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Governance & Civic Services

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To: Members of the Cabinet

Date: 4 October 2012

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Dear Councillor

CABINET - THURSDAY 11TH OCTOBER, 2012

I refer to the agenda for the above meeting and now enclose the following report which was unavailable when the agenda was printed.

Agenda No.	Item
7.	Review of Library Service and Options for Consideration (Pages 77 - 170) Report of the Strategic Director – People

Yours sincerely,

G. BAYLISS

Director of Corporate Commissioning

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Report to: Cabinet

Date of Meeting: 11th October 2012

Subject: Review of Library Service & Options for Consideration

Report of: Strategic Director - Place

Wards Affected: All

Is this a Key Decision? Yes

Is it included in the Forward Plan? Yes

Exempt/Confidential No

Report Summary

The report provides an update on the Library Service Review, including the public engagement findings and presents options for consideration emerging from the review. At this stage approval is sought to consult communities, partners, key stakeholders and employees, as appropriate, on the options and to report the outcome of the consultations back prior to any consideration by Council.

The report contains a number of Annexes listed below for ease of reference:

Annex A	<i>"Comprehensive and efficient"</i> and details of the Wirral Inquiry
Annex B	Library engagement questionnaires
Annex C	Summary of public engagement findings
Annex D	Summary table of costs and usage of libraries
Annex E	Sample of comparator data
Annex F	Maps of Sefton's population
Annex G	Summary table of socio-economic data
Annex H	Libraries ranked on key indicators
Annex I	List of background documents available to view on-line
Annex J	Options considered but not recommended at this stage

Recommendation(s)

Cabinet is asked to note the outcome of the local needs analysis including the results from the public engagement exercise, resulting in options for a new model of delivery for a modern, sustainable, comprehensive and efficient Sefton Library Service and to agree to:

- a) note that all figures in this report are working assumptions in relation to the options to be considered and the figures should not be seen as predetermining any decisions.
- b) consider the review process described in the report and agree that to date this has been a robust process
- c) the general definition of a *"comprehensive and efficient"* library service for Sefton described in paragraph 2.3
- d) note and understand the risks identified within the report
- e) the option appraisal criteria and note that it is influenced by previous Secretary

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of State/Judicial Review considerations and intervention

- f) consider the options contained in this report and approve Option B for consultation and engagement with the community, staff, partners, including businesses, voluntary, community and faith sectors, to transform the way Sefton delivers its library service
- g) note that the equality implications will be thoroughly assessed in line with the Council's Equality Impact Assessment process should Members agree the proposed option be taken forward at a later date
- h) consider the potential mitigating actions identified to date and agree that further work on Sefton's Library Service offer, including the possible mitigating actions be developed.

How does the decision contribute to the Council's Corporate Objectives?

	<u>Corporate Objective</u>	<u>Positive Impact</u>	<u>Neutral Impact</u>	<u>Negative Impact</u>
1	Creating a Learning Community			x
2	Jobs and Prosperity			x
3	Environmental Sustainability	x		
4	Health and Well-Being			x
5	Children and Young People			x
6	Creating Safe Communities			x
7	Creating Inclusive Communities			x
8	Improving the Quality of Council Services and Strengthening Local Democracy			x

The Council continues to forecast a significant budget gap over the period 2013-2015 requiring estimated savings of £43.7m. It is a legal requirement to set a balanced budget and to ensure the medium term financial position is robust. It should also be noted that the Council has not yet been notified of its 2013/14 Revenue Support Grant and therefore the level of required savings is only an estimate at this stage. It is unlikely that the grant notification will be received before mid/late December 2012 and it is anticipated that this will be for a one year settlement only.

What will it cost and how will it be financed?

- (A) **Revenue Costs.** The report identifies potential reductions in revenue costs
- (B) **Capital Costs.** Potential capital costs are identified within the report however these can not be fully quantified at this time.

Implications:

The following implications of this proposal have been considered and where there are specific implications, these are set out below:

Legal

Under Section 7 of the Public Libraries and Museums Act 1964, library authorities [i.e. local authorities who exercise library functions] have a statutory duty to provide a “*comprehensive and efficient*” library service for all persons desiring to make use thereof. Under Section 1 of that Act, the Secretary of State has a duty to secure the proper discharge by local authorities of their functions in relation to libraries. In addition, the provisions of the Equality Act 2010 must be taken into consideration in relation to the way in which an authority plans and delivers library services. In particular, an authority must comply with the Public Sector Equality Duty to eliminate discrimination and advance equality of opportunity in accordance with Section 149 of the Equality Act 2010, the full text of which can be found at: <http://www.legislation.gov.uk/ukpga/2010/15/section/149>.

Human Resources

It will be necessary for the Authority to comply with the duty to consult with recognised Trade Unions (and as necessary employees) and to complete as necessary a notification under Section 188 of the Trade Union Labour Relations (Consolidation) Act 1992. Also form HR1 to the Department of Business Innovation and Skills notifying of redundancies may need to be filed dependent on numbers.

Full and meaningful consultation should take place with the Trade Unions and employees on the matters contained within this report.

Equality

In relation to compliance with the Equality Act 2010, Section 149, Members need to make decisions in an open minded balanced way showing due regard to the impact of the recommendations being presented. Members need to have a full understanding of any risks in terms of people with protected characteristics and any mitigation that has been put in place. Equality Impact Assessments, including consultation, provide a clear process to demonstrate that Cabinet and Council have consciously shown due regard and complied with the duty.

Impact on Service Delivery:

Consideration of service delivery implications will form an integral part of the budget; public engagement and consultation processes described within the report and will be dependant on the option finally adopted.

What consultations have taken place on the proposals and when?

Regular and ongoing consultations have taken place with Strategic Directors, Director of Built Environment, Director of Street Scene, Director of Young People & Families, Director of Older People, Director of Corporate Support Services and Director of Commissioning, Head of Personnel, and Trade Unions.

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The Head of Corporate Finance & ICT (FD 1838) and Head of Corporate Legal Services (LD 1156) have been consulted and any comments have been incorporated into the report.

Are there any other options available for consideration?

None

Implementation Date for the Decision

Immediately following final Council approval. A comprehensive implementation plan will be drafted in consultation with all stakeholders, particularly staff and Trade Unions.

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Background Papers:

Overview and Scrutiny (Regeneration and Environmental Services) Report 13th April 2010

Cabinet Report 16th February 2012

Pre-assessment Equality Analysis Report

<http://modgov.sefton.gov.uk/moderngov/ecCatDisplay.aspx?sch=doc&cat=13333&path=13193>

Full details will be accessible via the Council's website at www.sefton.gov.uk/libraries. This website will contain all underpinning information, including maps of the population, usage data, and socio-economic data. It will also include links to national reports and websites considered relevant to this review.

A list of this documentation, as identified at the time of finalising the report, is at Annex I.

1. Background

- 1.1 Sefton's library service is currently delivered through a network of 13 libraries and via services accessed through the Council's website. The overall associated budget for 2012/13 is £3.25m. Of this, the net controllable expenditure is £2.38m (including income of £0.26m). The three major areas of expenditure are on staff, buildings and the materials fund. The Library Service is a good solid traditional service, acknowledged in previous reviews and inspections as providing good value for money. The service has had little general investment, particularly in its infrastructure, over recent years. However, it has modernised the service with the introduction of three new co-located facilities, where self service and improved ICT facilities have been provided. The new co-located facilities provide bright and welcoming buildings and bring economies of scale in terms of staffing and increasing access to the service.
- 1.2 Members will recall that the Overview & Scrutiny Committee (Regeneration and Environmental Services) undertook a stage one library review in 2009/10 which was reported to Cabinet. The second stage of the review was due to initially start in late 2010/11. However, following decisions made by other Library Authorities regarding changes to their services and the breadth of challenges that had come forward, it was accepted that this review should be postponed until later in 2011/12 in order to assess the outcomes of those challenges.
- 1.3 In February 2012 Cabinet approved terms of reference for a review of the library service. It was anticipated that the outcome of the review would identify options and inform Members to allow them to make decisions that would shape the delivery of sustainable library services in Sefton for the foreseeable future.
- 1.4 As part of the context of the review it was clear that while no targets were set the Council must make significant savings over the next two years, mainly as a result of a reduction in government funding and the continuing demand pressures on the Council's services. In a report to Cabinet in June 2012 the Head of Corporate Finance & ICT estimated the budget gap for the next 2 years at £43.7m. The library service has previously delivered savings of £0.58m in 2011/12 and £0.28m in 2012/13 by reorganising how the service operates and is managed. The reorganisations included reductions of specialist and managerial posts, increased efficiencies in stock supply, and rationalisation of the local history and information service in order to minimise the impact on frontline service delivery. Front line delivery was however affected by reductions in opening hours and the closure of the mobile library service. Staff reductions in management and specialist areas have been mitigated by a range of measures including: increased numbers of staff working across libraries, a redesign of local history services, improved automated stock management system; and a redesign of the general library offer. Options for a further reduction in senior management within the library service are proposed in other Council budget options for 2013/14, but it is

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considered that any further reductions in strategic and specialist staff would threaten the overall viability and quality of the service.

- 1.5 Following approval of the terms of reference a Project Board was established to oversee the review process. In order to ensure a robust challenge to the process an independent chair (Strategic Director – Place) was appointed. A review team of library and other Council staff was established to undertake the review. Other Council Officers have also supported and contributed to the review process.
- 1.6 The key tasks undertaken are described in detail within the report and are summarised below:
 - Public engagement exercise to understand how services and libraries are used. This included analysis of over 6,000 responses received from users and non-users of the library service.
 - Data mapping using existing information sources e.g. from the Library Management System (Open Galaxy), Chartered Institute of Public Finance and Accountancy (CIPFA) comparative data, and the Council's Financial Management System (Oracle)
 - A detailed local needs analysis based on a community profile for each library, using Lower Super Output data.
- 1.7 Under the Public Libraries and Museums Act 1964 the Council is obliged to provide a *“comprehensive and efficient”* service for all individuals who live, work or study within the borough and who are *“desirous”* of using the service. The Act also charges the Secretary of State with superintending the improvement of the public library service.
- 1.8 The challenge facing the library service is to continue to deliver sustainable services in accordance with its statutory duties at a time of significant reductions in overall Council funding. It is anticipated that the options detailed in this report will enable the Council to continue to deliver a service which is compliant with the Act and cost efficient within the current financial climate.

2 Defining “comprehensive and efficient” for Sefton

- 2.1 Although the Public Libraries and Museums Act 1964 states that the Council is obliged to provide a *“comprehensive and efficient”* service, there is no statutory definition of what this means. What was considered to be *“comprehensive and efficient”* in 1964 has radically altered as a result of the information revolution and the rise in use of electronic and social media, notably the Internet, which has altered how people read and seek information and the methods they wish to use to access modern services.
- 2.2 As part of the review process there was a clear requirement to define the understanding of a *“comprehensive and efficient”* library service for Sefton in order to meet the requirements of the 1964 Act. Feedback from the public engagement exercise has been used to support the assessment of local need alongside the other data collected and analysed during the review.

The library service offers a range of activities over and above the provision of free books and information with an emphasis on serving the needs of children, older people and those with limited or no access to the internet at home.

- 2.3 Cabinet is asked to agree that for Sefton a “*comprehensive and efficient*” library service introduces and sustains a public appreciation and participation in reading and information, for leisure and personal development, formally and informally supporting individuals and groups through lifelong learning journeys. The Council’s service is universal and will continue to be for all ages, encompassing the widest spheres of public interest and usership. It continues to be comprehensive insofar as it will not exclude any person who lives, works or studies in Sefton from accessing or benefiting from its services; it will do so efficiently by responding to trends in technology and customer interaction, changes in lifestyles and customer requirements, by providing services which may be less efficiently provided elsewhere and being set in the context of whole Council resource. It should be noted that the service will continue to be delivered in welcoming, safe, democratic, social spaces, which the public generally choose to access rather than *have* to access. In addition to this the service will look to maximise the use of new technologies, where a business case can be evidenced, provide services in the most efficient and effective manner whilst continuing to develop a culture of reading and literacy across all ages.
- 2.4 In 2009 there was a challenge to the 1964 Act when the Secretary of State for Culture, Media and Sport intervened in Wirral following their proposals to close 13 libraries, based on an asset management programme. Since then, there have been a number of library reviews resulting in library closures where the Department for Culture, Media and Sport (DCMS) have “*called-in*” the decision, but to date DCMS have stated that they are not mindful to intervene. Further details of the findings from the Wirral Inquiry including Sefton’s response to it plus details of action from the DCMS to date are included in Annex A.

3 Public Engagement

- 3.1 The public engagement exercise was the first stage of a process that sought information from both users and non users of the library service. The information gathered included which libraries people use; how often; why they use them; what other Council services they use; and why they do not use the library service.

The questionnaires produced (for library users and library non-users) gave everyone the opportunity to contribute. Copies of the questionnaires are contained in Annex B. This public engagement was promoted via a range of channels including

- Online via the Council website and Twitter
- Online on computers at every library or as a paper copy to be completed and returned to a library or via freepost

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- Posters and paper copies in other customer access points including Children's Centres, One Stop Shops, Contact Centre, Town Halls etc. where they could be returned
- Contact Centre
- Community and voluntary groups, local businesses, and partners such as schools, youth services, the health and higher education sectors
- Supermarkets.

In total 6,773 responses were received and analysed. Of those 6,139 (91%) were from library users (self-classified) and 634 (9%) from those who classified themselves as non-users of the library. This response is from an overall number of 'active borrowers' (defined as those who have borrowed an item at least once in the past 12 months) of just under 48,500.

3.2 The details of the responses to each question, and a summary of comments are contained in Annex C.

Key points to note from the engagement exercise are:

- a) The majority (86%) of those who currently use the library service found out about the review through a library, those who don't use the library most commonly found out about this review from either a library, the local press or the Council's website.
- b) The most popular frequency for visiting a library and using its services is '*once or twice a month*' with just over 10% of library users visiting a library every day.
- c) For those who do not use the library service the most common reasons given were:
 - a preference to buy books from a shop/online (18%)
 - having the internet at home (18%)
 - that they are "*too busy*" (17%).When asked if they had ever used the service, 75% had used the service, with 41% of those having used it more than 5 years ago.
- d) The most common reason why library users have selected their library of choice is that it is closest to where they live (54%). Other less common but key reasons identified were being close to shops (13%) and having parking facilities (13%).
- e) The most common method of travelling to a library was by walking (49%) and by car (38%). Public Transport was used by 9% of those responding to this question.
- f) The most common reason why library users visit the library is to borrow books (67% at every visit), followed by reading books/magazines and newspapers.
- g) A majority of both users (68%) and non-users (77%) responding had access, at home, to broadband internet services.
- h) When asked about what other Council services users and non-users of the library service make use of, the responses were similar, with a significant number of those responding to this question participating in activities in other Council locations such as leisure centres, using the

Council's website and Tourist Information Service for information and paying bills at the 'One Stop Shop'.

