

NORTH LINCOLNSHIRE COUNCIL

**CUSTOMER SERVICES, SPORT & LEISURE
CABINET MEMBER**

REVIEW OF BRANCH LIBRARY OPENING HOURS

1. OBJECT AND KEY POINTS IN THIS REPORT

- 1.1 To approve changes to several branch library opening hours.
- 1.2 The key points in this report are:
- The library service is modernising and changing.
 - It is several years since we consulted customers at some libraries about the pattern of opening hours.
 - We have consulted customers about future opening hours at nine branch libraries.
 - Following consultation we have drawn up proposed changes to opening hours at these libraries.
 - All these libraries will increase their total number of opening hours.
 - There will be a net overall increase of 36 opening hours per week across these libraries.

2. BACKGROUND INFORMATION

- 2.1 North Lincolnshire has a network of 15 static libraries and a mobile library service. These libraries open to the public for a total of 358 hours per week.
- 2.2 The council has modernised and invested in the library service in the last few years. This includes a new library at Broughton, relocation of Bottesford library, introduction of self-service facilities at nine libraries, free Wifi access in all libraries, and a range of 24/7 virtual services including e-books to complement traditional book lending services.
- 2.3 We have not reviewed or altered the opening times of a number of libraries for several years. Performance data indicates that some times of the week are more popular than others.
- 2.4 In light of these issues, it is timely to review the opening times of some libraries. The aim is to ensure that they reflect the needs of most

customers and enable us to achieve the best possible value for money for local council tax payers.

- 2.5 Ashby, Barton, Brigg and Central Library opening hours were last revised in 2012. As such, we have excluded them from the current review. The libraries being reviewed are:

Bottesford	Messingham
Crowle	Park
Epworth	Riddings
Haxey	Winterton
Kirton Lindsey	

- 2.6 We consulted with library customers at all these sites. They were invited to comment and give an indication of their preferred pattern of morning, afternoon and evening sessions.
- 2.7 Following analysis of the consultation responses, we have drawn up a set of revised opening hours for each library. Within the proposals all libraries will increase their existing opening hours by between 1 and 6 hours per week. There will be an overall increase of 36 opening hours per week. The current and proposed opening hours are set out in Appendix 1.

3. OPTIONS FOR CONSIDERATION

- 3.1 Option 1 – to approve the proposed changes to library opening hours as set out in Appendix 1
- 3.2 Option 2 – to modify or reject the proposed changes.

4. ANALYSIS OF OPTIONS

- 4.1 Option 1 is the preferred option. The supporting factors are:
- It supports the council's priority for Excellence in Customer Service and Putting Our Customers First
 - Opening times will better reflect customer needs and wishes
 - Additional opening hours offer the opportunity to attract new customers, increase service take up and improve value for money
 - All libraries will increase their current level of opening hours.

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

5.1 Financial

We will aim to meet some additional staffing costs within existing resources. However, we will need to increase established staff hours at most libraries. We estimate this will incur additional annual costs of around £30,000 for which no budget currently exists. This will need to be addressed through the council's budget planning processes.

5.2 Staffing

We aim to accommodate some of the changes within existing resources. However, a number of extra hours will be needed to ensure the additional opening hours are sufficiently covered. We estimate an extra c. 50 staff hours per week are needed in total. There may be a need to give 90 days notice to some staff in relation to some of the specific changes.

5.3 There are no property or IT implications.

6. **OUTCOMES OF INTEGRATED IMPACT ASSESSMENT (IF APPLICABLE)**

6.1 As we propose that the number of opening hours at each library will increase and so improve access, we have not completed at IIA.

7. **OUTCOMES OF CONSULTATION AND CONFLICTS OF INTEREST DECLARED**

7.1 We consulted on the opening hours of the nine libraries during August and early September 2014. Survey forms were available in libraries and via the council website. It included information about the library service. Respondents were invited to comment and set out their preferences for morning, afternoon or evening opening times.

7.2 We also informed relevant ward members and town and parish councils about the consultation and invited them to comment.

7.3 There were over 200 responses in total. The responses indicate that the majority of customers wish to retain the current general pattern of opening times across the week.

7.4 Several customers also made specific comments. Some customers felt that libraries should continue to offer a range of provision including sufficient opening hours outside of standard 9-5 working hours. There were also comments from several libraries requesting additional opening times. This varied at each library, but included several requests to increase afternoon provision to enable more children to access the service after school hours.

7.5 From the consultation responses, staff have drawn up proposals for future opening hours at these libraries. (Appendix 1)

8. **RECOMMENDATIONS**

8.1 That the Cabinet Member approves the revised library opening hours set out in Appendix 1.

- 8.2 That the Cabinet Member agrees to implement these changes from January 2015.

DIRECTOR OF PLACES

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Date: 11 September 2014

Background Papers used in the preparation of this report: None

LIBRARY OPENING HOURS CONSULTATION 2014 – Proposed Changes**CURRENT OPENING HOURS**

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Total
Bottesford	1.30 - 5	Closed	1.30 - 7	10 - 1	Closed	10 - 12	14
Crowle	2 - 7	Closed	10 - 1 2 - 5	Closed	10 - 1 2 - 5	10 - 12	19
Epworth	2 - 5	5 - 7	9 - 1	Closed	2 - 5 5.30 - 7	9.30 - 12	16
Haxey	3 - 6	10 - 12	2.30 - 5	Closed	4.30 - 7	Closed	10
Kirton	Closed	3 - 6	Closed	Closed	10 - 12 5 - 7	9.30 - 12.30	10
Messingham	2 - 5	10 - 12	4.30 - 7	Closed	10 - 12 4.30 - 7	10 - 12	14
Park	2 - 7	Closed	10 - 1	Closed	2 - 5	10 - 1	14
Riddings	1 - 7	10 - 12 1 - 5	Closed	10 - 12 1 - 5	10 - 12	10 - 1	23
Winterton	2 - 7	2 - 5	9 - 1	2 - 5	9 - 1	10 - 1	22

PROPOSED CHANGES

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Total	Change
Bottesford	1-5	Closed	1 - 7	10 - 1	2-5	10 - 1	19	+5
Crowle	10-1 2 - 7	Closed	9 - 1 2 - 5	Closed	9 - 1 2 - 5	10 - 1	25	+6
Epworth	1 - 5	4- 7	9 - 2	Closed	2 - 7	9.30 - 12.30	20	+4
Haxey	2 - 6	10 - 1	2 - 5	Closed	3 - 7	Closed	14	+4
Kirton	Closed	1 - 4	10-1	Closed	10 - 12 3 - 7	10 - 1	15	+5
Messingham	2 - 5	9 - 1	2 - 6	Closed	10 - 12 3 - 7	10 - 12	19	+5
Park	2 - 7	Closed	10 - 1	Closed	1 - 5	10 - 1	15	+1
Riddings	1 - 7	10 - 12 1 - 5	Closed	10 - 12 1 - 5	10 - 1	10 - 1	24	+1
Winterton	1 - 7	2 - 5	10 - 1 2 - 5	2 - 5	10 - 1 2 - 5	10 - 1	27	+5