

North Yorkshire County Council

Corporate and Partnerships Overview and Scrutiny Committee

19 March 2012

Future Delivery of Library Services

1 Purpose of Report

- 1.1 To provide Members with an update on the overall progress made on decisions taken by the County Council's Executive on the future delivery of its library services, including community-managed libraries.

2 Summary

- 2.1 The report provides further detail on the work that has progressed in terms of all three categories of libraries, replacement of the mobile service, public consultation on proposed opening hours; the library volunteer campaign and the successful partnership arrangements that have been launched.
- 2.2 The report sets out the proposals to allow six community groups to take over management of local libraries, as well as proposals for alternative library provision at Hunmanby.

3 Background

- 3.1 At its meetings of 14 June and 22 November 2011, the Executive considered an overview of the results of the three-month consultation on the future delivery of its Library Service. Members were informed as to the implications of the savings plan for the Library Service over a three-year period starting on 1 April 2014. Recommendations were made as to how Library & Community Services would make the required savings of £2.024m, subsequently reduced to £1.7m. This included:

- removal of standard mobiles at the end of September 2011, including staff, vehicles and associated stock;
- use of central funding plus "one off" subsidy from Bookfund;
- further savings in all areas of support/back office functions;
- savings in years 2012/13 and 2013/14 were to be achieved by "sharing the pain"; the principles to be applied across all three categories of libraries included:
 - continued work with communities and partnership groups to identify "community ownership" solutions;

- utilise the one-off “invest to save” monies allocated to the library service to develop the community outlet model to facilitate the transition to community ownership;
- continue to exploit the opportunities of new technologies to increase library usage.

3.2 The approval outlined above was to be achieved as follows:

- **Category 1** – libraries in key centres of population, offering the full range of services, with fewer library staff, with opening hours reduced from their current level and open a maximum of six days per week, ie no Sunday opening. Any retention of existing opening hours would require building on the successes already achieved at eg Harrogate by increasing the use of volunteers in all libraries in this category as well as increasing the number of other groups/ partners using library premises as their own base/outlet. Libraries in this category include Catterick, Crosshills, Filey, Harrogate, Knaresborough, Malton/Norton (one site), Northallerton, Pickering, Richmond, Ripon, Scarborough, Selby, Settle, Sherburn, Skipton, Stokesley, Thirsk and Whitby.
- **Category 2** – libraries located in the smaller towns as well as areas of significant population, or in areas of social or rural deprivation. The library service budget will continue to ensure that these libraries are maintained through ongoing support towards accommodation, book stock, IT facilities and broadband connectivity. In addition to this, an element of “professional” or “paid” staffing will be based in the library, albeit at a reduced rate to that which is currently provided. Work with communities in these areas has been developed to meet their needs in partnership with volunteers/groups and organisations. Libraries in this category include Bedale, Bentham, Boroughbridge, Colburn, Easingwold, Eastfield, Hawes, Helmsley, Ingleton, Kirkbymoorside, Leyburn, Pateley Bridge, Scalby, Starbeck and Tadcaster.
- **Category 3** – libraries in relatively close proximity, ie those within approximately five miles of a Category 1 library or in unsuitable premises. Support from the service will include the provision of regularly updated book stock as well as training and monitoring for volunteers/partner organisations provided from members of the professional library team. The service has continued to work with these communities in order to develop local solutions. Given the financial constraints and the time needed to consult with the staff affected, it was proposed that, if no partners came forward to work with the service in these locations by 31 October 2011, then these libraries would close by 31 March 2012. Libraries within this category include Barlby, Bilton, East Ayton, Embsay, Gargrave, Great Ayton, Hunmanby and Masham.

3.3 At the same time, it was also agreed that the existing Supermobile (SUMO)/Home Library and Information Service (HLIS) would be retained and reconfigured to ensure coverage in areas of greatest rurality/sparsity furthest away from static libraries and the revised SUMO schedule was implemented on Monday 24 October 2011. The schedule locates SUMO stops in those communities which are the furthest away from branch libraries. Professional library staff are working with communities to encourage the use of the SUMO, and Members have been invited to promote the SUMO as a focal point for local communities. Each site will ensure the continuance of the HLIS within the locality through use of an

expanded volunteer network. The HLIS also provides a service to older and disabled people from other former mobile stops who cannot get to a library. Parish Councils and a range of potential partners have also been invited to work with the service to broaden the range of services available to the local community during the morning or afternoon of the SUMO visit.