Cabinet is asked to pay due regard to the information contained in Annex C and the key points identified in the feedback from the public engagement activity.

- 3.2 In a separate response to the public engagement 172 petition forms, containing 262 names have been submitted *"calling upon Sefton Council to make sure that Churchtown Library stays open following the review of the library service. Churchtown library is an efficient, friendly library and is a vital part of our community."* A representative of the delegation has been invited to address the Cabinet on the content of the petition in accordance with Chapter 4 of the Council Constitution.

4 Data gathering and local needs analysis.

- 4.1 A significant amount of data has been gathered and analysed during the review process including that of current library service usage and costs, comparator data of costs and performance, activities mapped, future infrastructure costs, travel information and community profiles. Further details are contained below.

Library usage

- 4.2 Extensive data and activity mapping have used existing data sources e.g. the Library Management System (Open Galaxy) and Chartered Institute of Public Finance and Accountancy (CIPFA) comparative data. In keeping with the national trend, Sefton's library service is seeing a declining numbers of visits and book loans, e.g. a decline in the number of items issued of 21% over the past five years. Alongside this there are growing expectations for opening hours, stock and equipment plus for the availability of on-line services such as e-books. There has been a growth in on-line services such as renewal of items and browsing the library catalogue via the Council's website. This suggests a need for a thorough review and the consideration of increased investment in these elements of the service.

Key statistics for 2011/12 are the total number of:

- Active borrowers (i.e. those who have borrowed one or more items in the past 12 months) = 48,467
- Registered borrowers = 147,674
- Items borrowed = 1,350,434
- Visits = 1,200,535
- ICT sessions = 195,614

Further details of usage data for each library are contained in Annex D. Cabinet is asked to pay due regard to the information contained in Annex D and the key points identified above.

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Costs

- 4.3 Costs have been identified for each library to support the determination of their efficiency, based on end of year 2011/12 actual expenditure figures. These costs include premises and staffing but exclude costs such as capital depreciation and materials. This information was then combined with usage figures to give an outline cost per type of transaction for each library. Further details of costs for each library are contained in Annex D

Comparator data

- 4.4 Comparator data that indicates Sefton's costs and performance against other library services was also examined. The source for this data was from the Chartered Institute of Public Finance and Accountancy (CIPFA) actual figures for 2010/11. The figures for 2011/12 are due to be published later this year. Sefton is compared against its "*nearest neighbours*" of 14 other Councils considered to be similar types of local authorities and the other 34 metropolitan district councils (1 council did not submit any returns). For revenue and employees expenditure per head of population Sefton was 13th or 14th lowest out of its nearest neighbours and 33rd out of 35 metropolitan authorities. For the total number of employees and number of libraries per head of population Sefton was 13th against its nearest neighbours and 31st or 33rd out of 35 metropolitan authorities. This suggests that Sefton's performance is better than might be expected from its level of expenditure and provision and thus an efficient service.
A summary table of some of this data is contained in Annex E

Infrastructure

- 4.5 The review recognises that a library is much more than just a building and that the physical environment is an important success factor in the effectiveness of the service. Sefton's library buildings can be viewed as both an asset and in some instances a liability. Many of the Council's library buildings were designed and located for an early/mid 20th century population and they can be inflexible in design and use. Today's library user, like users of other public facilities, needs an accessible service that considers transport links and other public buildings and services.
- 4.6 In 2009 Overview & Scrutiny Committee (Regeneration and Environmental Services) undertook a full Asset Management Review with a final report in April 2010. Since that time the library estate has changed to include the development of Netherton library at Netherton Activity Centre and will shortly return Southport library to the Atkinson. This review recognised the challenges faced by the service in terms of its infrastructure and the potential costs of developing/maintaining the current estate. Building upon this work a further assessment of the current library estate was undertaken in April 2012.
- 4.7 The extent of the works required has a significant impact on the sustainability of the current library service, particularly in relation to the state of repair and the efficiency of a number of the library buildings. It is estimated that the funding required to address these issues across 10 of the current buildings is between £1.7m and £2m. This excludes any internal changes and

improvements required to worn fixtures and fittings such as chairs and shelving. The infrastructure costs for each building are included in Annex D.

Geography & Travel

- 4.8 In 2001 the Public Library Standards were introduced as a framework for defining “*comprehensive and efficient*”. They were last revised in April 2008 but then abolished in 2009, nothing has since replaced them. The standards required library services to report on the proportion of households living within a specified distance of a static library number. As part of the review process maps were produced identifying the current geographic spread of libraries across the Borough. Annex F details the current two mile and three mile catchments for each of Sefton’s 13 libraries.
- 4.9 Travel maps have been developed to provide Members with additional information with regard to bus routes, train stations and the walking distances to them for each library. In addition, the amount of time taken to reach other libraries by public transport and car; information about car ownership and the proximity of other libraries was also gathered.

Community profiles

- 4.10 A detailed local needs analysis assessed the community profile for each of the existing libraries, using Super Output data (small geographic areas for the reporting and comparison of local statistics) within a two mile radius of each library. Factors considered included:
- Overall population and number of households
 - Numbers of younger and older people
 - Poor health and disability
 - Ethnicity
 - Economic activity and income
 - Deprivation indicators
 - Public transport users and car ownership
 - Education qualifications
 - Equalities data
- 4.11 A summary table of the above data is included in Annex G. Further supporting information is available to view on the website.

5 Development of Options for Consultation

- 5.1 In developing the options for consultation, consideration has been given to whether the options will deliver a service that is “*comprehensive and efficient*”. A comprehensive service is not just about the delivery of the service through physical locations and geographical spread. Officers have taken regard of a wide range of information about the Borough’s population, active borrowers, feedback from the public engagement exercise, data and local needs analysis.
- 5.2 Consideration has also been given to whether the options for consultation will deliver a service that is efficient. Officers have had regard to detailed

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information and analyses of the costs of the existing service and the resources available to the Council as a whole.

- 5.3 Cabinet is asked to consider the process described above and agree that to date this has been robust and has identified potential options for consultation.
- 5.4 Criteria for a sustainable service that is “*comprehensive and efficient*” should include consideration of:
- Geographical spread of population and library buildings
 - Co-located facilities/services and opportunities for co-location
 - Operating costs and the condition of library buildings infrastructure
 - Social demographics
 - Levels of library usage
 - Transport and methods of travel
- 5.5 Data about usage of individual libraries and their community profiles has been compiled into a viability ranking matrix at Annex H, which contains further information and explanations of the matrix. This, together with all of the activity outlined in the report was brought together to form the options analysed in this report.
- 5.6 Cabinet is asked to agree the criteria selected and note that it is based on previous Secretary of State intervention and the subsequent inquiry into the proposed closures of public libraries in Wirral, together with other legal challenges that have been heard by the Courts.
- 5.7 The options contained in this report are presented to deliver a comprehensive, efficient and sustainable library service within the Council’s available resources.

6 Options appraisal

- 6.1 Having due regard for the information contained in this report and its annexes Cabinet is asked to consider which of the following options should be identified for the commencement consultation and engagement processes with the community, partners, key stakeholders, employees and Trade Unions.

The options are summarised below:

Option A

- 6.2 This option is based solely on the libraries that are/will be co-located and integrated with other council services to maximise efficiency. Co-location is considered important as it not only brings economies of scale but also benefits users of the service who have improved access to the library and to other council services.

6.3 This option considers the absolute minimum number of libraries required to serve the people of Sefton. The geography of Sefton makes it virtually impossible to have a single, all purpose library serving the whole borough. As a minimum:

- Sefton could have three libraries located in the three most modern co-located facilities i.e. the Atkinson at Southport, Meadows at Maghull and Netherton Activity Centre.
- These libraries would act as service centres; have long opening hours, extensive collections and advanced ICT facilities.
- The libraries could be complemented by a network of book collection & return points across the Borough in other Council & partner buildings – the exact location and nature of these could be decided before any existing libraries are closed.
- The three libraries would need some investment in staffing and services to ensure that they are centres of excellence and able to provide outreach services and support the neighbourhood library access points.
- If this option goes forward for consultation an implementation plan will be developed to clarify the library offer at all levels.
- At this stage the net savings are estimated to be in the region of £700,000 - £800,000.

6.4 This option carries significant risk of challenge with the potential for DCMS call-in for scrutiny and possible Inquiry, similar to that experienced by Wirral MBC. That scrutiny process could take a long time and it is likely that the Council will be prevented from making any changes until it is finally resolved.

6.5 It is anticipated that there would be substantial public objections to this plan, potentially beyond the boundaries of Sefton.

6.6 Cabinet is asked to have due regard for the information above and consider if this option should be progressed.

Option B

6.7 This option is based on the following criteria:

- Geographical spread and consideration of the main townships of Sefton. Due to the geography of Sefton there is no one township that can be considered to be the central location for Sefton. It is generally accepted that there are five main townships in the Borough i.e. Bootle, Crosby, Formby, Maghull and Southport, with a number of other smaller district areas.

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- Co-location. Co-location is considered important as it not only brings economies of scale and efficiencies but also benefits users who have improved access to library and other Council services.
- A detailed local needs analysis of the communities, usage and costs for each library plus analysis from the public engagement.

6.8 This option proposes that there will be a library in each of the five townships of Sefton plus the existing co-located facility in Netherton. This option would involve a programmed closure of 7 libraries over two years with the possibility of developing a network of book collection & return points across the Borough in other Council & partner buildings, plus a review of the home visits service for the most vulnerable as mitigation for closed libraries and an extension in other areas where there is currently no provision. There would remain a library service building in the following locations/areas:

- Bootle. Operated either from the existing Bootle library or another location within the town centre.
- Crosby. Operated from either the existing Crosby library, or the College Road library, or co-located with another Council, community or private facility within the area, or a re-developed facility in the area. The provision of a library service within the Crosby area will need to consider the future of the local history and information service, the stock services unit and office space for specialist staff currently based at Crosby library. The local history service occupies a considerable amount of storage for its archives and other material, which have to be kept in certain environmental conditions, and options for this service will need to be developed.
- Formby. Operated either from the existing Formby library or another location within Formby.
- Maghull. Operated from the existing co-located library at Meadows
- Netherton. Operated from the existing co-located library at Netherton Activity Centre
- Southport. Operated from the imminent co-located library in the Atkinson in Southport

6.9 These libraries would act as service centres, having improved opening hours, extensive collections and advanced ICT facilities. They are all physically accessible and in close proximity to public transport routes. Maps with these six libraries showing the population within a two and three mile radius are available at Annex E.

6.10 It is anticipated that three of the six libraries would need some investment, including infrastructure costs and staffing to ensure that they are centres of excellence and able to provide outreach services to the neighbourhood library access points. This could be provided by re-investing some of the saved

revenue costs and capital receipts from the eventual disposal of closed library buildings.

- 6.11 Should Members agree to progress this option for consultation, an implementation plan will be developed to clarify the library offer at all levels.
- 6.12 At this stage the net savings can only be estimated but it is likely that they could be in the region of £400,000 - £480,000.
- 6.13 This option is considered practical and achievable, but it does carry risks and the Council will need to ensure that implementation is underpinned by a coherent strategy and well-developed plan that meets local needs, anticipates future trends in library use and is sustainable. A comprehensive Equalities Impact Assessment would also be prepared. The possibility of DCMS call-in remains, however other local library authorities who have undertaken similar programmes have received “*not minded to intervene*” letters from the Secretary of State following consideration by DCMS.
- 6.14 There will be public objections to this option. However, following extensive analysis, this option is recommended as offering a “*comprehensive and efficient*”, realistic and sustainable future plan for Sefton’s library service, preserving the overall quality of the service, albeit across fewer service points across the Borough, and reflecting the level of overall resources available to the Council

Option C

- 6.15 This option is based on keeping existing libraries open and seeking savings by a further reduction in opening hours.
- 6.16 In considering this option it must be understood that the existing infrastructure is not sustainable within existing resources. However, Members could give consideration to retaining the 13 library buildings and significantly reducing the opening hours to achieve a saving.
- 6.17 In order to progress this option the days of the week that the libraries are open and the pattern of library opening hours would need to be reconfigured to provide limited access to the service across the borough. The proposal would be to maximise the opening hours and usage in the three co-located libraries (Maghull, Netherton & Southport) and halve the opening hours in the other 10 libraries. This would result in a reduction from 44 hours to 22 hours per week in the larger libraries (Bootle, Crosby and Formby) and a reduction from 30 hours to 15 hours per week in the smaller libraries (Aintree, Ainsdale, College Road, Litherland, & Orrell) or an equivalent variation.
- 6.18 The 10 older libraries would need approximately £2m invested in their infrastructure. There is no capital funding currently identified to undertake this work, however funding could be “*prudentially borrowed*” at an approximate

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annual cost of £200,000. This would reduce the approximate level of savings associated with this option from £330,000 to £130,000.

- 6.19 Given the service and budget reductions that have already been made in Sefton's library service, these measures would reduce the service to a point where it could be considered unsustainable. Extremely low levels of opening hours will lead to reduced use and an inevitable decline for the whole service. It would also result in under-utilisation of buildings and library materials within those communities. The Council will still have the liability for 13 buildings and associated costs plus the repairs and maintenance of libraries which are potentially closed for most of the week and no possibility of support via capital receipts.
- 6.20 If the level of savings required were time limited and the budget could be restored in the short term this could be an option worth taking forward. However, this is not the case and the Council would be retaining premises (many already sub-standard) in the hope that the budget situation would improve. The long-term prognosis for the economy and public service funding indicates that this is not a sustainable option.
- 6.21 This option may have a lower risk of DCMS intervention and legal challenge than options A and B although there are signs that the DCMS is also looking at impacts where Local Authorities are making very significant reductions to opening hours. However, it is the risk of a steep decline in the use of libraries that may lead to many closing themselves, leaving the community without any planned alternative service.
- 6.22 This option is considered to potentially be able to achieve minor savings but threatens the ability to develop a sustainable library service for Sefton. Whilst this option would retain local provisions it would be at the expense of a more comprehensive service across the borough i.e. accessibility versus quality of the service.
- 6.23 Cabinet is asked to have due regard for the information above and consider if this option should be progressed.

