Brighton & Hove City Council

Libraries Plan 2014-15

Libraries at the Heart of our Communities:
Broadening Horizons, Improving Lives

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Executive Summary

The Libraries Plan 2014-15 sets out the objectives and key actions planned for Brighton & Hove Library Service for the next 18 months. It sets out the scope of the Library Service in the city, and gives some key performance data:

- Jubilee Library is top performing library in the region and the second most popular library in the country, with one million visits each year

Benchmarked with Comparator Local Authority Group 2012-13, Brighton & Hove Library service is:

- *Best value* - cost per visit (£2.68) (Av £3.33)

- *Most popular* – visits per head of population (6.2) (Av 4.6)

- 2nd highest for total items in stock

- Cost 32p per week per person

The Libraries Plan demonstrates the value of public libraries and shows how they support priority objectives for the city such as health and well-being; reading and literacy; children and adults learning; supporting elderly and vulnerable people; and providing important, safe and trusted community spaces in local neighbourhoods.

The vision for the Library Service was articulated in 2009 and remains relevant today: ***'Libraries at the Heart of our Communities: Broadening Horizons, Improving Lives'.*** Public libraries are fundamental to a democratic society, and play a powerful role in supporting community and personal development, that underpins economic activity and enriches people's lives. Libraries make a difference on an individual level: inspiring people; widening their view of the world and what is achievable; supporting learning, and enabling access to knowledge and information. Libraries also bring people together, providing a focus for community activity and interaction, reducing isolation and supporting social cohesion. Public libraries are at the heart of sustainable communities.

The main aims for Libraries for 2014-15 are:

- To develop the role of libraries as community hubs, and to work more closely with other service providers to deliver the community and council priorities and objectives for the city.

- To expand partnership arrangements with other agencies and council departments to ensure that libraries are alive with activity and enabling people to achieve many different things through their local library.

- To support health and well-being, reaching out to those who are housebound or who are carers; developing libraries' services for vulnerable people, including those with disabilities and older people.

- To improve digital inclusion, supporting people using the Internet, particularly those lacking confidence and skills, and delivering assisted digital services to help people access services (particularly government services) online.

- To deliver the four Public Library Universal Offers around reading, information, health and digital services.

- To develop the role of libraries in encouraging reading as a valuable cultural activity that underpins people's ability to learn, develop and work, and continue to support adults and children to improve their literacy levels as a vital life skill.

- To improve customer satisfaction through improving library stock and information services, making best use of new technologies and digital resources.

- To modernise and deliver value for money through updating library technology, reviewing and improving the use of resources, and streamlining processes, to ensure that library users receive a high quality service that meets their needs.

Details of service objectives and key actions can be found in section 5 of the Libraries Plan.

A rolling programme of consultation and research has underpinned the development of the Libraries Plan, using a variety of methods. Some of the latest findings are included in the body of the report.

Working effectively in partnership is essential to the success of Brighton & Hove Libraries, and the extent and variety of partners and projects in which Libraries are involved is outlined in the Libraries Plan. Libraries are marketing themselves as effective partners for other public services, community and voluntary sector organisations and even private sector companies.

1. Service Profile

1.1 <u>Service Accountability</u>

Brighton & Hove Library and Information Services are within the council's Assistant Chief Executive's Directorate and form part of the portfolio of the Chair of the Economic Development and Culture Committee.

1.2 <u>Service scope</u>

Brighton & Hove Libraries provide comprehensive public library services to all those who live, work or study in the city, and for those who are visiting the city.

There are
- 12 community libraries
- central library for Hove
- award-winning Jubilee Library at the heart of the network

In addition there is an Equal Access Services Centre based in Coldean Library, which delivers services to residential accommodation and a Home Delivery Service for those who are housebound.

Jubilee Library also houses a unique collection of rare books, and there are also special collections in Hove Library.

A 24/7 virtual library is available for those who are unable to visit a local library, or who simply want to access information online. This offers free access to a good range of online reference books and databases, including the newly acquired public research journals previously only available in academic libraries.

Libraries also provide free access to computer facilities for library members in all our libraries (217 public PCs across the city), and a growing number of libraries now have Wi-Fi.

There are over half a million items of library stock across the city, including 40,000 audio-visual items and 45,000 rare books. Information on all of these items can be found on the Library Catalogue: https://brighton-hove.spydus.co.uk

In addition to the core libraries services, Brighton & Hove Libraries offer a range of other facilities, including conference and learning rooms for hire in Jubilee Library, and some community libraries; exhibition spaces for public hire, and a retail offer in the Jubilee Booklover Store.

For more information please visit the library website at www.citylibraries.info.

2. Key Performance Data

Libraries are well used and well-loved in the city:

- Jubilee Library is top performing library in the region and the second most popular library in the country

Brighton & Hove 2013-14 data:

- Visits: 1,631,262 p.a. (89 per hour open)

- Issues: 1,199,775 p.a. (66 per hour open)

- Attendance at events: 43,945 p.a.

- New members: 17,236 p.a.

- Satisfaction levels: 85% of adults, 70% of children thought services excellent or good

- New books and other items of stock bought: 50,031

2.1 Comparative Data and Value for Money

Libraries are a statutory service and there is a range of comparative data that can be used to benchmark library services.

CIPFA statistics provide the core data, and the nearest neighbours group is a suitable comparator group. However, the comparison should be made on <u>net</u> expenditure, taking account of the capital repayments that are encompassed in the payments made to the PFI partner for the provision of the Jubilee Library, and which are covered by the £1.5m grant finding received from the government.