4 Progress to date

- 4.1 In order to implement the savings plan for the Library Service over a three-year period starting on 1 April 2011, it was agreed that the Library Service would continue to work with local communities and partners with all three categories of libraries, in order to identify greater opportunities for local communities, including individuals, to become more involved in the development and provision of local library services.
- 4.2 Since the Executive gave approval, extensive work has taken place with eight groups representing communities with libraries in "Category 3", namely Barlby, Bilton, East Ayton, Embsay, Gargrave, Great Ayton, Hunmanby (see paragraph 4.4) and Masham. With the exception of Masham (which was re-launched ahead of schedule at the end of January 2012) and Hunmanby, the remaining six groups were given a deadline of 1 February 2012 to provide the County Council with robust business plans setting out their proposals as to how, in both financial and managerial terms, they would take over the ownership and running of their local library.
- 4.3 The individual business plans were considered by a panel of Officers from Legal, Finance and Procurement/Contracting. Summaries for the six individual libraries are as follows:

Ayton. To be run by the Ayton Library Steering Group, and renamed Derwent Valley BRIDGE, reflecting the multi-faceted nature of the services to be provided; Books, Resources, Information, Diversity, Groups, Education.

Barlby. The library building will be run by Barlby Parish Council and renamed Barlby Library and Community Hub. It will include a meeting place, information and exhibition space, and a parish office as well as the library. A library volunteer group will run the library, supported by the Parish Council.

Bilton. To be run by Bilton and Woodfield Community Library Group, which intends to become an incorporated charitable organisation. Bilton library is currently on the ground floor of premises owned by the county council; but it is intended that after the first 12 to 18 months it will be relocated to the new children's centre at the Woodfield School site.

Embsay. Embsay with Eastby Community Library Group will run the library under the auspices of the Village Hall committee, a registered charity. The library is based in the Embsay with Eastby Village Hall. The group's aims are to maintain a viable library and information service and to increase usage of the library by extending opening hours and developing a programme of further activities and initiatives.

Gargrave. To be run by Gargrave and Malhamdale Community Library Management Committee, and based in the Village Hall in Gargrave. The group is supported by the Parish Council which is covering all the accommodation costs for at least the first three years. The group aims to extend the services offered to the community.

Great Ayton. To be renamed Great Ayton Discovery Centre. The management team has secured funding of £30,000 a year for the next three years from the Parish Council. The group has a range of experience including accountancy, banking, education, working with and managing voluntary organisations and project management. The group's aim is to develop the library building as a centre for village activity, and in the longer term to extend the library building to enable financially attractive co-location with other village businesses.

The panel were impressed by the quality of the business plans from the community groups which they considered to be both coherent and well structured. The key areas that the panel considered in the business plans were financial viability and sustainability as well as volunteer capacity to provide the services on a day-to-day basis.

- 4.4 In the case of Hunmanby, solutions for alternative provision have been agreed with community representatives, including the provision of the SUMO for the foreseeable future commencing 14 April 2012. In addition, longer-term solutions, such as a library outlet based in the community centre, will continue to be explored.
- 4.5 As well as the extensive work based on "Category 3" libraries, the Library Service has asked local communities and partners to consider how they might make up the shortfall created by the reduction in "staffed" opening hours at Category 1 and 2 libraries. As a result, there has been further work and progress in a number of areas since November, and a number of partnership arrangements have been developed.
- 4.6 These include the successful partnership now being delivered at Leyburn between the County Council, Richmondshire District Council and Leyburn Town Council. This has seen the re-location of the Community Office to the library at Thornborough Hall whereby volunteers recruited by the Town Council are now working alongside Richmondshire staff and, as a result, opening hours have increased by 50% from 19 to 40 hours per week. The County Council has also partnered with Ryedale District Council to relocate the Tourist Information Centre into Malton library with the result that the current opening hours at Malton have increased from 40 to 46 hours.
- 4.7 Following the withdrawal of the mobile library service at the end of September 2011 and the introduction of the new SUMO timetable (**Appendix 1**), providing services to larger communities at greatest distance from a static library, work has also progressed with smaller villages and settlements in order to set up library outlets/book corners and "reading rooms" where communities have expressed an interest in running their own collections. This has resulted in a number of new library outlets which have been developed by communities at Darley, as well as collections at the Black Bull (Melsonby), the Masons Arms (Bishop Monkton) and village halls at Hinderwell and Wass.
- 4.8 Intensive work has also been undertaken to ensure that all of the housebound customers (approximately 200) previously served by the mobile library are now provided for by the HLIS.