7. Mitigation actions

- 7.1 Whatever option is chosen for consultation and subsequently for implementation, libraries will continue to offer free services as defined in the 1964 Act plus Internet access. Given the financial pressures to maintain an efficient service within the Council's available resources, the Authority could seek to address any imbalance in the provision of libraries by further developing self-service options, partnership working and at home services to the most vulnerable customers.
- 7.2 Possible actions to mitigate the impact of any closures must also be considered by Members. The focus of mitigation must be on meeting the general requirements of children and providing alternative ways to meet the changing requirements of older and disabled people, the unemployed and

those living in deprived areas. The following options could be subject to consultation as part of the next stage of the review:

- A new neighbourhood collections service (pick up & drop off)
- Location of access (pick up & drop off) points
- Increased opening hours at the remaining libraries
- Investment in the remaining library service to make the service points centres of excellence
- Focus the resources available for the library service on those who are most in need of our support
- Extend the use of volunteers within the library service.

8 Risk Management

8.1 As part of the review process Officers have regularly reviewed strategic and operational risks associated with the review and put in place measures to manage those risks.

8.2 In considering those risks identified, Officers continue to be mindful of a range of risk factors including but not limited to the following:

- The impact of the Equality Act 2010
- The Human Rights Act 1998
- The possibility of judicial review on decisions that might be made by Members
- The risk of complaints to the Ombudsman
- Reputational risks to the Council
- Ensuring that contractual (including employment) provisions and requirements are adhered to
- The possibility of other legal proceedings, including employment tribunals.

All of the above is to be considered in light of the statutory requirement for the Council to set a balanced and robust budget and provide a “*comprehensive and efficient*” library service.

8.3 Members are aware that creating the capacity to develop options and implement the required change also carries a risk. The Strategic Leadership Team (SLT) will continue to monitor progress and agree priorities in line with Council decisions. This risk should not be underestimated given the significant reduction in management over the last two years, and the further proposed changes in 2012/13.

8.4 There is a significant risk of challenge associated with the options for consideration in this report. In particular Members will be aware that there is no precise definition of “*comprehensive and efficient*” in the 1964 Act or any subsequent Regulations. It is imperative that when considering the options for consultation that Cabinet pays due regard to the need to define “*comprehensive and efficient*” based on Sefton’s local need and its available

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resources. However, it has been made clear in the recent London Borough of Brent Judicial Review **that the Section 7 duty of the 1964 Act cannot be exempt or divorced from resource issues and cannot in law escape the reductions which have been rendered inevitable in the light of the financial crisis engulfing the country.**

- 8.5 The review process has demonstrated that doing nothing will create an unsustainable network of provision. Significant investment is needed in most of the library buildings and funds to do this are not currently contained within the Council's Medium Term Financial Plan. The recent assessment of the existing building stock implies that some libraries will eventually "*close themselves*".
- 8.6 The changing use of technology is affecting the use of libraries e.g. the use of on-line resources, e-books and self service technology across the country. Historically the response to this change has often been piecemeal. Both the public engagement response and the review process indicate that the service will be required to invest in technology to meet future demands. Generally, in line with other library services, library membership and usage is declining. There are however exceptions to this when there has been significant investment in a facility or service. At the same time, customer expectations are increasing.
- 8.7 Clearly, other service reviews are taking place across the full range of Council activities. During the next stage of this process Officers will ensure that any potential cumulative impacts of proposed changes are fully understood, potential mitigating actions identified, and all opportunities for joint and co-operative working fully explored.
- 8.8 Cabinet is asked to note and understand the risks outlined above

9. **Options considered and not recommended**

- 9.1 In developing options Officers have considered the approach other library authorities are taking across the country as they too are impacted by reductions in resources. Some Public Library Authorities are proposing new models which include:
- the part or whole replacement of staff by volunteers;
 - closure of libraries with buildings being handed over to community groups;
 - reducing the number of service points, reconfiguring the network and developing alternative service models;
 - cutting opening hours across all libraries;
 - replacing static buildings with additional mobile services;
 - out-sourcing support and infrastructure services to commercial companies;

- commissioning services from other agencies, including other public library authorities;
- friends of groups raising funds external to council revenue.

9.2 This report has identified elements of the above within the options for consideration. The options from the above list that relate to alternative methods of governance are complex. They would need time to evaluate and implement and most would need a lot of specialist legal support. Exploratory discussions have taken place which have indicated that the level of external support (e.g. volunteers) for taking over the full operation of individual libraries is very limited. Therefore such proposals are not recommended to move forward at this stage. However, any partnership methods of service delivery will be investigated further. More detailed information about these is contained in Annex J.

10 Equality Act 2010 Duty and Impact Assessments

10.1 As the Council makes decisions, there is a need to be clear and precise about our processes and impact assess potential change proposals, identifying any risks and mitigating these as far as possible. The impact assessments, including any feedback from consultation or engagement, will be made available to Members when final recommendations are presented for a decision. This will ensure that Members make decisions in an open minded balanced way showing due regard to the impact of the recommendations being presented in compliance with the Equality Act 2010

10.2 A pre-assessment equality analysis has been undertaken and in Officers' professional judgement the impact of options B and C is minimal from an equalities perspective. This is contained as a background document at <http://modgov.sefton.gov.uk/moderngov/ecCatDisplay.aspx?sch=doc&cat=13333&path=13193>

11 Engagement and Consultation Stage 2

11.1 The detailed consequences of potential changes on library services have yet to be fully determined but what is clear is that the options in this report will have a significant impact.

11.2 During the next stage of the engagement process, consultation will take place on any option(s) agreed by Cabinet. The consultation methodology and content will be presented to the Consultation and Engagement Panel for endorsement, in general views will be sought on, but not limited to;

- The proposed option(s) and how they will affect individuals and groups
- Potential mitigating actions, including the potential for community run libraries and the use of volunteers
- Fees and charges
- Alternative suggestions for savings
- Co-location and partnership opportunities within the community

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Background information will be provided on-line and in libraries, including a profile for each library service point.

11.3 The consultation period is planned to commence on 29th October 2012 and close on 14th January 2013. Approval to commence consultation and engagement will enable the Council to make informed decisions in respect of library services and the 2013/14 Budget at its Budget Council meeting on 28th February 2013.

11.4 In considering the consultation feedback from the next stage of engagement Cabinet will need to take account of potential changes to other Council services in determining its final recommendations to Council.

12 Decision process

The table below outlines the decision process and timescales

Date	Who	What
11 th October 2012	Cabinet	<ul style="list-style-type: none">Consider and make decision on options to consult
TBC	Consultation & Engagement Panel	<ul style="list-style-type: none">Approval consultation methodology & content
29 th October 2012		<ul style="list-style-type: none">Commencement of public consultation
14 th January 2013		<ul style="list-style-type: none">End of public consultation
31 st January 2013	Cabinet	<ul style="list-style-type: none">Consider consultation feedback and make recommendation to Council
28 th February 2013	Budget Council	<ul style="list-style-type: none">Approval of Budget and Council Tax

13 Implementation Plan

13.1 A draft implementation plan, with a budget outline, will be presented as part of the report that will be submitted for Cabinet on January 31st 2013, to make recommendations to Council.

14 Recommendations

14.1 Cabinet is asked to note the outcome of the local needs analysis including the results from the public engagement exercise, resulting in options for a new model of delivery for a modern, sustainable, comprehensive and efficient Sefton Library Service and to agree to:

- a) note that all figures in this report are working assumptions in relation to the options to be considered and the figures should not be seen as predetermining any decisions.
- b) consider the process described in the report and agree that to date this has been a robust process
- c) the general definition of a “*comprehensive and efficient*” library service for Sefton described in paragraph 2.3

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- d) to note and understand the risks identified within the report
- e) the option appraisal criteria and note that it is influenced by previous Secretary of State/Judicial Review considerations and intervention
- f) consider the options contained in this report and approve Option B for consultation and engagement with the community, staff, partners, including businesses, voluntary, community and faith sectors, to transform the way Sefton delivers its library service
- g) note that the equality implications will be thoroughly assessed in line with the Council's Equality Impact Assessment process should Members agree the proposed option be taken forward at a later date
- h) consider the potential mitigating actions identified to date and agree that further work on Sefton's Library Service offer, including the possible mitigating actions be developed.

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Comprehensive and efficient service

This Annex contains additional information to that provided in the body of the report (mostly section 2) about a comprehensive and efficient service under the Public Libraries and Museums Act 1964 and the Secretary of State's intervention, particularly the Wirral Inquiry in 2009 (Charteris report). The Secretary of State may intervene if there is clear evidence of a local authority failing to meet its statutory duties.

1 Wirral Inquiry

Recent challenge to the 1964 Act came in 2009 when the Secretary of State for Culture, Media and Sport intervened in Wirral as a result of the Council's proposals to close 13 libraries, based on an asset management programme. In undertaking detailed needs assessments, in the form of a community profile for each library catchment area, the summaries of which are contained in this report and more detail is provided on the Council's web site, Officers in Sefton have taken account of the requirements that emerged from the Wirral judgement, which were: *(Sefton's response is shown in brackets and italics)*

- The Council was in breach of its statutory duties because it failed to make an assessment of local needs therefore it could not identify reasonable options to meet needs
(covered by community profiles, public engagement with users and non users including further consultation prior to any final decision);
- The requirements for older and disabled people, unemployed and those living in deprived areas not taken into account.
(covered by the gathering of usage data, socio-economic data which will be used to consider impacts and mitigating actions such as improved opening hours and alternative service models prior to any final decision) ;
- The Council was not able to demonstrate it had regard for meeting general requirements of children
(covered by the mapping of services and activities and to be considered further as part of the mitigation actions prior to any final decision);
- The Council took a decision to close 11 libraries in the absence of a strategic plan for or review of the Library Service
(Cabinet have supported and approved the library review and its terms of reference);
- The decision was made without a clear understanding of the extent and range of services which are core, not add on
(covered by the mapping of services and activities);

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- There was a further breach in relation to needs of deprived communities
(community profiles, public engagement with users and non users and the next stage of public consultation);
- The Council displayed a “lack of logic” around closure decisions
(the options for the Cabinet’s consideration are based on data and strategy).

The Wirral judgement also highlighted inconsistencies in the standard applied to travel times and acceptable distances to the nearest alternative library, in addition to potential access problems caused by increased travel costs for vulnerable groups. Accessibility by car and public transport, and the current usage patterns of borrowers, have been key elements in the development of options.

2 Recent decisions

Various complaints have been made to the Department for Culture, Media and Sport (DCMS) in relation to library closures concerning a number of local authorities in England. DCMS officials have met with council officers from Gloucestershire, Somerset, Isle of Wight, Lewisham, Brent, Doncaster and Bolton local authorities in response to a raised level of feedback and correspondence on their proposed libraries provision.

The Secretary of State has written to Brent, Bolton, Isle of Wight and Lewisham that he is not minded to intervene. The new Secretary of State wrote a letter to Brent confirming the final decision. Further representations on this decision can be made until 31st October for the other authorities. Doncaster is still awaiting a letter. Gloucestershire and Somerset withdrew their original plans following a legal challenge.

3 Select Committee on Library Closures

A Culture, Media and Sport Select Committee on Library Closures was established in 2012.

It invited written submissions and requested views on the following issues:

- What constitutes a comprehensive and efficient library service for the 21st century?
- The extent to which planned library closures are compatible with the requirements of the Libraries and Museums Act 1964 and the Charteris Report?
- The impact library closures have on local communities?
- The effectiveness of the Secretary of State’s powers of intervention under the Public Libraries and Museums Act 1964?

The written evidence has been published and the Committee heard oral evidence in February and March. No report has yet been published.

Public engagement questionnaires
SEFTON LIBRARY USERS

As part of our Transformation Programme we are seeking views regarding the future shape of the Council. As part of this programme of work we are undertaking a review of the Library Service.

It's essential that we gather a wide range of views from our staff, customers and the wider community to help us develop a shared vision of what Sefton's Library Service of the future may look like. The Council is looking forward to working with you to help us design the shape of the Library Service, providing services that local people value and enjoy.

At this stage of the review we wish to seek information about how you use the current Library Service, and at a later stage we will gain your views about some possible options and recommendations for the future. You can take part in this consultation by completing this questionnaire. There will also be other opportunities for you to take part. Details will be displayed in libraries and other community buildings and on the Council website.

Your views are important to us and the closing date for this first stage of consultation has been extended to 31 July 2012. Your views and the information provided will be used, together with information about the Library Service and the local community, as part of a report for Councillors to consider options for further consultation later in the year.

To help us with the first stage of the library review, please complete this questionnaire and hand it in to any Sefton library, Children's Centre, Leisure Centre, Town Hall, Family Centre or One Stop Shop by 31 July 2012.

Or you can return it by post to: FREE POST RRKT- HXYX-YJCX, Service Development, Landscape Services Department, Sefton Council, 2nd Floor Magdalen House, 30 Trinity Road, Bootle, L20 3NJ

This survey is also available to complete on-line at www.sefton.gov.uk/libraries

Background information about this review is available in the form of a Project Initiation Document (PID). If you require more information please ask to see the reference copy of this document available at any of the venues listed above.

If you would like to receive feedback on this first stage consultation by email please email your details to libraryreview@sefton.gov.uk

Thank you for your time and contribution

If you require assistance in completing this form or need it in another format or language please contact: Tricia Evers on 0151 934 3610 or Nicola Beattie on 0151 934 4664.

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Please note: this survey is for Sefton library users only. If you do not use any library or use a library outside Sefton, please complete the Sefton Library Non-users Survey (available where you collected this one or at any Sefton library) or on-line at www.sefton.gov.uk/libraries

Q1: Please provide the first part of your postcode (i.e. the first 3 or 4 characters)

**Q.2: How did you find out about the Library Service Review?
(Please tick one option only)**

- Council website
- Local press
- Library
- One Stop Shop
- Contact Centre
- Children's Centre
- Family Centre
- Day Care Centre
- Leisure Centre
- School/college
- Community Centre
- Tourist Information Service
- Other (please specify) _____

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Q.3: What is the main way you are involved with Sefton's Library Service?

(Please tick one option only)

- I am a library user
 - I am a friend or relative of a library user
 - I work in a library
 - I work voluntarily in a library
 - I represent a partner organisation/potential partner organisation
 - I represent/own a local business
 - I represent a community group
 - I am responding on behalf of an organisation
 - Other Please specify: _____
-

Q.4: If you answered the question above to state that you are a partner/potential partner, own a local business, represent a community group or are responding on behalf of an organisation please provide your details here

Name of the organisation
Contact details for the organisation
Email address of the organisation

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**Q.5: Which libraries do you visit and how often?
(Please tick all options that apply)**

	Every day	More than once a week	Once a week	Once or twice a month	A few times per year	Not used the service in over 12 months
Ainsdale						
Aintree						
Birkdale						
Bootle						
Churchtown						
College Road (Carnegie)						
Crosby						
Formby						
Litherland						
Meadows (Maghull)						
Netherton						
Orrell						
Southport						
Mobile						
Home Visits Service						
School/college						
Other library						

Q.6 If other library location, please tell us where:

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Q.7: Why do you use the libraries you have chosen in questions 5 and 6?