On this basis, Brighton and Hove Libraries are the most efficient and deliver the best value for money of all the 16 nearest neighbour authorities as identified by CIPFA:

Benchmarked with Comparator Local Authority Group 2012-13, Brighton & Hove is:

- *Best value* – cost per visit (£2.68) (Av £3.33) (net)

- *Most popular* – visits per head of population (6.2) (Av 4.6)

- 2nd highest for visits to libraries

- 2nd highest for loans of AV

- 2nd highest for total items in stock

Brighton & Hove Libraries are in the top quartile for 16 out 24 of the most significant comparator statistics as measured by CIPFA for 2012-13

Libraries offer Value for Money:

Using 2012-13 data:

- Brighton & Hove Library Services cost 32p per week per person (net)
- Less than a bag of crisps or a pint of milk

3. The Value of Public Libraries:

3.1   Libraries are Inclusive

• Free to use
• Unique public spaces, open to all
• Providing access to books and information for everyone
• Providing space for gathering, studying and learning
• Providing specialist services for visually impaired people, for housebound people, and those in residential care

3.2   Libraries Help Children to Learn and Develop

• Children who use the library are twice as likely to be above average readers
• Bookstart children are consistently superior in all elements at pre-school, in reception classes and in Key Stage 1 SATs
• Pupils participating in Study Support activities attain average of 3.5 grades more across all their GCSEs or one more A*C grade in their best 5 results

In Brighton & Hove:
• 32,441 children attended over 1,786 different events and activities in libraries in 2013-14, including:

	Sessions	Attendees
Baby Boogie	184	6,025
Homework Clubs	394	2,372
Class visits	465	13,774
Summer Reading Challenge	2,752 took part	

Feedback:
• *My scores have gone up loads in maths since coming to the HClubs"*
• *"My son really enjoyed the summer read, it captured his imagination. It moved his reading forward; it gave him focus and more of an interest to get the next book."*

3.3   Libraries Improve Adult Literacy

Brighton & Hove Libraries 2013-14:
• 365 people attended 26 adult and family learning events
• 246 adults with special needs attended 33 sessions
• 629 people attended 42 reading or writing workshops

3.4   Libraries Promote Reading

Brighton & Hove Libraries 2013-14
• Half a million books
• Purchased 50,000 new items of stock

- 1.2 million loans
- 45,676 active borrowers (borrowed in the last year)
- 787 people attended 110 reading group sessions

3.5   Libraries Help the Elderly

- Libraries help older people to connect to their communities and learn through regular reading or social groups
- Libraries encourage older people to live independently
- Libraries are safe, free and friendly places
- Greater % of older people are visiting libraries

3.6   Libraries are Cultural Centres

Libraries provide a range of cultural experiences:
- Reading and writing
- Art and architecture exhibitions
- Craft activities
- Theatre and film events
- Award ceremonies
- Radio broadcasts
- Music events and other shows e.g. White Night (4,320 attended 2011)

3.7   Libraries are Community Hubs

- Celebrate local identity and sense of place
- Provide safe and trusted public spaces
- Help break down barriers through reading and information about different cultures
- Empower and engage people from all backgrounds
- Help foster cohesive communities
- Provide community owned space for discussion and feedback, meetings, surgeries and consultation
- Co-location and shared services are the way forward

Feedback:
"Libraries exist to better a community. To help people learn, read, obtain knowledge, as a place to obtain credible, authoritative information. To provide opportunities for the young, old, literate, illiterate, the poor and the rich. Closing a library doesn't just close a building, it says to a community 'You are not important. You and your aspirations don't matter.' It's not about money but respect."

3.8   Libraries are Community Access Points to the Council

- Libraries are a recognised brand and trusted venue for information and services
- 85% customer satisfaction levels
- Access point for local delivery of council services (face to face or online)
- 'Council Connect' service supports people using council services online

- Government 'digital by default' agenda – libraries can provide 'assisted digital services' for those using government services online

3.9 Libraries Help Digitally Excluded People

Brighton & Hove Libraries 2013-14:
- 34% of library computer users have no home internet access
- 32% of users are job-seeking
- 319 Council Connect sessions supported 881 people
- 164 other IT learning events were held, supporting 518 people
- 19,056 unique monthly computer users
- 127,395 hours of library computer use
- 1.3 million library website sessions
- 35,159 unique wifi users in Jubilee, engaging in 98,502 sessions of use

Feedback from Library IT users:
- *I have been out of work and it has enabled me to find a job much easier"*
- *If it were not for these facilities I don't think I could carry out my volunteer work"*
- *"I use the computers as I am unemployed and they are free – can't afford to pay £1 or £2 elsewhere"*
- *"Enabled me to access a variety of work to complete with a child excluded from school"*

3.10 Libraries Support Jobs and the Economy

- Library staff help people find jobs by helping with CV writing, job searches, and researching how to acquire new skills
- Job Clubs in libraries
- Libraries help people develop their digital skills and find information
- Libraries and staff offer resources to help people start and grow their businesses
- Library developments also boost local regeneration – Jubilee Library is an example

Jubilee Library Redevelopment Scheme Economic Impact
Key findings:
- £17-21 million p.a. estimated added value to the local economy
- Estimated additional 500 f/t jobs
- Estimated additional £4.4 million visitor spend
- Estimated additional upgrading to the surrounding area worth £4.2 million
- Estimated 80% of Library visitors combine their visit with other activity such as shopping, eating, events, etc. (800,000 pa)

3.11 Libraries Support Health and Wellbeing

- Reading reduces stress by as much as 67%
- Reading helps prevent the onset of dementia by 35%
- Social activities in libraries combat isolation and loneliness
- Health information - 27% of users take away health information
- Library staff are trusted 2nd only to doctors

- Libraries provide mental health treatment support through 'Books on Prescription' and Mood Boosting Books

3.12 Libraries have Expert Staff

- Provide free professional service
- Help choose reading material, assist study
- Help use the internet and e-resources
- Are trained to help find and recognise reliable sources of information

4. Public Library Vision and Ambitions

'Libraries at the Heart of our Communities: Broadening Horizons, Improving Lives'

This vision for Brighton & Hove Libraries was developed in 2009 and remains relevant today. Public libraries are fundamental to a democratic society, and play a powerful role in supporting community and personal development, that underpins economic activity and enriches people's lives. Libraries make a difference on an individual level: inspiring people; widening their view of the world and what is achievable; supporting learning, and enabling access to knowledge and information. Libraries also bring people together, providing a focus for community activity and interaction, reducing isolation and supporting social cohesion. Public libraries are at the heart of sustainable communities.