- 4.9 At the end of January 2012, the County Council also launched a campaign to raise awareness of volunteering opportunities within libraries. The campaign sets out to attract volunteers to assist the service in a variety of roles and make a positive difference in their local communities, as well as gain valuable work experience and gain new skills. The campaign, which features photographs and quotes from volunteers already working in libraries, has attracted extensive coverage from local newspapers and media and has already been effective in terms of the numbers of volunteers coming forward to support their local library service. This also supports the work that groups in a number of communities with category 2 libraries have been doing to explore ways to extend opening hours and make their library more sustainable.

5 Resource/Performance Implications

- 5.1 The above are all included within the actions required in order to implement the three-year savings programme for libraries, as agreed by the Executive on 14 June and 22 November 2011.
- 5.2 The service will continue to monitor performance closely against all target areas, including budget over the three-year period from 04/11 to 03/14.
- 5.3 Harrogate Library has always been a significant factor in the overall performance of the library service, providing around 10% of the total business for the whole service. The refurbished library, which re-opened in October 2010, continues to do well. Comparing April 2011 – January 2012 with the equivalent period last year, Harrogate business levels have continued to increase, and in some areas are well beyond expectation. Active users are up by 16%, visits by 32.6%, loans by 42%, ICT learning sessions by 20% and income by 64%. Particularly impressive is that the number of young adults who have newly joined the library is up by 41% on the previous year.
- 5.3 The use made of the SUMO is also encouraging, eg it has enrolled 208 new members since it began its new routes in October which is almost as many people as all 10 mobiles enrolled in the same period last year (209) It is also reaching more young people - 59 of the new members are under 16. We have issued well over 9000 items at the new stops - an average of around 30 issues an hour which is comparable to, for example, Colburn or Starbeck libraries. Approximately 20% of these issues are for junior books.

The performance of the newly configured services will continue to be closely monitored to ensure an acceptable level of use is maintained for the service overall. In the case of the SUMO, if usage is insufficient/declines and the service ceases to be viable, its deployment will be re-considered.

6 Consultation

- 6.1 In addition to the extensive three-month consultation that took place between December 2010 and February 2011 and the work with individual communities outlined above, further consultation has been undertaken with local communities and frontline staff during January and February this year. This has helped to determine the final “staffed” hours for libraries in Categories 1 and 2 and reflects those localities where partnership arrangements have resulted in either

maintaining or extending current hours. These new hours will be implemented week beginning 4 June and are set out at **Appendix 2**. Work continues with local community groups who want to extend their library's opening hours beyond these revised hours.

7 Equalities Impact Assessment

- 7.1. The Library Service continues to keep the impact on equalities under review, including making some general equalities training available to Category 3 library groups, particularly in the light of recent findings against Gloucestershire and Somerset library authorities on the grounds of equalities.

8 Recommendations

- 8.1 The Committee is invited to consider the report above on the progress made on decisions taken on the future delivery of library services.
- 8.2 The Committee is also asked to provide feedback/comment as to how, going forwards, the service could improve on its future consultation and engagement with local communities.

Report prepared by
Julie Blaisdale
Assistant Director Library & Community Services
March 2012

SUPERMOBILE (SUMO) SCHEDULE OF VISITS

WEEK 1			
Day	Location	time	Stop
Mon.	Weaverthorpe	10.30 – 12.30	Opposite Village Hall
	Sherburn	2.00 – 4.00	Village Hall
	Hovingham	5.00 – 7.00	Opposite the entrance to Hovingham Hall and Village Hall on Hall Green
Tue.	Balne	10.30 – 12.30	Crossroads on Thorntree Lane
	Brotherton	2.00 – 4.00	Near United Reformed Church
Wed.	Buckden	10.30 – 12.30	National Parks Coach & Car Park
	Kettlewell	2.00 – 4.00	National Parks Coach & Car Park
Thu.	Danby	10.30 – 12.30	Village Hall Car Park, Dale End
	Castleton	2.00 – 4.00	On corner of Ashfield Road with Church Street
	Staithe	5.00 – 7.00	Car and Coach park
Fri.	Service		
Sat.	Hunmanby (First visit, Wk 1 - 14 April 2012)	10.00 – 12.00	Behind the bus stop on Cross Hill, opposite The Cottage - TBC