(Please tick all options that apply)

	Close to home	Close to work	Close to school /college	Close to the shops	Parking facilities	Other Council services offered at library
Ainsdale						
Aintree						
Birkdale						
Bootle						
Churchtown						
College Road (Carnegie)						
Crosby						
Formby						
Litherland						
Meadows (Maghull)						
Netherton						
Orrell						
Southport						
Mobile						
Home Visits Service						
School/college						
Other library						

Q. 8 If any other reason, please tell us why:

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**Q.9: How do you normally travel to the library?
(Please tick one option only)**

- On foot
- By car
- Public transport
- Cycle
- Other. Please specify: _____

**Q10: What do you do when you use the library service?
Please let us know what library services you use and how often
(Please tick one option per row)**

	Every visit	Often	Rarely	Never	Not aware of service
Borrow/return books					
Borrow/return music CDs					
Borrow/return DVDs					
Borrow/return audio books					
Use computers					
Read newspapers/magazines					
Read books					
Study/research					
Do homework					
Find information					
Local/family history					
Attend library events for children					
Attend library events for adults					
Computer lessons					
Other learning activity					
Socialise					
Attend meetings					
Use online library services					
Interact with staff					

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Q.11: Do you have access to the internet at home?

- Yes
- No

Q12: If you answered Yes, what type of service do you use?

- Broadband
- Dial-up

Q.13: What other Sefton Council services do you use and what do you use them for?

(Please tick all options that apply)

	Pay bills	Information	Participate in activities	Socialise	Report an incident	Request a service
Visit council website						
Visit One Stop Shop						
Phone the Council						
Children's Centre						
Family Centre						
Day Care Centre						
Leisure Centre						
Community Centre						
Tourist Information Service						
Youth Centre						

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Q.14: If you access any other Sefton Council services not listed above let us know which ones and what you use them for

Q.15: Do you have any other comments about Sefton’s Library Service and/or the Library Service Review?

If you would like to receive feedback on this first stage consultation by email please email your details to libraryreview@sefton.gov.uk

Thank you for completing this section of the questionnaire. To help us monitor who is using our services and completing this questionnaire, please complete the diversity questions on the following two pages. For further information about why we need this information, please see the “What’s it got to do with you?” booklet available from any venue listed on the front page. Thank you.

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Diversity Monitoring Form

Answer as much or as little as you want. Whatever information you give, we will not be able to identify you as an individual, so your identity is safe. Information you provide will help us build an overall profile of who has taken part in the consultation.

Please enter the first part of your Postcode (ie: the first 3 or 4 characters) _____	Are you... <input type="checkbox"/> Male <input type="checkbox"/> Female
	What is your age? _____ years
Disability: Do you have any of the following? (Please tick all that apply) <input type="checkbox"/> Physical Impairment <input type="checkbox"/> Visual Impairment <input type="checkbox"/> Learning Difficulty <input type="checkbox"/> Hearing Impairment / Deaf <input type="checkbox"/> Mental Health/Mental Distress <input type="checkbox"/> Long term illness that affects your daily activity <input type="checkbox"/> Other (please specify) _____	
Please read the following statement... If you have ticked any of the boxes above, or you have cancer, diabetes or HIV this would be classed as 'disability' under legislation. Do you consider yourself to be 'disabled?' <input type="checkbox"/> Yes <input type="checkbox"/> No	

Which of these options best describes your situation?

<input type="checkbox"/> Full time worker	<input type="checkbox"/> Unemployed and available to work
<input type="checkbox"/> Part time worker	<input type="checkbox"/> Unable to work due to illness / disability
<input type="checkbox"/> Fully retired	<input type="checkbox"/> Look after the home / family
<input type="checkbox"/> Self employed	<input type="checkbox"/> Government training scheme
<input type="checkbox"/> Full time student	<input type="checkbox"/> Other (please specify if you wish) _____

Please turn over to complete

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**Which of these options best describes your ethnic background?
Please tick one box for each (the options are listed alphabetically)**

Ethnicity – do you identify as...

Asian:

- Bangladeshi Indian Pakistani
 Other Asian background (please specify if you wish) _____

Black:

- African Caribbean
 Other Black background (please specify if you wish) _____

Chinese:

- Chinese
 Other Chinese background (please specify if you wish) _____

Mixed Ethnic Background:

- Asian & White Black African & White Black Caribbean & White
 Other Mixed background (please specify if you wish) _____

White:

- British English Irish Scottish
 Welsh Polish Latvian
 Gypsy / Traveller
 Other White background (please specify if you wish) _____

The following questions are a little more personal and you can choose to stop here if you wish; however, it would be really helpful if you would consent to complete them... PLEASE NOTE: we have no way of identifying you individually, so answers remain anonymous.

Do you have a religion or belief? Yes No

If yes, please tick one of the below...

- Buddhist Christian Hindu
 Jewish Muslim Sikh
 Other (please specify if you wish) _____

How would you describe your sexual orientation?

- Heterosexual Gay Lesbian Bisexual

Do you currently live in the gender you were given at birth?

- Yes No

SEFTON LIBRARY NON-USERS

As part of our Transformation Programme we are seeking views regarding the future shape of the Council. As part of this programme of work we are undertaking a review of the Library Service.

It's essential that we gather a wide range of views from our staff, customers and the wider community to help us develop a shared vision of what Sefton's Library Service of the future may look like. The Council is looking forward to working with you to help us design the shape of the Library Service, providing services that local people value and enjoy.

At this stage of the review we wish to seek information about why you do not use the current Library Service, and at a later stage we will gain your views about some possible options and recommendations for the future. You can take part in this consultation by completing this questionnaire. There will also be other opportunities for you to take part. Details will be displayed in libraries and other community buildings and on the Council website.

Your views are important to us and the closing date for this first stage of consultation has been extended to 31 July 2012. Your views and the information provided will be used, together with information about the Library Service and the local community, as part of a report for Councillors to consider options for further consultation later in the year.

To help us with the first stage of the library review, please complete this questionnaire and hand it in to any Sefton library, Children's Centre, Leisure Centre, Town Hall, Family Centre or One Stop Shop by 31 July 2012.

Or you can return it by post to: FREE POST RRKT- HXYX-YJCX, Service Development, Landscape Services Department, Sefton Council, 2nd Floor Magdalen House, 30 Trinity Road, Bootle, L20 3NJ

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If you would like to receive feedback on this first stage consultation by email please email your details to libraryreview@sefton.gov.uk

Thank you for your time and contribution

If you require assistance in completing this form or need it in another format or language please contact: Tricia Evers on 0151 934 3610 or Nicola Beattie on 0151 934 4664

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Please note: this survey is for people who do not use any library or who do not use a library in Sefton. If you do use a library in Sefton, please complete the Sefton Library Users Survey (available where you collected this one or at any Sefton library) or on-line at www.sefton.gov.uk/libraries

Q.1: Please provide the first part of your postcode (i.e. the first 3 or 4 characters)

**Q.2: How did you find out about the Library Service Review?
(Please tick one option only)**

- Council website
 - Local press
 - Library
 - One Stop Shop
 - Contact Centre
 - Children's Centres
 - Family Centre
 - Day Care Centre
 - Leisure Centre
 - School/College
 - Community Centre
 - Tourist Information Service
 - Other (please specify)
-

**Q.3: Which of these best describes yourself?
(Please tick one option only)**

- I am a member of the public who does not use any library
 - I do not use a library in Sefton but do use a library somewhere else
 - I am a friend or relative of a library user
 - I represent a partner organisation/potential partner organisation.
 - I represent/own a local business
 - I represent a community group
 - I am responding on behalf of an organisation
 - Other . Please specify: _____
-

Q.4: If you answered the question above to state that you are a partner/potential partner, own a local business, represent a community group or are responding on behalf of an organisation please provide your details here

Name of the organisation
Contact details for the organisation
Email address of the organisation

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**Q.5: Please tell us why you do not use Sefton's Library Service?
(Please tick all options that apply)**

- I prefer to buy books from a shop/online
 - I'm too busy
 - Nothing of interest to me at a library
 - Have internet at home
 - I download e-books
 - I don't like reading
 - My nearest library is too far away
 - Internet gives better access to information/more convenient
 - Opening hours aren't long enough
 - Difficulty getting to the library (e.g. parking restrictions, poor public transport)
 - Prefer to go to a library outside Sefton
 - Prefer to go elsewhere e.g. coffee shops, bookshops
 - Other (Please Specify): _____
-

Q.6: Have you ever used Sefton's Library Service in the past?

- Yes Please go to question 7
- No Please go to question 9

**Q.7: How long is it since you used Sefton's Library Service?
(Please tick one option only)**

- Less than one year
- More than one year
- Between two and five years ago
- More than five years ago

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Q.8: If you used Sefton's Library Service in the past, please tell us why you stopped?

Q.9: Do you have access to the internet at home?

- Yes
- No

Q.10: If you answered Yes, what type of service do you use?

- Broadband
- Dial-up

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Q.11: What other Sefton Council services do you use and what do you use them for?

(Please tick all options that apply)

	Pay bills	Information	Participate in activities	Socialise	Report an incident	Request a service
Visit Council website						
Visit One Stop Shop						
Phone the Council						
Children's Centre						
Family Centre						
Day Care Centre						
Leisure Centre						
Community Centre						
Tourist Information Service						
Youth Centre						

Q.12: If you access any other Sefton Council services not listed above let us know which ones and what you use them for

--

Q.13: Do you have any other comments about Sefton’s Library Service and /or the Library Service Review?

If you would like to receive feedback on this first stage consultation by email please email your details to libraryreview@sefton.gov.uk

Thank you for completing this section of the questionnaire. To help us monitor who is using our services and completing this questionnaire, please complete the diversity questions on the following two pages. For further information about why we need this information, please see the “What’s it got to do with you?” booklet available from any venue listed on the front page. Thank you.

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Diversity Monitoring Form

Answer as much or as little as you want. Whatever information you give, we will not be able to identify you as an individual, so your identity is safe. Information you provide will help us build an overall profile of who has taken part in the consultation.

Please enter the first part of your Postcode (ie: the first 3 or 4 characters) _____	Are you... <input type="checkbox"/> Male <input type="checkbox"/> Female
	What is your age? _____ years
Disability: Do you have any of the following? (Please tick all that apply) <input type="checkbox"/> Physical Impairment <input type="checkbox"/> Visual Impairment <input type="checkbox"/> Learning Difficulty <input type="checkbox"/> Hearing Impairment / Deaf <input type="checkbox"/> Mental Health/Mental Distress <input type="checkbox"/> Long term illness that affects your daily activity <input type="checkbox"/> Other (please specify) _____	
Please read the following statement... If you have ticked any of the boxes above, or you have cancer, diabetes or HIV this would be classed as 'disability' under the legislation. Do you consider yourself to be 'disabled?' <input type="checkbox"/> Yes <input type="checkbox"/> No	

Which of these options best describes your situation?

<input type="checkbox"/> Full time worker	<input type="checkbox"/> Unemployed and available to work
<input type="checkbox"/> Part time worker	<input type="checkbox"/> Unable to work due to illness / disability
<input type="checkbox"/> Fully retired	<input type="checkbox"/> Look after the home / family
<input type="checkbox"/> Self employed	<input type="checkbox"/> Government training scheme
<input type="checkbox"/> Full time student	<input type="checkbox"/> Other (please specify if you wish) _____

Please turn to next page to complete

Agenda Item 7

**Which of these options best describes your ethnic background?
Please Tick one box for each (the options are listed alphabetically)**

Ethnicity – do you identify as...			
Asian:			
<input type="checkbox"/> Bangladeshi	<input type="checkbox"/> Indian	<input type="checkbox"/> Pakistani	
<input type="checkbox"/> Other Asian background (please specify if you wish) _____			
Black:			
<input type="checkbox"/> African	<input type="checkbox"/> Caribbean		
<input type="checkbox"/> Other Black background (please specify if you wish) _____			
Chinese:			
<input type="checkbox"/> Chinese			
<input type="checkbox"/> Other Chinese background (please specify if you wish) _____			
Mixed Ethnic Background:			
<input type="checkbox"/> Asian & White	<input type="checkbox"/> Black African & White	<input type="checkbox"/> Black Caribbean & White	
<input type="checkbox"/> Other Mixed background (please specify if you wish) _____			
White:			
<input type="checkbox"/> British	<input type="checkbox"/> English	<input type="checkbox"/> Irish	<input type="checkbox"/> Scottish
<input type="checkbox"/> Welsh	<input type="checkbox"/> Polish	<input type="checkbox"/> Latvian	<input type="checkbox"/> Gypsy / Traveller
<input type="checkbox"/> Other White background (please specify if you wish) _____			

The following questions are a little more personal and you can choose to stop here if

**The following questions are a little more personal and you can choose to stop here if you wish, however it would be really helpful if you would consent to complete them...
PLEASE NOTE: we have no way of identifying you individually, so answers remain anonymous.**

Do you have a religion or belief?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
If yes, please tick one of the below...		
<input type="checkbox"/> Buddhist	<input type="checkbox"/> Christian	<input type="checkbox"/> Hindu
<input type="checkbox"/> Jewish	<input type="checkbox"/> Muslim	<input type="checkbox"/> Sikh
<input type="checkbox"/> Other (please specify if you wish) _____		

How would you describe your sexual orientation?	<input type="checkbox"/> Heterosexual	<input type="checkbox"/> Gay	<input type="checkbox"/> Lesbian	<input type="checkbox"/> Bisexual
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Do you currently live in the gender you were given at birth?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
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Transformation Programme

Summary of

Library Review Engagement Analysis

8th May 2012 – 31st July 2012

Users

A more detailed report, including cross tabulation of questions and equalities data is available at www.sefton.gov.uk/libraries

30 August 2012

Agenda Item 7



LIBRARY REVIEW ENGAGEMENT ANALYSIS - 8 MAY 2012 to 31 JULY 2012

Engagement Analysis – key responses Users

Overall responses as at 31st July 2012:

Users: 6139

(Non-users: 634)

Below is a table illustrating the method of questionnaire responses from Users and Non-Users of the Library Service

	Paper	E-Consult	Total Received
Easy Read Library User	8	10	18
Library User	5594	527	6121
Easy Read Library Non User	3	5	8
Library Non User	527	99	626
Total	6132	641	6773

Q1. What is your postcode?