Brighton & Hove City Council has an award winning Libraries Service. Jubilee Library has won 14 awards, which have recognised its excellence ranging from its design, sustainability, and quality of materials, through to its regeneration of the local area, its positive impact on the community, its artwork and the partnership working that led to its success. Since Jubilee Library opened in 2005, Hove Central Library has been refurbished, a much-loved Carnegie building that celebrated its centenary in 2008. Like many libraries and other cultural buildings of the time, Hove Library was built with funding from the philanthropist Andrew Carnegie, and its distinct character has been retained with the sensitive refurbishment completed in 2007.

The commitment to continuously improve the Library network has progressed in recent years with four of the 14 community libraries being redeveloped (Patcham, Coldean, Woodingdean and Mile Oak libraries), and one extended (Portslade Library). There have also been extensive renovations at Rottingdean Library and refurbishments at Moulsecoomb and Hangleton Libraries.

The Library Service's ambition for 2014-15 is to develop the role of libraries as community hubs, and to work more closely with other service providers to deliver the community and council priorities and objectives for the city. This will include taking every opportunity to improve the library infrastructure and environment, as well as improving service delivery and working in partnership with other teams.

Libraries will continue to expand partnership arrangements with other agencies and council departments to ensure that libraries are alive with activity, enabling people to achieve many different things through their local library, and that Libraries play a full and active role in delivery of the Corporate Plan and the Sustainable Community Strategy.

Supporting health and well-being is a growing area of activity for Libraries, and this will continue for 2014-15. Reaching out to those who are housebound or who are carers; developing libraries' services for vulnerable people, including those with disabilities, and older people, are all areas of activity for the current plan.

Enabling access to the benefits of the internet and digital engagement is a core part of public libraries' activity. As well as providing free access, the Library Service will develop its support to people using the internet, particularly those lacking confidence and skills. Libraries will also develop their role in delivering assisted digital services to help people access services (particularly government services) online.

The delivery of the four Public Library Universal offers around reading, information, health and digital services will be a primary focus for Library Service activity. Libraries will promote reading and learning, improve access to information and services, and ensure that libraries are welcoming, attractive and well equipped.

The Library Service will develop the unique role of libraries in encouraging reading as a valuable cultural activity that underpins people's ability to learn, develop and work. Libraries will continue to actively support adults and children to improve their literacy levels as a vital life skill.

Brighton & Hove is a culturally unique city. The place and the people who are drawn here have a character and style that helps the city stand out as a cultural centre. The Library Service intends to maintain and develop the library aspects of this cultural uniqueness, including the protection and promotion of the rare books and special collections that have been collected mainly through the generosity of local benefactors over the last century.

Brighton & Hove Libraries already achieves a high level of customer satisfaction, and staff will continue to improve this through workforce development programmes, and individual staff development training and support. A particular emphasis will be placed on improving stock in response to public feedback, and developing and improving libraries information services, making best use of new technologies and digital resources.

Libraries will continue to modernise and deliver value for money through updating library technology reviewing and improving the use of resources including library layouts, and streamlining processes to ensure that library users receive a high quality service that meets their needs.

5. Key Priorities and Actions for 2014-15

5.1   Priorities identified through staff workshops and supported by Scrutiny Board members:

- Supporting literacy and learning
- Improving and developing stock
- Developing Libraries as Community Hubs
- Inclusion – reaching those in most need
- Digital inclusion and e-service development
- High quality customer service

These priorities are reflected in the Libraries Plan Objectives for 2014-15.

In order to show the links through to the Corporate Plan, the Libraries Plan objectives have been framed in the same way to reflect corporate priorities and objectives.

Please note that these objectives assume that all the regular range of services, events and activities continue to be delivered. The plan is highlighting areas of development.

<table>
<tr>
<td rowspan="13">Corporate Priority 1: Tackling Inequality</td>
<td colspan="2">Service Objective 1: Children and young people have the best start in life

Key actions:</td>
<td>Target date</td>
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<tr>
<td>Develop Bookstart to provide a new programme to target the most disadvantaged two year olds</td>
<td>Sept 2014</td>
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<tr>
<td>Develop effective school engagement programme for Libraries</td>
<td>Sept 2014</td>
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<tr>
<td>Increase appropriate volunteering programme for young people in Libraries</td>
<td>Sept 2014</td>
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<tr>
<td>Develop opportunities for achieving Arts Award accreditation through library activity</td>
<td>March 2015</td>
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<tr>
<td>Develop services for looked after children</td>
<td>Sept 2015</td>
</tr>
<tr>
<td colspan="2">Service Objective 2: Vulnerable adults supported to live healthy, independent lives

Key actions:</td>
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<tr>
<td>Develop the Library Home Delivery Service (HDS) to provide library services and improve the quality of life for those unable to get out without support</td>
<td>May 2015</td>
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<tr>
<td>Work with Adult Social Care to engage HDS clients in Get Involved consultation for the Local Account</td>
<td>June 2014</td>
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	Work with and Age UK to engage HDS clients in NHS surveys	Dec 2014	
	Introduce i-pads to assist HDS clients to access the Internet.	July 2014	
	Develop digital inclusion initiative through expansion of Council Connect and Silver Surfers sessions	ongoing	
	Set up new assisted digital sessions to target specific groups e.g. unemployed	Sept 2014	
	Develop series of training for social media courses for the public to increase digital participation skills.	March 2015	
Corporate Priority 1: Tackling Inequality	**Service Objective 3: Reduce health inequalities and long standing public health issues** **Key Actions:**	Target date	
	Implement the Public Library Universal Health Offer through:		
	Implement the new national Dementia offer by The Reading Agency. Work with Alzheimers' Society to achieve Dementia Friends Awareness training for library staff.	Oct 2014	
	Improve our offer for families and young people with experience of mental health	Sept 2014	
	Work in partnership with GPs at Woodingdean Surgery, the Alzheimer's Society, Macmillan Cancer, the Carer's Centre and other health related organisations to create a health hub at the new Woodingdean Library	Sept 2014	
	Improve access to digital health information through the NHS Widening Participation project	June 2014	
	Service Objective 4: Culture and leisure opportunities for all **Key actions:**	Target date	
	Deliver the Universal Reading Offer – delivering key programme of events to promote reading throughout the year	March 2015	
	Management of Libraries Arts Award extension programme investment funding in partnership with South East Bridge organisation Artswork	July 2014	
	Achieve ACE funding to deliver '*How Individuals Make Societies Change*' project to inspire and engage people to participate in arts and culture in libraries	July 2015	
	Build upon partnerships with adult learning providers – support promotion of adult learning opportunities	June & Sept 2014	
	Increase provision of book group services to new and existing libraries – especially around LGBT and BME communities	March 2015	
	Ace bid to fund Literature tent at Brighton Pride working with key partners,	August	