WEEK 2			
Day	Location	Time	Stop
Mon.	Robin Hoods Bay	10.00 – 12.00	Station Coach & Car Park, Station Road
	Sleights	1.30 – 3.30	Coach Park
	Rosedale	5.30 – 7.30	Adjacent to the Green, by Telephone Kiosk
Tue.	Eggborough	10.30 – 12.30	Village Hall, Selby Road
	Kirk Smeaton	2.00 – 4.00	Shoulder of Mutton Public House Car Park
Wed.			
	Reeth	2.00 – 4.00	Village Green Car Park adjacent to Kings Arms Hotel
Thu.	Osmotherley	10.00 – 12.00	Oswaldene Estate
	Cowling	3.30 – 5.30	Methodist Church Hall Car Park
Fri.	Sheriff Hutton	10.00 – 12.00	Village Hall Car Park
	Slingsby	2.00 – 4.00	The Green, adjacent to Porch House
Sat.	Pateley Bridge	10.00 – 12.00	Showground Car Park

Opening Hours to be Implemented w/c 4 June 2012

BEDALE	
Monday	2.00-5.00
Tuesday	10.00-4.00
Wednesday	2.00-5.00
Thursday	Closed
Friday	10.00-4.00
Saturday	10.00-12.00
Sunday	Closed

BENTHAM	
Monday	2.30-4.30
Tuesday	Closed
Wednesday	10.00-1.00
Thursday	Closed
Friday	2.30-5.30
Saturday	10.00-12.00
Sunday	Closed

BOROUGHBRIDGE	
Monday	2.00-5.00
Tuesday	2.00-5.00
Wednesday	Closed
Thursday	10.00-1.00
Friday	10.00-1.00, 2.00-6.00
Saturday	10.00-12.00
Sunday	Closed

CATTERICK GARRISON	
Monday	10.00-5.00
Tuesday	Closed
Wednesday	10.00-7.00
Thursday	1.00-7.00
Friday	Closed
Saturday	10.00-1.00
Sunday	Closed

COLBURN	
Monday	2.00-5.00
Tuesday	2.00-5.00
Wednesday	Closed
Thursday	10.00-1.00, 2.00-5.00
Friday	10.00-1.00, 2.00-5.00
Saturday	10.00-12.00
Sunday	Closed

CROSSHILLS	
Monday	2.00-7.00
Tuesday	Closed
Wednesday	10.00-1.00
Thursday	2.00-5.00
Friday	2.00-7.00
Saturday	10.00-12.00
Sunday	Closed

EASINGWOLD	
Monday	10.00-5.00
Tuesday	2.00-5.00
Wednesday	Closed
Thursday	1.00-6.00
Friday	9.30-5.00
Saturday	10.00-12.30
Sunday	Closed

EASTFIELD	
Monday	9.30-7.00
Tuesday	2.00-5.00
Wednesday	9.30-5.00
Thursday	Closed
Friday	9.30-5.00
Saturday	9.30-12.00
Sunday	Closed

FILEY	
Monday	10.00-5.00
Tuesday	Closed
Wednesday	10.00-7.00
Thursday	1.00-5.00
Friday	10.00-5.00
Saturday	10.00-1.00
Sunday	Closed

HARROGATE	
Monday	9.00-7.00
Tuesday	9.00-7.00
Wednesday	9.00-7.00
Thursday	10.00-6.00
Friday	9.00-7.00
Saturday	9.00-4.00
Sunday	Closed

HELMSLEY	
Monday	Closed
Tuesday	10.00-12.00
Wednesday	Closed
Thursday	10.00-12.30, 2.00-4.00
Friday	10.00-12.30, 2.00-6.00
Saturday	10.00-12.00
Sunday	Closed

8.30-6.00 tbc with Ryedale District Council

INGLETON	
Monday	10.00-12.00, 3.00-7.00
Tuesday	Closed
Wednesday	2.00-6.00
Thursday	Closed
Friday	2.00-5.00
Saturday	10.00-12.00
Sunday	Closed

KIRKBYMOORSIDE	
Monday	1.00-7.00
Tuesday	Closed
Wednesday	To be confirmed with Ryedale District Council & Town Council
Thursday	3.00-8.00
Friday	10.00-5.00
Saturday	10.00-12.00
Sunday	Closed

KNARESBOROUGH	
Monday	9.30-5.00
Tuesday	9.30-5.00
Wednesday	9.30-5.00
Thursday	9.30-1.30
Friday	9.30-7.00
Saturday	9.30-1.30
Sunday	Closed

LEYBURN	
Monday	9.00-12.30, 1.30-5.00
Tuesday	9.00-12.30, 1.30-6.00
Wednesday	9.00-12.30, 1.30-5.00
Thursday	9.00-12.30, 1.30-6.00
Friday	9.00-4.00
Saturday	9.30-12.30
Sunday	Closed