The majority of respondents who completed this question were from the following postcode areas: L10, L20, L21, L22, L23, L30, L31, L37, PR8 and PR9.

Q2. How did you find out about the Library Service Review?

(Please select one option only)

Out of **5191** who responded to question 2, the majority, **86%**, (**4484**) found out about the library review through the Library, followed by the 'local press'.

Answer Option	Response	Response %
Council website	186	3
Local press	340	6
Library	4484	86
One Stop Shop	17	1
Contact Centre	2	0.25
Children's Centre	51	1
Family Centre	3	0.25
Day Care Centre	2	0.25
Leisure Centre	53	1
School / College	40	1
Community Centre	7	1
Tourist Information Service	6	0.25

Q3. What is the main way you are involved with Sefton's Library Service?

(Please select one option only)

Out of the **5574** who responded to question 3, the majority **96%**, (**5365**) indicated the main way they are involved with Sefton's library service, is by being a library user.

Answer Option	Response	Response %
I am a library user	5365	96
I am a friend or relative of a library user	99	1
I work in a library	47	1
I work voluntarily in a library	28	1
I represent a partner organisation/potential partner organisation	9	0.25
I represent/own a local business	2	0.25
I represent a community group	14	0.25
I am responding on behalf of an organisation	10	0.25
Total	5574	100

Q4. If you answered the question above to state that you are a partner/potential partner, own a local business, represent a community group or are responding on behalf of an organisation please provide your details here.

There were 86 responses to this question from a variety of groups as follows:-

- Childminders
- Camera Clubs

Agenda Item 7



- Book Clubs
- Crossword Clubs
- Merseyside Police
- Volunteers
- Schools
- Community Learning Groups
- Family History Groups
- Church Groups

Q5. Which libraries do you visit and how often?

- In terms of the library which the respondents visit most – 1,770 visit Crosby; 1,293 Formby, 1,314 College Road, 1,263 Southport and 1,073 Bootle.
- There were 660 respondents who visit a library everyday, with College Road library having the most daily visits
- The most popular visit frequency is once or twice a month.

	Every day	More than once per week	Once a week	Once or twice a month	A few times per year	Not used the service in over 12 months
Answer Option	Response %	Response %	Response %	Response %	Response %	Response %
Ainsdale	3	11	15	27	25	20
Aintree	4	10	15	23	14	36
Birkdale	3	9	17	30	26	16
Bootle	5	14	16	30	18	16
Churchtown	3	8	18	35	17	20
College Road (Carnegie)	18	17	12	23	19	11
Crosby	4	12	16	38	22	9
Formby	2	10	18	42	17	10
Litherland	4	10	13	27	20	26
Meadows (Maghull)	3	12	17	24	18	25
Netherton	3	8	12	20	15	42
Orrell	5	7	14	29	16	29
Southport	4	10	15	28	29	14
Mobile	0	0	3	7	8	82
Home Visits Service	1	0	1	6	2	91
School/college	9	9	6	6	4	66
Other library	2	4	19	11	14	50

Various popular supermarkets were targeted in order to reach non users of Libraries. Also questionnaires were offered to two events in June. Details as below:-

Information from these questionnaires are included in the main report.

Supermarket	User	Non User	Total
Morrisons Maghull	0	72	72
Morrisons Southport	8	5	13
Asda Bootle	4	7	11
Asda Southport	0	57	57
Sainsburys Crosby	7	39	46
Tesco, The Strand	2	34	36
Tesco, Formby	0	33	33
Waitrose Formby	1	3	4
Lord Street Event 1/6	3	2	5
Games 4 Life Event 16/6	14	19	33
Total	39	271	310

Q6. If other library location, please tell us where:

There were 224 responses to this question. The various other library locations people visit, are as follows:-

- Various Sefton Libraries
- Accrington
- Liverpool
- Burscough
- Various University Libraries
- Wirral
- Kirkby
- Lancashire
- St Helens

Agenda Item 7

Q7. Why do you use the libraries you have chosen in question 5 and 6?

- 54% of respondents visit their chosen library as it's close to their home
- 13% because it is close to shops (Southport highest)
- 13% as it has parking facilities (Birkdale and Formby highest)
- 8% close to work (Bootle highest) and 8% as it has other council facilities (Meadows highest)
- 3% as it's close to school/college

See the table for individual libraries:

	Close to Home	Close to Work	Close to School/College	Close to Shops	Parking Facilities	Other Council Services offered at Library
Answer Option	Response %	Response %	Response %	Response %	Response %	Response %
Ainsdale	61	5	4	14	9	7
Aintree	65	3	3	13	9	7
Birkdale	48	5	2	4	31	10
Bootle	51	19	3	20	3	4
Churchtown	64	4	3	8	14	6
College Road (Carnegie)	61	13	5	14	4	2
Crosby	55	6	2	10	14	12
Formby	54	5	3	7	23	7
Litherland	68	13	4	4	6	5
Meadows (Maghull)	49	4	4	5	17	21
Netherton	50	9	4	9	17	11
Orrell	70	5	3	2	12	7
Southport	35	6	4	42	3	10
Mobile	62	0	0	14	0	24
Home Visits Service	71	0	0	0	0	29
School/college	9	18	60	3	4	6
Other library	13	50	5	12	6	14

Q8. If any other reason, please tell us why:

There were 948 various responses to this question as follows:-

- Friendly staff
- Convenient for public transport
- Various classes held at library
- Nice Environment
- Good selection of DVDs
- Good selection of Books
- Internet access
- Newspapers

Q9. How do you normally travel to the library?

(Please tick one option only)

Of the **5337** who responded only **9%** use public transport, with the majority walking to the library.

Method of Travel	Response	Response %
Foot	2628	49
Car	2015	38
Public Transport	484	9
Cycle	210	4
Total	5337	100%

Q10. What do you do when you use the library service?

- Most common reason (every visit and often) to visit a library is to borrow/return books
- This is followed by reading books/magazines/newspapers
- Finding information and using computers is very popular
- Interaction with staff is frequent

	Every Visit	Often	Rarely	Never	Not aware
Answer Option	Response %	Response %	Response %	Response %	Response %
Borrow/return books	67	29	4	1	1
Borrow/return music CDs	5	31	25	37	2
Borrow/return DVDs	8	34	33	24	1
Borrow/return audio books	9	28	19	43	2
Use computers	30	24	24	22	1
Read newspapers/mag	29	32	21	17	1
Read books	23	41	19	17	1
Study/research	15	31	27	26	1
Do homework	8	14	10	66	1
Find information	15	55	22	8	0
Local/family history	8	36	21	33	2
Attend library events for children	9	25	15	49	2
Attend library events for adults	4	28	15	47	5
Computer lessons	5	7	9	70	8
Other learning activity	3	5	9	74	8
Socialise	24	20	10	44	2
Attend meetings	3	24	11	58	4
Use online library services	16	24	16	41	4
Interact with staff	45	31	10	13	1

Agenda Item 7



Q.11 Do you have access to the internet at home?

Of the **5573** who responded to question 11, **68%** answered yes (**3802**).

Q.12 If you answered yes, what type of service do you use?

Of the **3796** who responded to question 12, **3730 (98%)** answered broadband **66 (2%)** answered dial up.

Q.13 What other Sefton council Services do you use and what do you use them for?

Respondents to this question were asked to select all options that apply

There were **11,687** selections made.

- ***25% (2938)** of the total selections made, *telephone the council*; **46%** of these do so to *request a service* and **32%** to *request information*
- ***22% (2613)** *visit the Council Website*, **67%** of these *request information* via this method
- ***19% (2265)** *visit a leisure centre*, **58%** of these *participate in activities* whilst visiting, **30%** *socialise*
- ***14% (1577)** use the *Tourist Information Service*, **87%** of these *request information* when they use this facility
- ***9% (1070)** *visit the one stop shop*, **42%** of these *pay bills* via this method and **35%** *request information*, **18%** *request a service*

Answer Option	Pay Bills	Information	Participate in Activities	Socialise	Report an Incident	Request a Service	% of the Total
	%	%	%	%	%	%	
Visit Council Website	10	67	3	1	5	14	22*
Visit One Stop Shop	42	35	.5	.5	4	18	9*
Phone the Council	6	32	.5	.5	15	46	25*
Children's Centre	2	21	48	24	1	4	5
Family Centre	5	28	41	22	1	3	1
Day Care Centre	5	19	39	22	2	13	1
Leisure Centre	1	10	58	30	.5	.5	19*
Community Centre	1	26	44	26	1	2	2
Tourist Information Service	2	87	3	1	1	6	14*
Youth Centre	15	20	33	29	1	2	2

Agenda Item 7

EQUALITIES QUESTIONNAIRE

61% of respondents were female.

There were **5325** respondents who provided their age. Of this, **2684 (50%)** are 60+ and the average age of this group is **71 years**.

Overall, the average age of a library user is **55** years.

Of the **3150** who answered the question on whether or not they consider themselves to be disabled, the majority (**82%**) answered **No**

Answer Option	Response	Response %
Yes	575	18
No	2575	82
Total	3150	100

Respondents who recorded a disability include **376** who have a hearing impairment; **335** physical; **218** visual and **47** have a learning difficulty (respondents can select multiple disabilities).

Which of these options best describes your situation?

Of the **5112** who answered the question about what best describes their situation, **49% (2488)** are fully retired, and **31% (1587)** are either full or part time workers

Answer Option	Response	Response %
Full time worker	851	17
Part time worker	736	14
Fully retired	2488	49
Self employed	127	2
Full time student	234	4
Unemployed and available to work	260	5
Unable to work due to illness / disability	180	3
Look after the home / family	235	5
Government training scheme	1	1
Total	5112	100

Which of these options best describes your ethnic background?

Of the **5243** who responded about their ethnic background, the majority, **90% (4894)** were either White – British or White - English

Answer Option	Response	Response %
Asian – Bangladeshi	3	0.5
Asian – Indian	16	0.5
Asian – Pakistani	2	0.5
Asian – Other Asian Background	8	0.5
Black – African	9	0.5
Black – Caribbean	7	0.5
Black – Other Black Background	2	0.5
Chinese – Chinese	22	0.5
Chinese – Other Chinese Background	4	0.5
Mixed Ethnic Background – Asian & White	14	0.5
Mixed Ethnic Background – Black African & White	15	0.5
Mixed Ethnic Background – Black Caribbean & White	23	0.5
Mixed Ethnic Background – Other Mixed Background	8	0.5
White – British	3112	58
White – English	1782	32
White – Irish	57	0.5
White – Scottish	70	1
White – Welsh	38	0.5
White – Polish	6	0.5
White – Latvian	0	0
White – Gypsy/Traveller	3	0.5
White – Other White Background	42	0.5
Total	5243	100

Do you have a religion or a belief?

Of the **4802** who answered the question on whether or not they had a religion, the majority, **76% (3635)**, answered **Yes**.

Answer Option	Response	Response %
Yes	3635	76
No	1167	24
Total	4802	100

If 'Yes', please select one of the options below:

Of the **3577** who selected their religion, the majority, **98% (3518)** are Christian

Answer Option	Response	Response %
Buddhist	15	0.25
Christian	3518	98
Hindu	9	0.25
Jewish	18	1
Muslim	15	0.25
Sikh	2	0.25
Total	3577	100

Agenda Item 7



How would you describe your sexual orientation?

Of the **4586** who answered this question, the majority, **93%**, (**4285**) were heterosexual

Answer Option	Response	Response %
Heterosexual	4285	93
Gay	221	5
Lesbian	20	1
Bisexual	60	1
Total	4586	100

Do you currently live in the gender you were given at birth?

Of the **4870** who responded to this question, the majority, **99%** (**4828**) answered **Yes**.

Answer Option	Response	Response %
Yes	4828	99
No	42	1
Total	4870	100

Library Comments (Overview)

Do you have any other comments about Sefton's Library Service and / or the Library Service Review?

Key themes and overview comments are below:-

Car Parking Fees (at Crosby)

- Library car parking access is considered essential but should be free of charge to encourage and increase the number of the general public to use the library.

Children's Activities

- Children's activities are considered an essential library service for the educational and social development of children and young people. Parents view these activities to be vitally important.

Impact on the Community

- The library is a valuable community focal point where people can meet to socialise, and it helps to engender an intelligent, thriving place to live. It is also a vital resource for information access for low income families and the unemployed.

Opening Times

- Opening hours are generally considered to be good, but times to suit those who work late or unsociable hours would be beneficial.

Staff Service

- Library staff are friendly, helpful and knowledgeable, and their professional manner and enthusiasm towards the general public is highly regarded.
- Libraries need more specialist assistants
- Library buildings need updating and the inside of buildings need cleaning

Transformation Programme

Summary of

Library Review Engagement Analysis

8th May 2012 – 31st July 2012

Non- Users

A more detailed report, including cross tabulation of questions and equalities data is available at www.sefton.gov.uk/libraries

30 August 2012

LIBRARY REVIEW 8 MAY 2012 to 31 JULY 2012

Engagement Analysis – key responses Non-Users

Overall responses as at 31st July 2012:

Non-Users: 634

(Users: 6139)

Below is a table illustrating the method of questionnaire responses from Non-Users and Users of the Library Service

	Paper	E-Consult	Total Received
Easy Read Library Non User	3	5	8
Library Non User	527	99	626
Easy Read Library User	8	10	18
Library User	5594	527	6121
Total	6132	641	6773

Q1. Please provide the first part of your postcode:

The majority of respondents who completed this question were from the following postcode areas: L20, L21, L22, L23, L30, L31, L37, PR8 and PR9.

Q2. How did you find out about the Library Service Review?

(Please select one option only)

Of the **239** who responded to question 2, **28% (66)** found out about the library review through the Library.

Answer Option	Response	Response %
Council website	43	18
Local press	42	18
Library	66	28
One Stop Shop	10	4
Contact Centre	1	0.5
Children's Centre	41	17
Family Centre	3	1
Day Care Centre	2	1
Leisure Centre	24	10
School / College	5	2
Community Centre	2	1
Tourist Information Service	0	0
Total	239	100

Various popular supermarkets were targeted in order to reach non users of Libraries. Also questionnaires were offered to two events in June. Details as below:-

Information from these questionnaires are included in the main report.

Supermarket	User	Non User	Total
Morrisons Maghull	0	72	72
Morrisons Southport	8	5	13
Asda Bootle	4	7	11
Asda Southport	0	57	57
Sainsburys Crosby	7	39	46
Tesco, The Strand	2	34	36
Tesco, Formby	0	33	33
Waitrose Formby	1	3	4
Lord Street Event 1/6	3	2	5
Games 4 Life Event 16/6	14	19	33
Total	39	271	310

Q3. Which of these best describes yourself?

