

## **REPORT OF THE SERVICE DIRECTOR, YOUTH, FAMILIES AND CULTURE**

### **A STRATEGY FOR NOTTINGHAMSHIRE'S LIBRARIES - 6 MONTHLY PROGRESS REPORT: JANUARY – JUNE 2014**

#### **Purpose of the Report**

1. To update Members on implementation of the Strategy for Nottinghamshire's Libraries between January and June 2014.

#### **Information and Advice**

2. The 'Strategy for Nottinghamshire's Libraries' was approved by County Council on 15 December 2011.
3. Since its approval the strategy has under-pinned the service business plans for 2012/2013 and 2014/15. A number of specific actions have been completed or have made progress during the second six months of the strategy.
4. The strategy outlined 10 key pledges and a 10 point action plan for the future.
5. The following table summarises progress between January and June 2014 in relation to the **10 key pledges** made within the strategy.

<b>Pledge No.</b>	<b>Pledge Summary</b>	<b>January – June 2014</b>
1.	We will invest to put libraries at the heart of their communities by maximising the use of library services and our buildings as a key face to face service of the County Council.	<p>NCC Work clubs are now well established in 8 libraries</p> <p>NCC Children's Centres continue provision at Cotgrave, Ladybrook, Mansfield Woodhouse, Misterton, Ruddington, and Warsop Libraries. In Bingham the Children's Centre will co-locate with the library in the refurbished building next Autumn.</p> <p>NCC Registration Services continue to be delivered from Beeston, Southwell, Sutton-in-Ashfield, Stapleford and West Bridgford Libraries.</p>

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		The Library service now supports the Families Information Service and has trained local library staff to deal with face to face enquiries.
2.	We will provide services where people live, through an extensive network of libraries and specialist mobile libraries.	<p>All 60 libraries and 3 mobile libraries are fully operational - non-planned closure was 0.1% (static &amp; mobile combined) or 0.02% (static libraries only) of total opening hours in the report period.</p> <p>Over 3 million visits were made to libraries during 2013/14 and there were 39,500 new members.</p>
3.	<p>We will respond directly to local needs in developing libraries and ensure our libraries meet community need. We will ensure that:</p> <ul style="list-style-type: none"> <li>- libraries are open at convenient times</li> <li>- a wide range of library books and information sources are available across the network</li> <li>- we consult with customers and communities in making changes to service provision.</li> </ul>	<p>Sunday opening is provided at the four strategic libraries.</p> <p>Total expenditure on new book stock for 2013/14 is estimated to be £1m, resulting in over 134,000 new items being added to stock.</p> <p>A total of £40,000 was spent on new resources for the refurbished Newark Library.</p> <p>At Southwell customers were consulted about a change to opening hours and as a result the library is now open on a Thursday morning and has reduced some evening opening times.</p>
4.	We will increase community involvement in the shaping and delivery of libraries provision.	<p>A number of meetings have been held with potential partners for the development of community partnership libraries and improved collaboration.</p> <p>The move towards a new operating model for the service includes a public engagement plan which will be delivered in the second half of 2014.</p>
5.	We will keep local communities and customers at the centre of all we do.	Libraries continue to play a significant role in the life of communities for example:

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		<p>a new community meeting room has been created in the refurbishment of Newark Library.</p> <p>the development of Dementia friendly libraries, which was the subject of a report to Culture Committee in February 2014.</p> <p>a new procedure for tracking comments, complaints and compliments will be introduced this summer</p>
6.	We will be dynamic, innovative and share best practice.	<p>Nottinghamshire Libraries continues to play an active part in regional and national networks.</p> <p>As well as answering face to face enquiries in libraries, the Library service's online enquiry service Ask Libraries has answered over 1,000 national and local online enquiries from January until May.</p> <p>Nottinghamshire Libraries continues to work in partnership with Near Now (Broadway) and the Arts Service on a project entitled <u>Libraries for the Future</u>. This is an Arts Council England funded project. Based at Mansfield Library, it will research and develop creative digital interventions with library services.</p> <p>Best Practice has also been shared with visits to Nottinghamshire by Suffolk, York and Oxfordshire Libraries, and with a visit to Gloucestershire by Nottinghamshire.</p>
7.	We will provide excellent customer service every time, and maintain our high satisfaction levels.	<p>In February the Library Service was assessed for continual compliance for its Customer Service Excellence Award. The assessor's report stated that front line service delivery continues to improve and enjoy high levels of customer satisfaction. The service has achieved the highest rating for commitment to put the customer first;</p>