	building on the success of last year's bid to provide creative writing and performance opportunities for LGBT community in the city.	2014

Corporate Priority 2: Creating a More Sustainable City	**Service Objective 5: Improve Libraries' sustainability performance using the One Planet principles** **Key actions:**	Target date
	Improve energy efficiency in Hove and Hangleton Libraries through more effective loft and wall insulation and pipe lagging	Jan 2015
	Use Freegle when disposing of unwanted furniture and equipment to maximise recycling opportunities	On-going
	Achieve good score in annual energy assessment of Jubilee Library	March 2015

Corporate Priority 3: Engaging People Who Live and Work in the City	**Service Objective 6: A service that is easy to contact and demonstrates that it listens to residents** **Key actions:**	Target date
	Implement improvements to stock provision based on public feedback through systems thinking review - Broaden range of stock and extend separate genre collections	March 2015
	Improve accessibility of information enquiry provision - embed local live chat facility in new library service web pages	March 2015
	Library user research using Systems Thinking questions and answer sessions in all service points particularly during Customer Services Week	March 2015
	Regular reviews of customer comments: 'You said, we did' appearing on website	Every quarter
	Implement changes needed as identified in recent library user surveys	March 2015
	Service Objective 7: Engagement with and support to the community and voluntary sector **Key actions:**	Target date
	Enable adults to live healthy, independent lives through our actions as a partner of the Fed in the City Wide Co-ordination of Social Care	July 2014
	Work in partnership with the community and voluntary sector on reducing isolation	June 2014
	Participate in the Ageing Better cross city bid, led by Age UK, and supporting	Dec

		2014
	Develop programme of events, working with local partners from BME and LGBT communities, for key calendar events including Black History Month and LGBT History month.	March 2015
	Partnering Sussex University on Living in the UK refugee women's project and exhibition in Libraries	June 2014
	Partnership with Gypsy/traveller community project to heighten awareness of issues around gypsy/travellers in Brighton & Hove	June 2014
	Partnering Speaking Volumes community organisation in heightening awareness of living with HIV as part of World Health Day and as part of the wider health initiative for libraries	June 2014
Corporate Priority 3: Engaging People Who Live and Work in the City	**Service Objective 8: Improved collaboration between libraries and communities, developing Libraries as Community Hubs** **Key actions:**	Target date
	Monitor and build on the Housing initiative in Moulsecoomb Library	Sept 2014
	Develop opportunities to support adult social care in libraries, particularly around combatting isolation	Sept 2014
	Develop the new Woodingdean Library and Medical Centre as an exemplar with particular focus on health promotion	March 2015
	Programme of literary, digital inclusion and cultural events engaging communities in the Woodingdean area of the city connected to the new library opening	July 2014
	Open new library in PACA and promote to the local community	July 2014
	Develop the role of libraries in supporting health information and referral through discussions with CCG	Sept 2014
	Service Objective 9: Improved engagement with businesses **Key actions:**	Target date
	Develop and promote electronic resources to businesses - promote Mint UK and undertake programme of staff awareness	Dec 2014

Corporate Priority 4: Modernising the	**Service Objective 10: Good governance and leadership** **Key actions:**	Target date
	Implement Council Values training programme for all managers and set example to staff by modelling these in behaviours at work	March 2015
	Improve staff satisfaction levels through improving our internal communication,	March

improving our management capability and building personal resilience.	2015
Consult over the Libraries Plan and formulate a three year plan for 2015-18	March 2015

Service Objective 11: Excellent customer service **Key actions:**	Target date
Review of Libraries customer services standards	Dec 2014
Review of the telephone system – customer journey mapping and involvement of customers	March 2015
Refurbishment of Hollingbury Library – customer journey mapping and systems thinking involvement of customers	Nov 2014
Review and improve library website content and migrate to new corporate website	Dec 2014
Install Windows 7 and Office 2010 on all Public PC's	May 2014
Install Windows 7 and Office 2010 on all Staff PC's	Dec 2014
Install public access WiFi in all libraries	Sept 2014
Make iPads available, with 4G connectivity, to Home Visit volunteers so they are able to support housebound people access services online	June 2014

Service Objective 12: Deliver efficiencies and value for money **Key actions:**	Target date
Improve stock processes through implementation of recommendations of stock project	May 2014
Review and improve the layout of Jubilee Library to respond to the changing demands from library users	October 2014
Implement changes to delivery of Book Ahead service to Early Years settings as agreed with Children's Services	Sept 2014
Review impact of changes to delivery of study support services	March 2015
Train staff in process mapping and look at ways to streamline processes, tailoring them to our customers' needs, to improve the customer experience	March 2015
Upgrade all self-service RFID kiosks with new internal PC's running Windows 7	Dec 2014

	Make payment of Library charges available online through the Online Library Catalogue (OPAC)	May 2014
	Upgrade the Library Management System Spydus to the latest version (v9)	Oct 2014
	Install and Configure a new server for staff and service data.	June 2014
	Replace network switches in all Libraries with switches capable of Wake on LAN (WoL) and Power over Ethernet (PoE)	Dec 2014

6. Statutory Framework

This section outlines the legislative and statutory framework within which public libraries operate.