(Please select one option only)

Of the **523** who responded to question 3, the majority, **75% (390)** is a member of the public who does not use any library.

Answer Option	Response	Response %
I am a member of the public who does not use any library	390	75
I do not use a library in Sefton but do use a library somewhere else	36	7
I am a friend or relative of a library user	90	17
I represent a partner organisation/potential partner organisation	0	0
I represent/own a local business	1	0
I represent a community group	1	0
I am responding on behalf of an organisation	5	1
Total	523	100

Q4. If you answered the question above to state that you are a partner/potential partner, own a local business, represent a community group or are responding on behalf of an organisation please provide your details here.

There were 7 responses to this question, from a variety of groups including equality groups, an action group and a commercial company.

Q5. Please tell us why you do not use Sefton's Library Service

Of the **907** responses to question 5, **18% (163)** prefer to buy books from a shop / online and **18% (161)** have internet at home. **17% (154)** consider themselves too busy.

Answer Option	Response	Response %
I prefer to buy books from a shop/online	163	18
I'm too busy	154	17
Nothing of Interest to me at a library	43	5
Have internet at home	161	18
I down load e-books	77	8
I don't like reading	51	6
My nearest library is too far away	30	3
Internet gives better access to information/more convenient	72	8
Opening hours aren't long enough	76	8
Difficulty getting to the library (e.g. parking restriction, poor public transport)	47	5
Prefer to go to a library outside Sefton	11	1
Prefer to go elsewhere e.g. coffee shops, bookshops	22	2
Total	907	100

Q6. Have you ever used Sefton Library service in the past?

Of the **568** who responded to question 6, **75% (424)** answered yes.

Answer Option	Response	Response %
Yes – please go to question 7	424	75
No – please go to question 9	144	25
Total	568	100

Q7. How long is it since you used Sefton's Library service?

(please select one option only)

Of the **429** who responded to question 7, **41% (179)** last used the Library Service more than five years ago.

Answer Option	Response	Response %
Less than one year	56	13
More than one year	84	20
Between two and five years ago	110	26
More than five years ago	179	41
Total	429	100

Q8. If you used Sefton’s Library Service in the past, please tell us why you stopped?

There were over 400 responses to this question, and the most popular themes were as follows:

- Have the Internet at home
- Work/live in a different area
- Too busy
- Left Education
- Difficulty due to working hours
- New technology
- Too ill or looking after an ill dependant
- Don’t want to go to a library
- Now retired
- Better quality books at home
- Parking payments
- No DVDs available
- Difficulty parking

Q9. Do you have access to the internet at home?

Of the **565** who responded to question 9, **77% (436)** answered yes.

Answer Option	Response	Response %
Yes	436	77
No	129	23
Total	565	100

Q10. If you answered yes, what type of service do you use?

The majority use Broadband.

Answer Option	Response	Response %
Broadband	432	99.5
Dial-up	2	0.5
Total	434	100

Q11. What other Sefton council Services do you use and what do you use them for?

Respondents to this question were asked to select all options that apply

- Of those who use the council website, 60% do so for information
- Of those who visit the one stop shop, 41% pay bills
- Of those who use children’s centres, 47% participate in activities
- Of those who use leisure centres, 60% participate in activities
- Of those who use the tourist information service 77% gain information Of those who use youth centres, 40% participate in activities

There were **1,115** selections made.

Answer Option	Pay Bills	Information	Participate in Activities	Socialise	Report an Incident	Request a Service
	%	%	%	%	%	%
Visit Council Website	12	60	4	0	10	15
Visit One Stop Shop	41	37	1	1	4	16
Phone the Council	8	31	1	0	18	42
Children’s Centre	3	18	47	23	1	8
Family Centre	8	25	32	27	3	5
Day Care Centre	25	25	25	15	5	5
Leisure Centre	3	9	60	24	2	2
Community Centre	3	31	45	17	0	4
Tourist Information Service	4	77	6	3	3	7
Youth Centre	8	16	40	36	0	0

Q12. If you access any other Sefton Council services not listed above let us know which ones and what you use them for

There were over 50 responses to this question, with themes as follows:

- Feel Good Factory, socialise and leisure
- Sefton Intranet - education services
- Sefton Parent Partnership Services
- Website - job search
- Talking book
- Southport parks and football pitches for youngsters
- Allotment holder
- Rubbish removal
- Access to blue car badge scheme
- Pensioners club
- Pest control
- Pay parking penalty fine

EQUALITIES QUESTIONNAIRE

64% of respondents were female.

There were **471** respondents who provided their age. Of whom, **133 (28%)** are 60+ and the average age of this group is **70 years**.

Overall, the average age of a library non user is **47** years.

Of the **297** who answered the question on whether or not they considered themselves to be disabled, the majority **83% (246)** answered No

Answer Option	Response	Response %
Yes	51	17
No	246	83
Total	297	100

Which of these options best describes your situation?

Of the **467** who answered the question about what best describes their situation, **25% (117)** are fully retired, and **54% (251)** are either full or part time workers

Answer Option	Response	Response %
Full time worker	180	39
Part time worker	71	15
Fully retired	117	25
Self employed	6	1
Full time student	17	4
Unemployed and available to work	25	5
Unable to work due to illness / disability	21	5
Look after the home / family	30	6
Government training scheme	0	0.00
Total	467	100

**Which of these options best describes your ethnic background?
(Please select one option)**

Of the **440** who responded about their ethnic background, the majority classified themselves as White British/English.

Answer Option	Response	Response %
Asian – Bangladeshi	0	0
Asian – Indian	0	0
Asian – Pakistani	0	0
Asian – Other Asian Background	0	0
Black – African	1	0
Black – Caribbean	1	0
Black – Other Black Background	1	0
Chinese – Chinese	2	0
Chinese – Other Chinese Background	0	0
Mixed Ethnic Background – Asian & White	1	0
Mixed Ethnic Background – Black African & White	0	0
Mixed Ethnic Background – Black Caribbean & White	3	1
Mixed Ethnic Background – Other Mixed Background	0	0
White – British	263	60
White – English	131	30
White – Irish	19	4
White – Scottish	3	1
White – Welsh	4	1
White – Polish	6	1
White – Latvian	0	0
White – Gypsy/Traveller	0	0
White – Other White Background	5	1
Total	440	100

Do you have a religion or a belief?

Of the **396** who answered the question on whether or not they had a religion, the majority, **64%** (**253**), answered Yes.

Answer Option	Response	Response %
Yes	253	64
No	143	36
Total	396	100

If 'Yes', please select one of the options below:

Of the **241** who selected their religion, the majority, 97% (**233**) were Christian

Answer Option	Response	Response %
Buddhist	1	0.5
Christian	233	97
Hindu	0	0
Jewish	6	2
Muslim	1	0.5
Sikh	0	0
Total	241	100

How would you describe your sexual orientation?

Of the **386** who answered this question, the majority, **94% (361)** were heterosexual

Answer Option	Response	Response %
Heterosexual	361	93.52
Gay	16	4.15
Lesbian	4	1.04
Bisexual	5	1.30
Total	386	100

Do you currently live in the gender you were given at birth?

Of the **387** who responded to this question, the majority, **99% (384)** answered Yes.

Answer Option	Response	Response %
Yes	384	99.22
No	3	0.78
Total	387	100

Library Comments (Overview)

Do you have any other comments about Sefton's Library Service and / or the Library Service Review?

Two Key themes below:-

- Not known what is available in the Library (activities / services)
- Good for focal point in the community and is therefore a vital resource

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Definition of terms used in this annex and notes that apply throughout this annex:

- Active Borrowers = the total number of borrowers with a given library as their home site who have borrowed at least one item from any library during the year 2011-2012 (Chartered Institute of Public Finance and Accountancy -CIPFA definition). A snapshot as at 2nd April 2012.
- Registered Borrowers = the total number of borrowers with a given library as their home site, who hold a current membership. A snapshot as at 2nd April 2012. (This will include people who need a membership ticket to access the computers but will not have borrowed any items)
- Items issued = total number of books and other material borrowed
- Physical visits = counted via a “People Counter” using a beam or thermal imaging at co-located facilities
- Estimated annual enquiries = use of CIPFA definition and procedure of a sample week counting number of enquiries multiplied by 50
- Peoples Network usage = number of sessions in use for the public computer. For 2011/12 each session was either 15 mins, 30 mins or 1 hour (the majority were one hour). For 2012 onwards (since charging) sessions are all 30 mins.

It should be noted that:

- Netherton was closed for 4 weeks in 2011 and re- opened in a new co-location facility at the NAC. IT suite was only operational from February 2012
- Southport was housed in a smaller temporary facility throughout the entire year
- Meadows is situated in a co-location site and the count includes transient usage of the library e.g. a quick glimpse of a newspaper whilst waiting in foyer area

Summary Table of Costs and Usage of Libraries

Annex D

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- Opening hours at all libraries were reduced from 4 July 2011

Sefton Library Services Usage Data 2011-2012

Library	Active Borrowers	Registered Borrowers	Items issued	Physical Visits	Estimated annual enquiries	Peoples Network Usage
Ainsdale	2,655	6,481	89,949	59,637	9,450	6,336
Aintree	1,954	5,560	42,256	28,406	4,550	4,986
Birkdale	3,487	9,137	152,066	77,371	10,550	10,410
Bootle	3,892	16,883	68,932	95,795	24,300	39,784
Churchtown	2,713	7,286	113,201	48,241	7,700	5,606
College Road	2,550	6,637	78,270	76,288	6,000	8,018
Crosby	7,608	23,346	208,770	126,602	29,750	28,068
Formby	5,422	13,378	178,419	114,917	16,950	15,639
Litherland	2,153	7,516	43,007	33,578	2,700	9,783
Meadows	5,696	15,850	141,628	335,953	8,750	21,687
Netherton	1,683	5,315	35,017	30,969	7,950	2,907
Orrell	1,654	6,468	43,594	27,522	8,850	5,182
Southport	7,000	23,817	155,326	145,256	17,250	37,208
Sefton Total	48,467	147,674	1,350,434	1,200,535	154,750	195,614

Summary Table of Costs and Usage of Libraries

Annex D

Trend data for visits to Sefton Libraries 2007-12

	07/08	08/09	09/10	10/11	11/12	5 year % change
Ainsdale	65,880	64,448	65,150	64,131	59,637	-9.5%
Aintree	38,715	40,249	37,879	31,977	28,406	-26.6%
Birkdale	82,165	84,832	79,313	87,282	77,371	-5.8%
Bootle	103,069	104,735	107,908	104,533	95,795	-7.1%
Churchtown	59,733	58,837	57,156	59,472	48,241	-19.2%
College Road	100,835	93,606	96,048	92,522	76,288	-24.3%
Crosby	159,833	155,644	154,700	142,094	126,602	-20.8%
Formby	123,554	121,000	122,572	119,143	114,917	-7.0%
Litherland	43,303	40,771	41,054	42,444	33,578	-22.5%
Maghull/Meadows	97,779	87,177	139,958	274,252	335,953	243.6%
Netherton	52,139	51,276	50,826	42,937	30,969	-40.6%
Orrell	65,552	53,246	36,696	32,256	27,522	-58.0%
Southport	272,058	262,139	231,471	117,109	145,256	-46.6%
Total	1,264,615	1,217,960	1,220,731	1,210,152	1,200,535	-5.1%

Summary Table of Costs and Usage of Libraries

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Trend data for issues to Sefton Libraries 2007-12

Issues	07/08	08/09	09/10	10/11	11/12	5 year % change
Ainsdale	89,745	97,409	92,062	95,315	89,949	0.2%
Aintree	53,982	55,084	51,013	42,715	42,256	-21.7%
Birkdale	165,299	166,127	156,379	170,710	152,066	-8.0%
Bootle	85,815	80,018	74,201	72,564	68,932	-19.7%
Churchtown	130,239	127,208	118,812	128,102	113,201	-13.1%
College Road	103,343	103,002	100,494	87,668	78,270	-24.3%
Crosby	271,966	257,744	239,946	217,692	208,770	-23.2%
Formby	223,738	218,410	207,741	199,785	178,419	-20.3%
Litherland	61,365	57,183	53,526	51,651	43,007	-29.9%
Maghull/Meadows	129,085	124,424	132,267	159,535	141,628	9.7%
Netherton	49,327	46,913	41,112	37,187	35,017	-29.0%
Orrell	82,576	70,592	54,248	48,983	43,594	-47.2%
Southport	264,819	268,049	229,921	124,341	155,326	-41.3%
Total	1,711,298	1,672,164	1,551,722	1,436,249	1,350,434	-21.1%

Trend data for virtual visits and transactions 2007-12

“Hits” to library pages on Sefton Council’s website 2007-2012

	2007/8	2008/9	2009/10	2010/11	2011/12	% change
Hits	149,479	215,642	290,000	307,806	346,297	234%

This includes visiting the site for information about libraries, viewing the library catalogue and making transactions e.g. renewing or reserving an item

Trend data for web renewals of items 2007 – 2012

	2007/8	2008/9	2009/10	2010/11	2011/12	% change
Web Renewals	36,285	42,741	52,275	67,932	82,930	229%

It should be noted that

- Netherton was closed for 4 weeks in 2011 and re-opened in a new co-location facility at the NAC. IT suite was operational from February 2012
- Southport was closed for 6 weeks in 2010/11 and has been re-housed in a smaller temporary facility since then
- Maghull library was re-located to Meadows in November 2009 (closed for 4 weeks) and was re-located at the new Meadows facility. The visits count includes transient usage of the library e.g. a quick glimpse of a newspaper whilst waiting in foyer area
- Issue data at Orrell library was corrupted and the error rectified in November 2008

Percentage of Active Borrowers using more than one library in the previous 12 months (as of report date 14 Aug 2012)

Number of libraries visited in previous 12 months					
Registered at:	1	2	3	4	5+
Ainsdale Library	68.49%	21.47%	6.89%	2.27%	0.88%
Aintree Library	77.27%	17.47%	4.38%	0.47%	0.42%
Birkdale Library	70.91%	20.42%	6.11%	1.44%	1.12%
Bootle Library	76.79%	15.87%	4.25%	1.71%	1.39%
Churchtown Library	70.36%	21.24%	5.63%	1.73%	1.05%
College Road Library	62.42%	27.32%	7.49%	1.47%	1.30%
Crosby Library	66.59%	23.92%	6.17%	1.84%	1.48%
Formby Library	80.59%	14.14%	3.41%	1.18%	0.68%
Litherland Library	67.30%	23.07%	7.53%	1.18%	0.92%
Meadows Library	82.23%	14.47%	2.21%	0.60%	0.49%
Netherton Library	77.32%	15.98%	4.17%	1.21%	1.32%
Orrell Library	70.91%	21.15%	5.21%	1.67%	1.05%
Southport Library	65.22%	22.75%	7.88%	2.68%	1.48%

