective service users to ensure best value.

4.17   **Explore the development of a separate web site to be shared by Schools Library Service, the Public Library Service and Portsmouth Archive -** a separate report will be taken on this action which will be funded within existing budgets. The recommendation is made to enable direct digital communication between the SLS Traded Service and its customers, to increase access to virtual services, service information, event booking and sale and the ability to interrogate catalogues of holdings.

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

5.1   A preliminary EIA is attached as Appendix A

6.   **Legal comments**

6.1   There are no legal implications arising directly from the recommendations in this report.

7.   **Director of Finance comments**

7.1   The recommendations contained in this report will be implemented within the existing approved budget resources of the Library Service.

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Signed by:

Stephen Baily
Director of Culture and City Development

Appendices:

Appendix A - Preliminary Equality Impact Assessment

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 ………………………………… on ………………………………

……………………………………………

Signed by:

Cabinet Member for Culture, Leisure and Sport