The Public Libraries & Museums Act 1964 is the law that makes public libraries a statutory service. It requires local authorities to provide a comprehensive and efficient public library service.

Public Libraries & Museums Act 1964

Local councils have to abide by this Act which makes public library services a statutory duty for local authorities. Councils must:

- Provide a comprehensive and efficient library service for all persons in the area that want to make use of it (section 7)
- Promote the service (section 7(2)(b))
- Lend books and other printed material free of charge for those who live, work or study in the area (section 8(3)(b))

The Government superintends councils' role and has a duty to:

- Oversee and promote the public library service (section 1(1))
- Take action where a local authority fails to perform its duties (section 10)

This role is currently undertaken by the Department for Culture, Media and Sport (DCMS).

Government review of statutory duties

In 2011 the Department of Communities and Local Government asked for comments on the statutory duties placed on local government (including those concerning libraries) and received over 6,000 responses. The review has now closed. Any future considerations about whether to remove specific duties will involve further consultation.

To a question in the House of Lords in June 2011, Baroness Hanham, the Parliamentary Under-Secretary of State, Department for Communities and Local Government stated that: *"The Government has no intention to remove statutory protection where this will have a negative impact on the services provided to the public. Such protections that will rightly remain include, for example, services for vulnerable children...allotments and libraries."*

The Key Requirements of the Act:

The main obligation is to provide a '**comprehensive and efficient'** service, to promote this service, and to lend books free of charge. However, the key words of 'comprehensive and efficient were never clearly defined, though some indications were given. The next main attempt to define the statutory requirement was when there were

'Public Library Standards' - these were in place for about five years then were removed by the last government.

The latest and clearest source of information as to what would be regarded as sufficient to meet these obligations is the Wirral Inquiry Report.

Wirral MBC was referred by Chartered Institute for Library and Information Professionals (CILIP) to the DCMS with a recommendation that the Minister investigate its proposals to close 11 libraries. In 2009, the Government conducted a formal public inquiry into Wirral Council's changes to its library service. The Inquiry was led by Sue Charteris.

The Inquiry found that Wirral had been in breach of its statutory duties to provide comprehensive and efficient public library services and had failed to make an assessment of local needs and did not have a strategic plan or review for the library service.

Wirral withdrew its proposal to close 11 libraries. The Wirral Inquiry report remains an important document that sets out, for instance, the need for a library strategy based on an analysis and assessment of local needs.

As well as the dutues under the 1964 Act, the Public Sector Equalities Duty has been cited in judicial reviews, and this duty needs to be embedded in public library service planning from the outset, and be pursued with substance and rigour. (See section 7.5 for more details of what is required under the Equalities Act 2010.)

The need to deliver 'best value' under the 1999 Local Government Act is another important statutory framework for public libraries as it is for all council services. A 'Best Value' authority must make arrangements to secure continuous improvement in the way in which its functions are exercised, having regard to a combination of economy, efficiency and effectiveness (LGA 1999, section 3[1]).

7. Policy Context

7.1   Community Strategy - The Connected City

Brighton & Hove's sustainable community strategy sets out the vision, principles and priorities of Brighton & Hove Connected – a partnership which brings together council, public sector, business, voluntary sector and community leaders. The key principles of increasing equality and improving engagement underpin the Libraries Plan, and are evident in most of the specific actions identified for this year. Libraries are particularly active in the areas supporting children and young people and supporting health and well-being.

7.2   Corporate Plan

The Corporate Plan identifies the key council commitments under the Council Priority headings. Libraries are actively supporting the delivery of the plan, with most of the proposed Library Service activity being linked to specific Corporate Plan priorities and objectives (see section 5). There are also two key areas of focus for Libraries to achieve:

- Consolidate further services into library or other buildings to provide more joined up services to citizens and customers (KAOF 4.3.3).

- Improve staff satisfaction levels by implementing improvements based around the key messages from the staff survey, specifically improving our internal communication, improving our management capability and building personal resilience. (KAOF 4.2.2)

The first of these encompasses the development of Libraries as Community Hubs, which can be found in Service Objective 8. The second of these is being delivered through leadership and management training and improved communications, outlined under Service Objective 10.

7.3   Brighton & Hove Cultural Strategy 2008 - 2018

A Cultural Services Strategy has been developed that recognises the importance of culture in Brighton & Hove, and the aspirations of people who live and work in, or visit, the city. It reflects on the unique profile, strengths and qualities of the city, and sets out a direction for the future of the city's culture. The strategy identifies priorities for growth and improvement in services and activities through cooperation and partnership, and sets out a framework for guiding decision -making and interaction with other public, private and community partners. The role of Libraries in providing services and community support is acknowledged and identified in the strategy.

7.4 <u>Envisioning the Library Of the Future 2014 - Arts Council England (ACE)</u>

Arts Council England is the lead body charged with developing the arts in England. In October 2011, ACE added libraries to its responsibilities. The Arts Council has set out four priority areas for development:

1) place the library as the hub of the community
2) make the most of digital technology and creative media
3) ensure that libraries are resilient and sustainable
4) deliver the right skills for those who work in libraries

These priorities can be seen clearly reflected in the Brighton & Hove Libraries Plan.

7.5 <u>Equality Act 2010: the general equality duty</u>

In summary, those subject to the general equality duty must, in the exercise of their functions, have due regard to the need to:
- Eliminate unlawful discrimination, harassment and victimisation and other conduct prohibited by the Act.
- Advance equality of opportunity between people who share a protected characteristic and those who do not.
- Foster good relations between people who share a protected characteristic and those who do not.

The Equality Act explains that the second aim (advancing equality of opportunity) involves, in particular, having due regard to the need to:
- Remove or minimise disadvantages suffered by people due to their protected characteristics.
- Take steps to meet the needs of people with certain protected characteristics where these are different from the needs of other people.
- Encourage people with certain protected characteristics to participate in public life or in other activities where their participation is disproportionately low.