Summary Table of Costs and Usage of Libraries

Annex D

Premises and staffing costs per library 2011-12

	Ainsdale	Aintree	Birkdale	Bootle	Churchtown	College Road	Crosby	Formby	Litherland	Meadows	Netherton	Orrell	Southport
Premises costs	18,501	29,045	34,578	31,229	13,062	26,555	106,544	34,933	20,593	25,883	17,128	26,287	47,841
Staffing costs	67,634	45,930	70,683	98,579	61,197	72,344	176,917	114,123	44,729	131,422	64,097	50,402	167,592
Income	-9,470	-5,459	-21,118	-11,393	-9,423	-9,576	-47,356	-25,265	-5,360	-14,365	-3,488	-6,020	-19,689
Total costs	76,665	69,516	84,143	118,415	64,836	89,323	236,105	123,791	59,962	142,940	77,737	70,669	195,744
Condition survey costs	79,410	112,515	174,399	67,886	156,215	143,552	751,442	59,449	149,099			96,153	
Total issues	89,949	42,256	152,066	68,932	113,201	78,270	208,770	178,419	43,007	141,628	35,017	43,594	155,326
Cost per issue	0.85	1.65	0.55	1.72	0.57	1.14	1.13	0.69	1.39	1.01	2.22	1.62	1.26
Total visits	59,637	28,406	77,371	95,795	48,241	76,288	126,602	114,917	33,578	335,953	30,969	27,522	145,256
Cost per visit	1.29	2.45	1.09	1.24	1.34	1.17	1.86	1.08	1.79	0.43	2.51	2.57	1.35
Enquiries	9,450	4,550	10,550	24,300	7,700	6,000	29,750	16,950	2,700	8,750	7,950	8,850	17,250
Cost per enquiry	8.11	15.28	7.98	4.87	8.42	14.89	7.94	7.30	22.21	16.34	9.78	7.99	11.35
Cost per transaction (visits, issues, enquiries)	0.48	0.92	0.35	0.63	0.38	0.56	0.65	0.40	0.76	0.29	1.05	0.88	0.62

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Sample of comparator data for Sefton's library service

Source: Chartered Institute of Public Finance and Accountancy (CIPFA) actuals 2010/11

All indicators are per 1,000 or 100,000 of population

1st = highest

Indicator	Nearest neighbours	Metropolitan*	Merseyside*
Revenue expenditure	13 th out of 15	33 rd out of 35	4 th out of 4
Employees expenditure	14 th out of 15	33 rd out of 35	4 th out of 4
Total number of employees	13 th out of 15	31 st out of 35	4 th out of 4
Number of libraries	13 th out of 15	33 rd out of 35	4 th out of 4
Number of active borrowers	10 th out of 15	14 th out of 35	3 rd out of 4
Number of physical visits	11 th out of 15	24 th out of 35	3 rd out of 4
Total book issues	6 th out of 15	6 th out of 35	3 rd out of 4

* NB One Merseyside local authority did not return any figures

Nearest neighbours (as defined by CIPFA, can change from year to year – authorities with most similarities)

Wirral; North Tyneside; Redcar and Cleveland; Plymouth; Blackpool; Darlington; Southend-on-Sea; Northumberland; Bury; Stockport; Dudley; Bolton; St Helens; Tameside; Calderdale

Note: these figures do not include reductions within past 2 years (or for any other authority)

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Annex F

Maps of Sefton's population

This annex contains maps of the total population for the following:

- 13 libraries within 2 mile radius
- 13 libraries within 3 mile radius
- 6 libraries within 2 mile radius
- 6 libraries within 3 mile radius

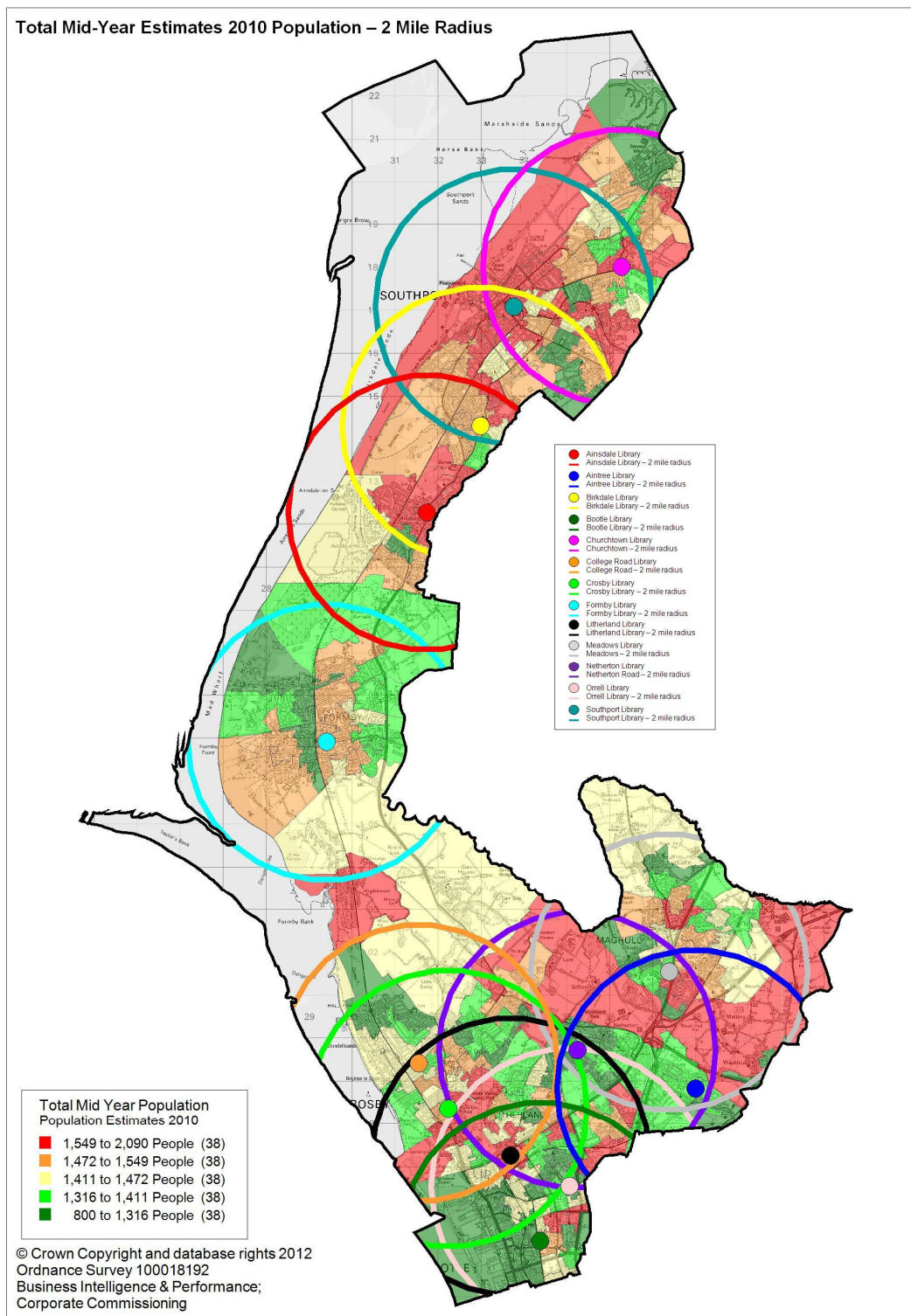
On each map there is a table indicating the ranges of numbers of population. These figures are based on the population figures for each lower super output area. There are 109 lower super output areas within Sefton.

In 2001 Public Library Standards were introduced as a framework for defining "*comprehensive and efficient*". They were last revised in April 2008 but no longer exist. The standards required library services to report on the proportion of households living within a specified distance of a static library. For Sefton the Council was required to report against 95% of households within one mile or, 100% within two miles.

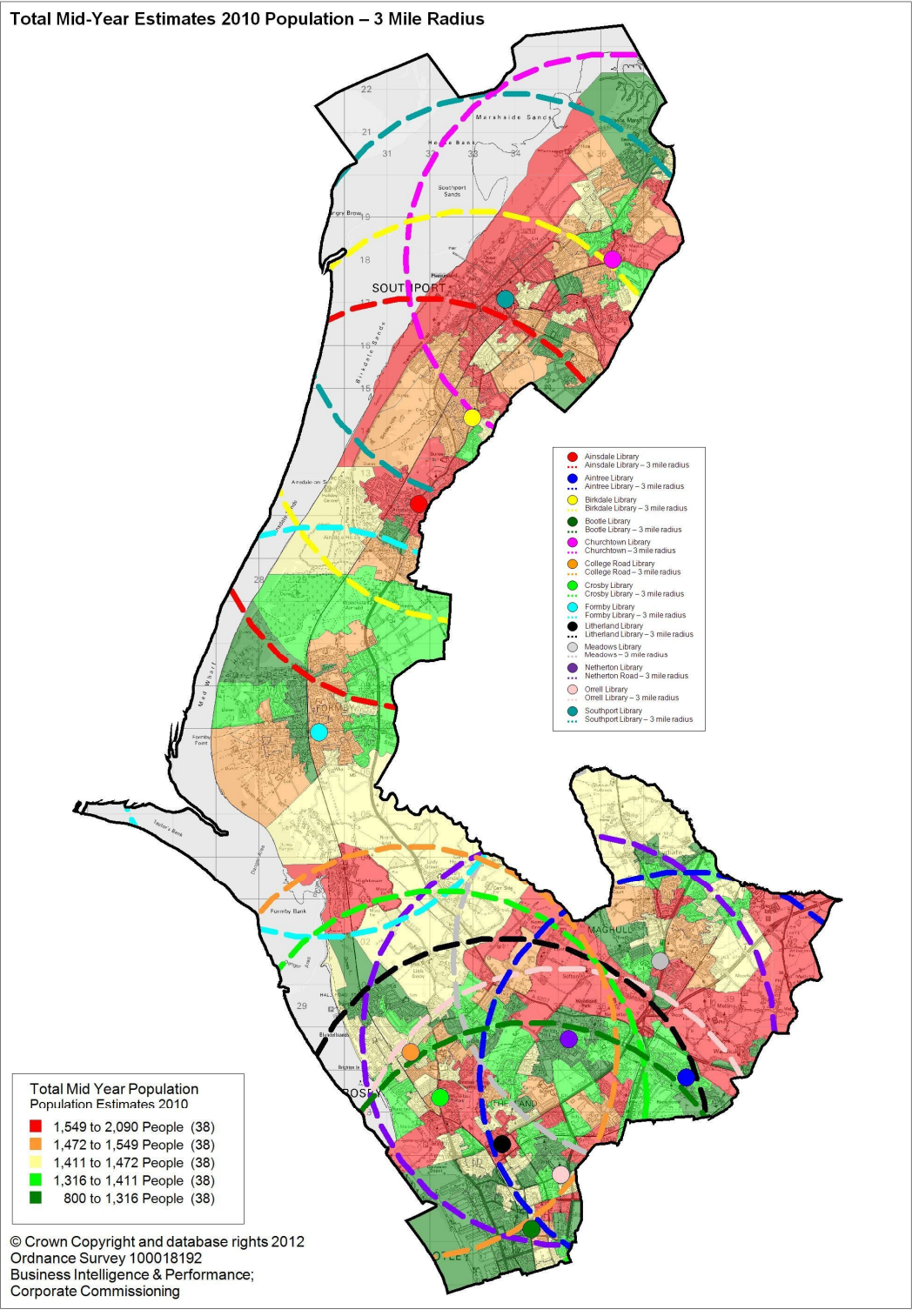
Currently, 98.2% of Sefton's population are within a two mile radius of a static library. For Option B (6 libraries) 86.4% of Sefton's population would be within a two mile radius of a static library.

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13 libraries – within 2 mile radius