Includes hours provided with Richmondshire DC

MALTON	
Monday	9.30-5.00
Tuesday	9.30-7.00
Wednesday	9.30-5.00
Thursday	9.30-5.00
Friday	9.30-5.00
Saturday	9.30-4.00
Sunday	Closed

Includes hours provided with Ryedale TIC

NORTHALLERTON	
Monday	9.30-6.00
Tuesday	9.30-5.00
Wednesday	9.30-6.00
Thursday	1.00-5.00
Friday	9.30-5.00
Saturday	9.30-1.30
Sunday	Closed

NORTON	
Monday	Closed
Tuesday	2.00-5.00
Wednesday	2.00-5.00
Thursday	10.00-12.00
Friday	Closed
Saturday	10.00-12.00
Sunday	Closed

PATELEY BRIDGE	
Monday	2.00-6.00
Tuesday	Closed
Wednesday	10.00-12.00, 2.00-5.00
Thursday	Closed
Friday	10.00-12.00, 2.00-5.00
Saturday	10.00-12.00 (Supermobile fortnightly)
Sunday	Closed

PICKERING	
Monday	9.00-5.00
Tuesday	10.00-5.00
Wednesday	Closed
Thursday	10.00-7.00
Friday	10.00-5.00
Saturday	10.00-2.00
Sunday	Closed

RICHMOND	
Monday	10.00-6.00
Tuesday	10.00-5.00
Wednesday	10.00-12.00
Thursday	10.00-6.00
Friday	10.00-5.00
Saturday	10.00-1.00
Sunday	Closed

RIPON	
Monday	10.00-6.00
Tuesday	10.00-5.00
Wednesday	10.00-5.00
Thursday	10.00-5.00
Friday	10.00-5.00
Saturday	10.00-2.00
Sunday	Closed

SCALBY	
Monday	10.00-5.30
Tuesday	10.00-5.30
Wednesday	10.00-1.00
Thursday	Closed
Friday	10.00-7.00
Saturday	10.00-1.00
Sunday	Closed

SCARBOROUGH	
Monday	9.00-6.00
Tuesday	9.00-6.00
Wednesday	10.00-6.00
Thursday	9.00-7.00
Friday	9.00-6.00
Saturday	9.00-3.00
Sunday	Closed

SELBY	
Monday	9.30-7.30
Tuesday	9.30-5.30
Wednesday	9.30-5.30
Thursday	9.30-12.30
Friday	9.30-5.30
Saturday	9.30-12.30
Sunday	Closed

SETTLE	
Monday	2.00-5.00
Tuesday	9.30-5.00
Wednesday	Closed
Thursday	2.00-5.00
Friday	2.00-6.30
Saturday	10.00-12.00
Sunday	Closed

SHERBURN-IN-ELMET	
Monday	9.30-5.00
Tuesday	9.30-5.00
Wednesday	Closed
Thursday	9.30-6.30
Friday	9.30-12.30
Saturday	9.30-12.30
Sunday	Closed

SKIPTON	
Monday	9.30-7.00
Tuesday	Closed
Wednesday	9.30-7.00
Thursday	9.30-7.00
Friday	9.30-5.00
Saturday	9.30-1.30
Sunday	Closed

STARBECK	
Monday	2.00-6.00
Tuesday	10.00-1.00, 2.00-5.00
Wednesday	2.00-5.00
Thursday	Closed
Friday	2.00-5.00
Saturday	10.00-12.00
Sunday	Closed

STOKESLEY	
Monday	9.30-5.00
Tuesday	1.00-6.00
Wednesday	1.00-5.00
Thursday	9.30-12.30
Friday	9.30-5.00
Saturday	9.30-12.30
Sunday	Closed

TADCASTER	
Monday	2.00-6.00
Tuesday	2.00-6.00
Wednesday	Closed
Thursday	9.00-1.00
Friday	9.00-1.00
Saturday	10.00-12.00
Sunday	Closed

THIRSK	
Monday	10.00-5.00
Tuesday	1.00-5.00
Wednesday	closed
Thursday	10.00-5.00
Friday	10.00-7.00
Saturday	9.30-12.30
Sunday	Closed

WHITBY	
Monday	9.30-5.00
Tuesday	9.30-7.00
Wednesday	Closed
Thursday	9.30-5.00
Friday	9.30-5.00
Saturday	10.00-1.00
Sunday	Closed