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		<p>empowering staff; and using staff insight to inform practice and procedures to assist customers.</p> <p>We have updated our Library communication standards for face-to-face, telephone and e-mail contact with communities and users.</p> <p>We are in the process of producing forward facing library standards – detailing our commitment to users and service development.</p> <p>Senior managers across the service have all taken part in 'Back to the Floor' days to engage with service users and identify opportunities to improve customer service.</p>
8.	We will ensure that libraries contribute to positive social, economic and educational outcomes for individuals, communities, local business and culture in Nottinghamshire.	<p>Mansfield Library hosted a business preview evening for the 20-20 Business Network members to view the hire spaces and find out about library resources. Library staff gave a presentation at a 20-20 breakfast meeting.</p> <p>The Apprentice programme has been successful and this year one former apprentice gained employment within the service. The service will offer 4 new placements for 2014/15 as well as continuing to support another 6 who are finishing their placements.</p> <p>Libraries have hosted or run a significant number of learning opportunities for adults and families to engage them in learning and improve their skills.</p> <p>From January – May 2014 there have been 62 learning events that attracted 1,553 adults and 1,723 children.</p> <p>160 adults have undertaken basic computer skills training in libraries in this</p>

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		<p>same period.</p> <p>A recent Local Studies Fair at Mansfield Library enabled local history groups to promote themselves and their activities and was visited by over 300 people</p>
9.	We will continue to develop new audiences for our libraries by exploiting the use of customer insight data and by adopting a targeted approach to our cultural programmes.	<p>Worksop Library is providing a monthly programme for older people, in partnership with Live Music Now, called Songs and Scones</p> <p>The Spring Jazz programme has been delivered at Worksop, West Bridgford and Southwell Libraries</p> <p>A touring exhibition from the Southbank Centre was held at West Bridgford of the work of Michael Craig Martin, a high profile British artist.</p> <p>A Costa Book awards event was held at West Bridgford Library in January, sponsored and in partnership with Costa.</p> <p>The Library Service worked in partnership with the Adult and Community Learning Service (ACLS), fostering teams, the support after adoption team and the youth service (young people looked after team) to deliver a family learning event for fostering and adoptive families.</p> <p>Worksop Library was the venue for a fun day of shared activities and challenges aimed at supporting family learning, promoting health and wellbeing and benefits of reading for pleasure.</p> <p>An exciting programme of events for children has taken place in libraries across the County. Well known children's authors including Jonathan Meres and John Dougherty visited Mansfield, Worksop and West Bridgford Libraries during February half-term for</p>

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		<p>the 'Laugh out Loud' week.</p> <p>We were successful in a bid to Culture 24 to host a 'Museums at Night' event on 16 May in West Bridgford Library, attracting popular children's author Jonathan Stroud.</p>
10.	We will continue to explore new operating models to provide the best possible libraries service for Nottinghamshire.	<p>The outline business case approved by Full Council on 27 February 2014 supports the development of an arm's length operating model for public libraries.</p> <p>A Cultural Service transformation board has been established to progress work to deliver the agreed business case.</p>

6. The following table summarises progress in relation to the **10 point action plan**.

<b>Action Number</b>	<b>Action</b>	<b>January – June 2014</b>
1.	Investing in, developing and remodelling Nottinghamshire libraries.	<p>Newark Library re-opened in May following essential electrical work and a major refurbishment to update the fabric and library offer. Public response has been very positive.</p> <p>Bingham Library closed at the end of May to allow urgent maintenance work and the remodelling of the vacant health centre to create shared premises and facilities with the Children's Centre.</p>
2.	Locating library services in the best location for local communities and library users	<p>Work continues to co-locate Annesley Woodhouse Library with the community centre.</p> <p>Initial scoping is underway in relation to the future of Collingham Library.</p>
3.	Providing resources and access to services in partnership with local communities and customers.	<p>The Wi-Fi project continues to roll out across libraries.</p> <p>There were 320,582 hours of public access computer use for 2013/14, an increase of 12% over 2012/13.</p>

