

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

### **SOUTHWELL LIBRARY OPENING HOURS**

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

1. To seek Committee approval of a change to Southwell Library's opening hours following a customer consultation exercise.

#### **Information and Advice**

2. A reduction in all library opening hours followed a full service wide review and public consultation in December 2010. Changes were implemented on 4 April 2011. Part of these changes to Southwell Library's hours included its closure on Thursday mornings.
3. Since its implementation and following an impact assessment to track customer demand and library performance levels, small changes to Saturday and Sunday opening hours were made in January 2012.
4. The analysis of customer comments and library performance measurements have continued and following the reopening of Southwell's Thursday morning market in 2013 and the temporary opening of the library all day on Thursday, due to Newark Library's closure for planned maintenance and refurbishment, a need has been identified for Thursday morning opening.
5. Feedback from the local Library Manager has identified where changes can be made within existing budgets to improve access to library services.
6. A customer consultation exercise was undertaken from 31 March to 26 April 2014 through survey forms within the library and via the Council's web site – this provided two options and a free text comment box.
7. Option A was to maintain existing opening hours whilst Option B was to open for three hours on Thursday morning from 9.30am -12.30pm and close one hour earlier, at 5.00pm on three of the least busy evenings.

8. A total of 266 people responded and 209 (79%) were in favour of Option B as detailed below:

Monday	9.30am - 6.00pm
Tuesday	9.30am - 5.00pm
Wednesday	9.30am - 5.00pm
Thursday	9.30am - 12.30pm
Friday	9.30am - 5.00pm
Saturday	9.00am - 3.00pm
Sunday	12.00noon - 4.00pm

### **Other Options Considered**

9. A number of patterns of opening were considered but data gathered from the previous extensive public consultation, local experiences since April 2011, use of management information sources from the Library Management System and visitor counters informed the proposal as detailed above.

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

10. Following a detailed process of analysis the proposal above is the most cost effective way of meeting customer demand and local operational needs.

### **Statutory and Policy Implications**

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

### **Financial Implications**

12. There are no additional staffing costs as existing staff have agreed to make minor changes to their timetables.

### **Human Resources Implications**

13. Staff are aware of the need for new opening hours to meet customer demand.
14. The local Library Manager has been consulted on the proposed changes to opening hours and will make adjustments to staffing rotas as appropriate.

## **RECOMMENDATION/S**

- 1) That the new opening hours for Southwell Library, as proposed in Option B, are implemented with effect from 9 June 2014.

**Derek Higton**  
**Service Director, Youth, Families & Culture**

**For any enquiries about this report please contact:**

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### **Constitutional Comments (NAB 07/05/14)**

15. Culture Committee has authority to approve the recommendation set out in this report by virtue of its terms of reference.

### **Financial Comments (KLA 07/05/14)**

16. There are no financial implications arising directly from this report, as explained in paragraph 12 above.

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

None.

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

Southwell and Caunton      Councillor Bruce Laughton

C0422