It states that meeting different needs includes (among other things) taking steps to take account of disabled people's disabilities. It describes fostering good relations as tackling prejudice and promoting understanding between people from different groups. It explains that compliance with the general equality duty may involve treating some people more favourably than others.

To comply with the general equality duty, a public authority needs to have due regard to all three of its aims. When this guide refers to the general equality duty, it is referring to all three aims, as set out in the Equality Act.

The general equality duty covers the following protected characteristics: age (including children and young people), disability, gender reassignment, pregnancy and maternity, race, religion or belief, sex and sexual orientation.

8. Working Effectively with Partners

8.1   The Library Service is very active in partnership work with a variety of organisations across the city. Much of this partnership working is informal and has evolved as new opportunities to work together to achieve common goals have arisen. Some partner relationships have resulted from joint funding bids for project based activity. Others have arisen as a result of the Libraries Service's successful engagement with partners through the Private Finance Initiatives for Jubilee Library and Patcham Library.

8.2   Brighton & Hove's 14 Libraries offer easily accessible facilities and services that provide excellent opportunities for partnership activity across all communities. Trusted, local, welcoming, free, safe and neutral, with an established citywide network of buildings and service infrastructure, libraries are uniquely placed to work with council and public sector, community, voluntary, and business sector partners to achieve wider outcomes including:

- •   Maximising resources and develop mutually beneficial services
- •   Supporting independence and reducing social isolation
- •   Facilitating user involvement
- •   Co-ordinating, disseminating and promoting city wide information

Libraries have recently produced a partnership offer brochure - '*Your libraries. Support and facilities for organisations, community groups and businesses*.'- to inform and encourage other organisations to use public libraries to help deliver, develop and publicise their services. This is available in hard copy, electronically and through our website:
 http://www.brighton-hove-rpml.org.uk/Libraries/Pages/YourLibraries.aspx

It is also appended to this Libraries Plan as appendix A

8.3   **Libraries can be used at any time**

Libraries can be available for use at any time, both during and outside their opening hours, and are being or could be utilised by many different types of organisations including:

- • Business advice and development organisations
- • Advice agencies such as Citizens Advice Bureau
- • Council services including Adult Social Care, Children and Young Peoples Services, Democratic Services, Housing and Inclusion, Public Health
- • Community arts and cultural organisations
- • Community associations
- • Community learning providers
- • Community health providers
- • Community development organisations
- • Pre-school settings, schools, colleges and universities
- • Tenants and residents associations

- Community and voluntary sector organisations across the range of communities of interest

Below is a summary of Libraries' current partnership working:

LIST OF PARTNERS / PROJECTS	NATURE OF LIBRARIES PARTNERSHIP WORKING
LIBRARY SERVICES:	
SELMS: Consortium of 11 library authorities in the region. Largest library consortium in Europe.	Consortium developing, implementing, managing and monitoring new Library Management System, delivering savings and providing greater access to library stock for all library members
East Sussex and West Sussex Library Services	County wide coordination and development of libraries programme for World War One centenary programmes
Universal Information Offer	Working with library authorities across the country to develop online information resources
CHILDREN AND YOUNG PEOPLE'S SERVICES:	
Children's Services BHCC	Joint Children's Centre and Library in Portslade Surestart funding of Bookstart and Baby Boogie
Local Schools	Class visits by schools to libraries Visits by Libraries Children's specialist to schools to encourage reading and library use
Automatic Library Project	Project to get every school child automatically enrolled in the library
Pupil Premium and Intervention Service	Excluded pupils tutoring in a number of libraries
Patcham School, Paul Hamlyn Foundation	Delivery of Speak Out communication skills project
Play Service	Joint provision of summer programme in the Parks
Play Groups and other early	Libraries supply books and other resources to these settings and offer music and rhyme time

LIST OF PARTNERS / PROJECTS	NATURE OF LIBRARIES PARTNERSHIP WORKING
years settings	sessions
Early Childhood Project	Range of activities delivered in libraries
Little Green Pig	Writing workshops for children and young people aged 7 to18
Science Festival	Activities for children and young people
The Poetry Archive	Delivery of the National Poetry by Heart poetry recital competition for young people
Adventure Poetry	BITE poetry Slam for young people
Planet Whale	WhaleFest 2012
Youth Employment Service	Delivering sessions for local youth in Woodingdean Library
READING AND WRITING:	
The Reading Agency	Delivery of the Universal Reading Offer- working with UK publishers to get authors on board Delivery of Reading Well Books on Prescription and Mood-boosting Book projects and the Summer Reading Challenge
Range of publishers	World Book Day World Book Night High profile author talks National Poetry Day Manga comic workshops
Same Sky	City Reads events for families 2013
New Writing South	Providing creative writing groups and courses, as well as live literature events. Writers Industry Days
ARTS AND CULTURE:	
Photoworks, South East Dance, New Writing South	Developing a cross-arts bid for Grants for the Arts funding
Hijack, Basement Arts and	Interactive Map of Wishes project for children

LIST OF PARTNERS / PROJECTS	NATURE OF LIBRARIES PARTNERSHIP WORKING
the SICK festival	aged 3-11 across five libraries
Jubilee Square Arts Consortium	Varied arts and children's events on the Jubilee Square
Brighton & Hove Youth Collective and Youth Arts Team	B.fest 2014-launch of Brighton Youth Arts Festival May 2014 Jubilee Library
Artswork	Management of delivery and distribution of the Arts Award in Library Settings funded programme for the South East region
South East Dance	The Big Dance – site specific dance piece in Jubilee Library
Cultural Olympiad South East	Launch of Olympics Summer Reading Challenge
Brighton Photo Biennial	Tales of the City project 2012 Development of programme for 2014 and delivery of Arts Award to young people
Hangleton and Knoll Project	Creative Consultation around Arts activities in libraries with Young Women's Group
Other services within Assistant Chief Executive's Directorate	Museums and Arts – collaboration over cultural activities e.g. White Night, festival events, etc Tourism – Jubilee is one of the Tourist Information Points
DIGITAL INCLUSION:	
Digital Inclusion	Libraries are leading on the development and implementation of digital inclusion activity in the council and supporting the coordination of city wide activity
Tinder Foundation	Libraries are UK Online Centres, providing access to online learning
MACS	One to one financial advice sessions at Hove and Jubilee Libraries
'Help 4 Digital'	Consortium between public libraries, CAB and Tinder Foundation nationally to develop Assisted Digital services in preparation for