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4.	Continuing to develop the 'core' libraries offer to provide inspiration to read, create knowledge through access to information, learning and the Nottinghamshire story, enhance community life and stimulate cultural activity.	<p>The core offer will be reviewed during 2014/15 to ensure that we are continuing to provide a responsive service which meets objectives.</p> <p>All libraries maintain an ongoing programme of displays, exhibitions, promotions and events to inspire customers and local communities.</p> <p>Libraries support 170 book groups and other reading activities for adults and children, including Bookstart.</p>
5.	Maximising the use of new technology such as e-books and self-service.	<p>The e-books service continues to grow in popularity; there has been a tenfold increase in loans since the removal of a download fee in April 2013. A greater range of titles are now available from publishers for library use and this will help to enhance the library collection. The new audio e-books collection is also growing in usage and in the range of titles.</p>
6.	The further development of planned cultural, heritage and learning programmes.	<p>A new programme of events is being planned at Mansfield, Worksop and West Bridgford Libraries to run from July to October, which will include jazz, Summer Reading Challenge, family theatre, young people's workshops and community events, including a football event at Mansfield Library.</p> <p>The Southwell Poetry Festival programme has been planned and will take place in July.</p> <p>The Libraries for the Future project will include cultural events at Mansfield Central Library to engage audiences with technology.</p> <p>Joint summer safety roadshows with firefighters, police, East Midlands Ambulance service, road safety and heritage ambulance will also take place.</p>

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		<p>Touring exhibitions commemorating World War 1 start in August, along with a programme of activities, including talks, film and a creative writing workshop.</p> <p>The Big Draw workshops and exhibitions, in partnership with Rufford, are also planned as part of this programme.</p>
7.	Maintaining and further developing work with children and young people.	<p>Family theatre continues to attract sell out audiences at Mansfield Library with Blunderbus Theatre company's performance of the children's favourite – 'Hugless Douglas' on Saturday 7 June.</p> <p>Building on the success of 'Creepy House', plans are well underway for this year's Summer Reading Challenge 'Mythical Maze', which will launch in July, with over 10,000 children aged 4 - 11 years projected to take part.</p> <p>Nottinghamshire Libraries in conjunction with Youth Services put on 'Randomfest', an indoor festival for young people at Worksop Library in March. The event included a variety of popular workshops introducing attendees to drumming, being a DJ and song writing and the opportunity to hear a selection of quality young local bands playing full sets.</p>
8.	Supporting staff development and empowerment.	<p>The first series of briefing sessions with all staff has been undertaken specifically to focus on new operating models.</p> <p>Following the very successful development course for Library Managers, a programme for the continuing development of librarians is being planned. This will enhance leadership skills and share good practice across the service.</p>



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9.	Developing 'community library partnerships' (CPLs)	Volunteering in libraries has been maintained and is seeing a gradual increase.  Community Partnership Libraries are developing in several locations; a full report on progress was presented to Culture Committee on 3 June 2014.
10.	Developing mobile and community based library services to those who cannot visit static library sites.	The Home Library Service continues to serve housebound readers who can no longer visit their local library.  The Mobile Library Service visits 250 mostly rural communities on a monthly basis.

7. In summary the library service continues to deliver its core service to a high standard and is developing the service in line with the agreed strategy.

### **Other Options Considered**

8. As this is a report for noting, it is not necessary to consider other options.

### **Reason/s for Recommendation/s**

9. The report is for noting only.

### **Statutory and Policy Implications**

10. This report has been compiled after consideration of implications in respect of finance, public sector equality duty, human resources, crime and disorder, human rights, the safeguarding of children, sustainability and the environment and those using the service and where such implications are material they are described below. Appropriate consultation has been undertaken and advice sought on these issues as required.

### **Implications for Service Users**

11. The detailed work undertaken in relation to the delivery of the strategy aims to improve the accessibility and quality of library and information services for our customers.

### **RECOMMENDATION/S**

- 1) That the update on implementation of the Strategy for Nottinghamshire's Libraries between January and June 2014 be noted.

**Derek Higton**  
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### **Constitutional Comments**

12. As this report is for noting only, no constitutional comments are required.

### **Financial Comments (KLA 05/06/14)**

13. There are no financial implications arising directly from the report.

### **Background Papers and Published Documents**

A Strategy for Nottinghamshire's Libraries – report to County Council on 15 December 2011  
A Strategy for Nottinghamshire's Libraries – six-monthly progress report: July to December 2013 – report to Culture Committee on 1 April 2014

Except for previously published documents, which will be available elsewhere, the documents listed here will be available for inspection in accordance with Section 100D of the Local Government Act 1972.

### **Electoral Division(s) and Member(s) Affected**

All.

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