

## **NORTH LINCOLNSHIRE COUNCIL**

### **SPORT, LEISURE & CULTURE CABINET MEMBER**

#### **NORTH LINCOLNSHIRE CENTRAL LIBRARY – OPENING HOURS**

##### **1. OBJECT AND KEY POINTS IN THIS REPORT**

- 1.1 To approve an increase of 2.5 opening hours per week at North Lincolnshire Central Library
- 1.2 The key points in this report post are as follows:
  - There is capacity to open the Central Library every weekday at 9.00am following the introduction of self-service facilities
  - The proposed increase in opening hours will incur no additional costs for the council.

##### **2. BACKGROUND INFORMATION**

- 2.1 The North Lincolnshire Central Library is currently open to the public for 49 hours per week. The current pattern of opening hours was set in 1994 under Humberside County Council.
- 2.2 In March 2010 the central library will be the first of four libraries to go live with Radio Frequency Identification (RFID) and self-service facilities. This technology will impact significantly on the way the library service is delivered and managed. Library customers will be empowered to issue and return their own items, releasing staff from repetitive routine duties to offer a more customer-focused service.
- 2.3 The technology will also introduce a more efficient service delivery model, with opportunities to explore how to deliver more for the same or less, such as increasing opening hours within existing resources.
- 2.4 The library service carries out a CIPFA PLUS customer survey every three years to assess satisfaction levels on various aspects of the library service. Comments in the 2006 and 2009 surveys indicate that some customers would like the Central Library to open at 9.00am instead of 9.30am during the week.

### **3. OPTIONS FOR CONSIDERATION**

Option 1 - to approve the proposed changes to opening hours at the Central Library - opening at 9.00 am instead of 9.30 am every weekday, from Monday 22 March, following the library going live with self-service facilities. See Appendix 1 for existing and proposed opening hours schedules.

Option 2 - to reject the proposed changes to current opening hours at the Central Library.

### **4. ANALYSIS OF OPTIONS**

4.1 Option 1 – would offer an increase of 2.5 opening hours per week and improve access for customers at no additional cost. The library is already operational by 9.00am each morning to allow staff access. The introduction of the self-service facilities means that the library can be open to the public from 9.00 – 9.30am with minimal staffing levels. The service will therefore achieve improved access within existing resources.

4.2 Option 2 – would not affect the current levels of access to the Central Library, but the service would fail to take an early opportunity to improve provision through the introduction of RFID and self-service facilities.

### **5. RESOURCE IMPLICATIONS (FINANCIAL, STAFFING, PROPERTY, IT)**

#### Financial

There are no financial implications. As the building is already operational at the proposed new opening times, there will be no associated overheads incurred.

#### 5.2 Staffing

Some minor readjustments to library staff rotas may be needed to ensure minimal staff cover for the extended opening hours. Any adjustments will be in consultation with staff. However, overall, no additional staffing resources are needed to achieve this increase in opening hours.

#### 5.3 Property

There are no implications.

#### 5.4 Information Technology

The changes are sustainable because of the introduction of new RFID and self-service technology.

**6. OTHER IMPLICATIONS (STATUTORY, ENVIRONMENTAL, DIVERSITY, SECTION 17 - CRIME AND DISORDER, RISK AND OTHER)**

6.1 As the building is already operational at the proposed new opening times, there are no other identified implications.

**7. OUTCOMES OF CONSULTATION**

7.1 Responses from the CIPFA PLUS customer surveys indicate that there is public demand for the Central library to open earlier on weekdays.

7.2 Staff at the Central Library have been consulted on the proposed changes and agreed any required minor revisions to staff rotas.

**8. RECOMMENDATIONS**

8.1 That the Cabinet Member for Sport, Leisure and Culture approves the proposed increase to opening hours at North Lincolnshire Central Library;

8.2 That this increase in opening hours takes effect from Monday 22 March 2010.

SERVICE DIRECTOR COMMUNITY PLANNING AND RESOURCES

Pittwood House  
Ashby Road  
Scunthorpe  
North Lincolnshire  
DN16 1AB  
Author: Helen Rowe  
Date: 15 February 2010

**Background Papers used in the preparation of this report None**

**3 APPENDIX 1**

**NORTH LINCOLNSHIRE CENTRAL LIBRARY – SCHEDULE OF OPENING HOURS**

**EXISTING OPENING HOURS**

<b>MONDAY</b>	<b>TUESDAY</b>	<b>WEDNESDAY</b>	<b>THURSDAY</b>	<b>FRIDAY</b>	<b>SATURDAY</b>
<b>9.30 – 7.00</b>	<b>9.30 – 5.00</b>	<b>9.30 – 7.00</b>	<b>9.30 – 5.00</b>	<b>9.30 – 5.00</b>	<b>9.00 – 4.30</b>

**PROPOSED OPENING HOURS FROM 22<sup>nd</sup> MARCH 2010**

<b>MONDAY</b>	<b>TUESDAY</b>	<b>WEDNESDAY</b>	<b>THURSDAY</b>	<b>FRIDAY</b>	<b>SATURDAY</b>
<b>9.00 – 7.00</b>	<b>9.00 – 5.00</b>	<b>9.00 – 7.00</b>	<b>9.00 – 5.00</b>	<b>9.00 – 5.00</b>	<b>9.00 – 4.30</b>