LIST OF PARTNERS / PROJECTS	NATURE OF LIBRARIES PARTNERSHIP WORKING
	government procurement
SOCIAL / COMMUNITY SERVICES:	
Housing	Delivering housing and other council information from Moulsecoomb Library following closure of the local Housing Office
Adult Social Care	Supported the 'Get Involved' consultation
	Trained Home Delivery Volunteers to take consultation to their clients.
	Working with sheltered housing manager to promote the use of libraries by residents.
Orbit Housing	One to one benefits advice sessions at Jubilee Library
Grace Eyre	Regular booking of Hangleton training room for adults with learning disabilities
Papermates	Regular booking at Whitehawk Library for Work & Skills plan project for people with learning disabilities
Alzheimers Society	Regular dementia carers support training sessions at Hove Library (CRISP courses)
	Training for library staff to be Dementia Friends
Out and About and Call Ahead projects led by The Fed	Projects to combat social isolation, to make libraries more accessible and encourage people to get involved in community activities, eg Libraries own Read Aloud groups (for visually impaired people), and to take another person who may not be able to get there unaided.
Age Friendly City bid and Ageing Better bid, led by Age UK	Libraries have supported and contribute to these bids and expect to take an active part if/when they are successful.
Age UK	The Home Delivery Service supported Age UK to consult clients aged 80+ on the NHS's Wellbeing Survey
Carer's Centre	Hosting coffee mornings in libraries for carers
The Fed – delivering City	Libraries are a partner in delivering information

LIST OF PARTNERS / PROJECTS	NATURE OF LIBRARIES PARTNERSHIP WORKING
Wide Coordination	about adult social care services and activities
Coldean Community Organisations	Working with range of groups including Coldean Residents Association and Trust for Developing Communities develop services to families and young people – in particular provide young people with their own positive spaces with good IT facilities. Also supports delivery of the Neighbourhood Action Plan, and developed libraries community engagement model. Recognised as an example of good practice in I&DeA Case Study 'mainstreaming empowerment across Brighton & Hove.
Other local community associations, e.g. Trust for Developing Communities, U3A	Range of adult learning courses delivered in libraries including basic IT skills, community groups fund raising and local history
St Luke's Church, Queen's Park	A community collection is based in the church to provide a taster to promote libraries to the local community
HEALTH:	
The Wellbeing Service, Mind, local GPs and Health professionals	Books On Prescription initiative – delivering self-help books prescribed by GPs to help patients with mild to moderate mental health problems
Public Health	Part funded the Beat the January Blues campaign to promote mood-boosting books and the Five Ways to Wellbeing
Macmillan Cancer	Libraries are making information available to raise awareness of the new cancer centre, which opens in 2015
Widening Participation Project – Tinder and NHS	Project to support people getting health information and services online
Woodingdean Medical Centre	Working with GPs and other health partners on health promotion resources and activities
LEARNING:	
Brighton and Hove Learning	Member of the Learning Partnership Adult

LIST OF PARTNERS / PROJECTS	NATURE OF LIBRARIES PARTNERSHIP WORKING
Partnership	Learning Group
Community Learning Providers including e.g. City College Brighton and Hove, Friends Centre, Varndean, Workers Educational Association (WEA)	Low cost facilities are available to community learning providers at a number of libraries offering a range of courses including Basic Skills, EFL, ESOL and ICT skills. Jubilee Library provides a showcase for adult learning providers during Adult Learners' Week
Community Learning Team	Visiting adult learning groups to promote library services and join new members as progression from their learning activity
Trust for Developing Communities and CUPP	Research project based at New Larchwood into the learning needs of older people
Universities of Brighton and Sussex	Cross promotion of book related activities Grants for the Arts Libraries Fund bid Learning experiment at Jubilee Library Sustainable Cities Days
Inspire South East Libraries	The Inspire Project (www.inspire2.org.uk and www.findit.org.uk) brings public and university libraries together to improve access to information and learning materials.
NEW LIBRARY DEVELOPMENTS:	
Children and Young Peoples Services, Housing	Development of Whitehawk Community Hub and Library opened in 2011
Private Sector Developers – Mill Group (Jubilee Library PFI) Semperian (Patcham Library PFI)	Libraries have successfully been involved in two PFI projects. One to build the new Jubilee Library and the other to build Patcham library. Partners have previously supported a Young Writers Conference, encouraging creative writing by teenagers in three local secondary schools.
Hanover Housing	Built new Coldean Library opened in June 2008, with extra care flats as extension to New Larchwood project.
Medcentres, Woodingdean Medical Centre	Provision of new Woodingdean Library and Medical Centre and Sensory gardens

LIST OF PARTNERS / PROJECTS	NATURE OF LIBRARIES PARTNERSHIP WORKING
	development
Portslade Aldridge Community Academy(PACA)	Development of new joint use Academy and Mile Oak Public Library
EQUALITIES:	
'Share the Vision'- improving access to libraries for visually impaired people	National initiative to promote of library services for visually impaired people
Writing our Legacy and Arts Council England	Latin Voices Live events programme 2013 Black History Month 2013 events programme 2013
LGBT Worker's Forum, Brighton Trans Alliance and Brighton Trans*formed	LGBT History Month events programme 2014
Pink Fringe, Big Lottery Fund	Speaking Volumes living book project working with people living with HIV
Pride, East Sussex Libraries, Arts Council England	Established first ever Literature Tent at Pride 2013-to be a regular feature each year at Pride
Rise	Rise Living Library survivors projects

9. Research and Consultation

9.1 Preparation for the new Libraries Plan has included a review of the results of recent research and consultation in Libraries Services. Regular and detailed research and consultation has been carried out in a range of ways including:

- Surveys in all libraries
  - o Library users – Adults (16 years and over)
  - o Library computer users – Adults (16 years and over)
  - o Library users – Children (under 16 years)
  - o Library computer users – Children (under 16 years)
- Library user research using systems thinking method
- Focus group research with some targeted groups
- Feedback from events and activities
- Community profiles giving detailed demographic information
- Libraries profiles and performance information (latest year)
- Customer comments and complaints (reviewed quarterly)

Key findings from recent surveys are below:

9.2 **Library User's Survey – Adults 16 years and over (2013-14)**

Positives
- 90% said the library is easy to get to
- 85% rate the library service as good or very good
- 82% rated staff as very helpful with a further 11% rating them quite helpful
- 53% of community library users used visit once a week or once a fortnight
- Only 10% did not find the information they were looking for
- 78% rated the self-service system at Jubilee as very good/good
- 90% rated the library as a safe place to visit
- The proportion of library use by Asian & Asian British, Black & Black British, and mixed ethnic origin (16%) is substantially higher than the city average population (9.4%) for these groups
- Browsing, reading, borrowing, returning, renewing books was the most popular use followed by using a computer or looking for information
- The information sought was very diverse, with the most popular specific information sought was to support study (32%), health information (27%) and information about the City Council (24%)
- Users of Jubilee and Hove Libraries found the library most helpful for study followed by leisure but this was reversed at community libraries
- There is a growth in people seeking Council related information particularly in the community libraries where it is 38% of users

Areas for Improvement
- The satisfaction rate of 85% is down from 89% the previous year
- 7% rated staff as not helpful at all with a figure of 10% at Hove

- 93% say stock is important but it only gets a 72% good/very good approval rate
- Satisfaction with the choice of audio-books is low at 35% though only 52% think the choice is important
- Satisfaction with the choice of music CDs is 33% and DVDs 43%
- With 24% at Jubilee and 20% at Hove likely to study at the library, only 71% rate seating areas as good/very good and only 57% for study space
- At Jubilee 83% rate study space as important but only 55% said it was very good/good
- There were comments from Jubilee and Hove about the buildings being too noisy to concentrate

9.3 Library Computer User's Survey – Adults 16 years and over (2013-14)

Positives
- 80% said staff are very/quite helpful when asked
- 60% said they used the library computer facilities regularly (every day, once a week or once a fortnight)
- Of those seeking information the highest proportion (43%) were seeking information on jobs/careers
- The percentage of library computer users aged 16-24 and over 75 is higher the city average population in these age ranges (12% of users are over 75)
- The proportion of library computer use by Asian & Asian British, Black & Black British, and mixed ethnic origin (23%) is substantially higher than the city average population for these groups (9.4%)
- There has been a reduction in negative comments from the previous year

Areas for Improvement
- Only 60% rate the library ICT service as excellent or good
- Booking request satisfaction is only 42% at Jubilee rising to 72% at community libraries
- Only 54% thought software adequate for needs
- Most negative comments were about speed and reliability of PCs
- 63% wanted to increase drop-in PC from 15 to 30 mins with further 19% saying maybe

9.4 Library User's Survey – Children under 16 years (2013-14)

Positives
- 90% were satisfied by the choice of children's books
- 85% think the library a friendly place with 97% at community libraries
- 82% think the library a safe place to go
- 77% said libraries were bright and cheerful inside and were a place they wanted to come to
- Children said that the library has helped them to read better (60%), learn and find out things (49%) and do better at school (41%)

Areas for Improvement

- 11% described their visit as bad with 15% at Jubilee
- 21% said libraries were not open when they wanted to use them
- Comments focused on resources – they want more, new and better everything

9.5   Library Computer User's Survey – Children under 16 years (2013-14)

Positives
- 60% said they used the library computer facilities regularly (every day, once a week or once a fortnight)
- 83% use library ICT facilities but already have internet at home
- 80% can use a library computer when they want to (always/sometimes)
- Of those asking for help, 85% found staff very/quite helpful
- Computer gaming (46%) is the most popular use but next is homework (39%), but there is a lot of other diverse use as well
- Use by girls (52%) is significantly higher than boys (35%) (13% preferred not to say if they were a girl or boy)

Areas for Improvement
- 20% can rarely use a library computer when they want to
- 63% said library computer facilities were good/very good

9.6   <u>Future Research and Consultation</u>

In addition to the regular customer insight work, surveys and feedback collected listed in 9.1 above, the Library Service will be consulting with the public on the development of the next Libraries Plan to cover 2016 - 2019

10. Equalities Impact Assessment

A full Equalities Impact assessment has been carried out in accordance with our Public Sector Equality Duty. A summary is below:

Name of EIA:	Libraries Plan 2014-15
Lead Team:	Libraries and Information Services, Assistant Chief Executive's Directorate
Summary of EIA:	A large part of Libraries'' work is focused on tackling inequality and promoting social cohesion. The Libraries Plan outlines the targeting of services to children and young people, older people, vulnerable and disabled people, and specific community groups such as BME and LGBT
Summary of relevant data: what information informed the EIA?	Libraries are used well by those who are identified as having 'protected characteristics'. Feedback shows the high level of positive impact by Libraries on the lives of people in the city, in particular on vulnerable people and targeted groups.
Summary of consultation: who was consulted and how?	Regular and detailed research and consultation has been carried out in a range of ways including: surveys in all libraries; library user research using systems thinking method; focus group research with some targeted groups; feedback from events and activities; community profiles giving detailed demographic information; libraries profiles and performance information; customer comments and complaints.
Assessment of impact and key follow-up actions:	Libraries have a programme of services and activities to actively promote equality of opportunity and promote social cohesion. There is potential for other service providers to work with Libraries to make a greater and positive impact on people's lives, and opportunity for Libraries to help deliver other services priorities and objectives. Library Service is actively seek out partnership with other service providers to make the most of this opportunity and best use of limited resources.
For further information on the EIA contact:	Sally McMahon, Head of Libraries and Information Services