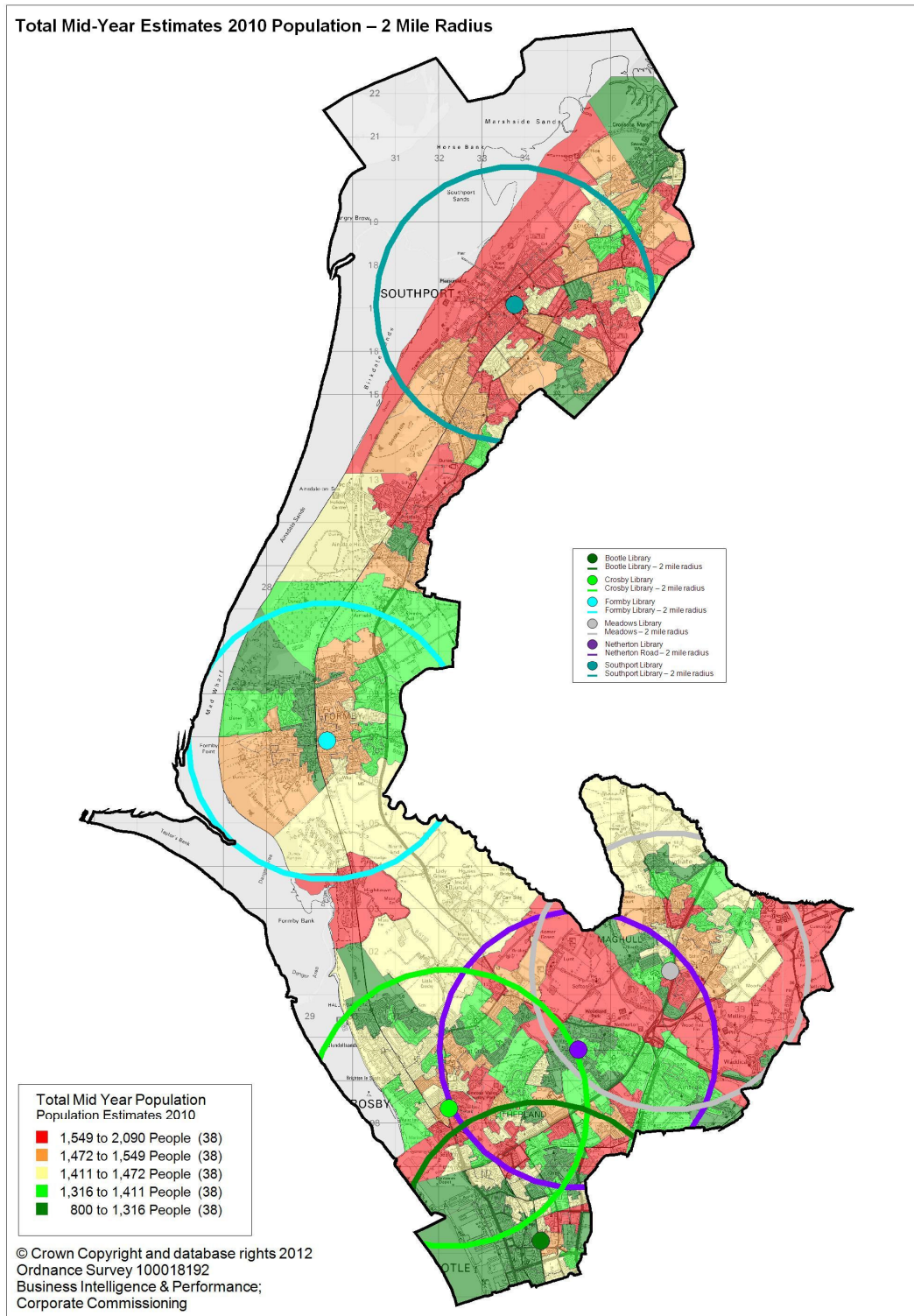


13 libraries - within 3 mile radius

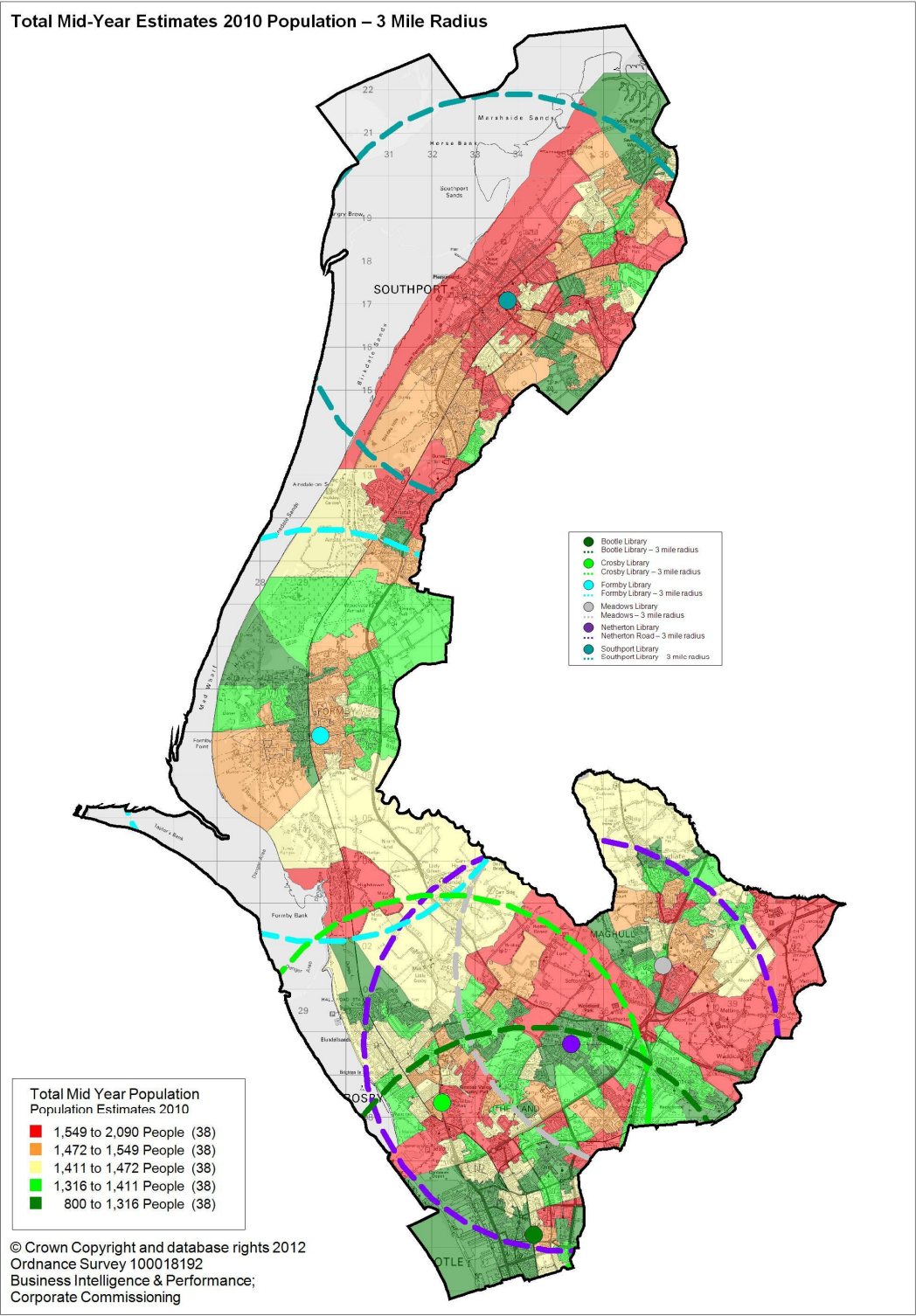


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6 libraries - within 2 mile radius



6 libraries - within 3 mile radius



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Summary table of socio-economic data – within 2 mile radius of libraries

	Adults 65 and over Counts - 2010 Mid Year Estimates	Children 0 - 4 years Counts - 2010 Mid Year Estimates	Children 5 - 9 years Counts - 2010 Mid Year Estimates	Children 10 - 14 years Counts - 2010 Mid Year Estimates	Children 15 - 19 years Counts - 2010 Mid Year Estimates	Children 0 - 19 years Counts - 2010 Mid Year Estimates	Ethnicity other than White British Residents Counts - Census 2001	People with Limiting Long Term Illness Counts - Census 2001	Residential Property Counts - Local Land Property Gazetteer 2012
dale	6,294	1,057	1,119	1,220	1,506	4,902	799	4,515	11,918
ee	7,241	2,889	2,679	2,983	3,275	11,826	789	7,904	16,324
dale	8,797	1,829	1,989	2,210	2,749	8,777	1,960	9,278	21,673
le	7,315	2,045	2,238	2,657	2,852	9,792	1,540	14,234	27,873
chtown	11,070	1,904	2,046	2,427	2,894	9,271	2,495	12,796	28,016
age Road	11,937	3,310	3,282	3,542	3,915	14,049	2,292	15,052	32,893
rosby	13,815	3,627	3,449	3,876	4,197	15,149	2,808	20,875	40,593
Formby	6,467	1,717	1,569	1,751	2,045	7,082	796	4,500	10,725
Litherland	15,524	5,024	4,888	5,603	6,034	21,549	2,991	24,894	49,768
Meadows	10,609	3,199	3,010	3,345	3,824	13,378	1,300	10,824	20,803
Netherton	13,876	3,815	3,826	4,213	4,704	16,558	1,861	17,936	34,295
Orrell	11,400	3,295	3,532	4,170	4,419	15,416	1,886	18,994	37,841
Southport	12,900	2,753	2,976	3,447	4,223	13,399	2,966	14,542	33,514

	Average household income (ONS 2001/2)	All Benefits Claimants Counts - NOMIS November 2011	Overall Index of Multiple Deprivation Score - Communities and Neighbourhoods 2010	Child Poverty Average % - HMRC 2009	A* - C GCSEs (or Equivalent) inc. English & Maths Attainment Average % - Department of Education August 2011	% of school leavers achieving 5+ GCSEs including English and Maths (Sefton Children's Services Schools Data)	Public transport users in households (Without car or van) Counts - Census 2001	Households (number of cars or vans): None Counts - Census 2001
Ainsdale	500	1,955	13.14	10.62%	71.30%	60.3	232	1,886
Aintree	480	4,405	25.36	18.70%	56.60%	62	665	4,310
Birkdale	490	3,930	18.65	14.47%	65.27%	59.1/57.7	506	5,037
Bootle	340	10,775	47.36	38.51%	51.20%	42.9/29.8	2,001	12,148
Churchtown	485	5,555	21.12	16.77%	63.65%	61/51.2	661	7,075
College Road	535	9,220	28.81	21.79%	52.56%	75.5/57.1	1,467	9,613
Crosby	450	12,395	33.47	25.30%	51.94%	76.6/48.9	2,348	14,764
Formby	575	1,285	8.93	7.01%	70.25%	69/80.7	107	1,422
Litherland	385	17,150	39.70	31.05%	47.20%	39.3/42.3	3,107	19,148
Meadows	535	4,710	19.88	14.28%	58.29%	62.3/65.8	655	4,715
Netherton	380	10,100	29.32	22.95%	56.23%	32.5	1,732	11,205
Orrell	400	14,225	44.31	35.47%	45.10%	43.7	2,509	15,486
Southport	420	6,505	21.80	16.24%	64.16%	50/60.2	783	8,263

Libraries ranked on key indicators

Each library has been ranked in order (1 to 13) on a range of indicators.

A high rank indicates there is a lower level of viability for a library on a particular indicator. All ranks have been combined into a total to give an overall indicator of the level of viability for each library.

The total has been weighted in favour of the indicators for accessibility by car and public transport the propensity of borrowers to use other libraries (these indicators are worth twice as much as others).

See over for further information.

Library	Catchment Population	Adults 65 & over	Children 0-19 yrs	All benefits claimants	Overall index of multiple deprivation	Number of libraries within a 10 min drive	Number of libraries within 20 mins by public transport	% of active borrowers using other libraries	Number of active borrowers	Total number of People's Network sessions	Total number of visits	Total number of issues	Condition survey cost	Total weighted score
Meadows	9	8	7	9	10	5	1	1	3	4	1	5	1	71
Southport	6	4	6	7	8	2	4	12	2	2	2	3	1	77
Bootle	8	10	9	4	1	8	4	5	5	1	5	9	5	91
Crosby	2	3	4	3	4	8	9	11	1	3	3	1	13	93
Netherton	3	2	2	5	5	11	4	3	12	13	11	13	1	103
Formby	13	12	12	13	13	1	9	2	4	5	4	2	4	106
Churchtown	7	7	10	8	9	2	3	8	7	10	9	6	11	110
Birkdale	10	9	11	11	11	5	4	6	6	6	6	4	12	116
Orrell	4	6	3	2	2	11	9	6	13	11	13	9	7	122
Aintree	11	11	8	10	7	7	1	4	11	12	12	12	8	126
Litherland	1	1	1	1	3	13	13	10	10	7	10	11	10	127
College Rd	5	5	5	6	6	8	9	13	9	8	7	8	9	128
Ainsdale	12	13	13	12	12	2	4	9	8	9	8	7	6	130

Column A:	1 =	highest total population; 13 = lowest total population
Column B:	1 =	highest no. of over 65s; 13 = lowest no. of over 65s
Column C:	1 =	highest no. 0-19 years; 13 = lowest no. 0-19 years
Column D:	1 =	highest no. benefit claimants; 13 = lowest no. benefit claimants
Column E:	1 =	highest level of deprivation score; 13 = lowest level of deprivation score
Column F:	1 =	lowest no. of libraries within 10 minute drive; 13 = highest no. of libraries within 10 minute drive
Column G:	1 =	lowest no. of libraries within 20 mins public transport; 13 = highest no. of libraries within 20 mins public transport
Column H:	1 =	lowest % using other libraries; 13 = highest % using other libraries
Column I:	1 =	highest no. of active borrowers; 13 = lowest no. of active borrowers
Column J:	1 =	highest no. PN sessions; 13 = lowest no. PN sessions
Column K:	1 =	highest no. of visits; 13 = lowest no. of visits
Column L:	1 =	highest no. of issues; 13 = lowest no. of issues
Column M:	1 =	lowest cost of condition survey; 13 = highest cost of conditions survey

List of background documents and links available to view on-line

The following documents will be available to view on-line

www.sefton.gov.uk/libraries

- Cabinet Library Review report and annexes 11th October 2012
- Overview and Scrutiny (Regeneration and Environmental Services) Report 13th April 2010
- Library Review Project Initiation Document (PID)
- Public engagement exercise May – July 2012– analysis of response from users
- Public engagement exercise May – July 2012– analysis of response from non-users
- Population maps (within 2 mile radius of current libraries, unless otherwise stated)
 - Total population
 - Adults over 65 years
 - Children 0-4 years
 - Children 5-9 years
 - All benefits
 - Long term illness
 - Qualifications
 - Ethnicity
 - Residential properties
 - Total population within 3 miles
 - Total population – 6 libraries within 2 miles
 - Total population – 6 libraries within 3 miles
- Transport and travel maps and information for 13 libraries
- Transport and travel maps and information for 6 libraries
- Profile for each library with usage and costs data
- Pre-assessment Equality Analysis Report

Links to the following reports/information will be available at

www.sefton.gov.uk/libraries

Wirral Inquiry – Charteris Report

September 2009

The House of Commons Inquiry into library closures

May 2012

The Culture, Media and Sport Committee is inquiring into library closures and what constitutes a comprehensive and efficient library service for the 21st century.

DCMS

Information about their legal responsibility and current position about library closures. Includes links to “mindful not to intervene” letters

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What do the public want from libraries?

Museums Libraries and Archives (MLA) December 2010

The MLA commissioned research in this area.

Top line results and a practitioner guide:

Local solutions for future local library services

Local Government Association June 2012

Carnegie Trust

2012

They have published: a full report of the research, a discussion paper and a factsheet on the future of public libraries

Envisioning the library of the future

Arts Council 2012

A programme of research and debate to help develop a long-term vision for public libraries in England.

Findings from phase 1 and 2:

Further information may be published on-line following publication of this report

Options considered but not recommended at this stage

This annex contains further detail about the options that were considered but not recommended at this stage, as listed in the report in Section 9

1 Commissioning the library service to another provider

To date, only one library authority in England is operated by a private company i.e. Hounslow on a 12 year contract. Slough is run by Essex County Council, Harrow by Ealing. Wandsworth and Croydon are currently out to tender for joint operation of their library service. Three have now been invited to tender (a social enterprise company, a private company and an in-house local authority). One of the two leading private companies has just withdrew from the process. 7 other library services are considering outsourcing to private companies, many as part of a wider look at all the options. Sefton was approached by one of the two leading private companies but they did not follow this up with any details of how they could save money for Sefton. The other has not approached Sefton but has quoted Sefton as having excellent customer care. Whilst not ruling this out, this does not like an option that would bring any benefit to Sefton.

2 Trust status

A few library services are part of charitable trusts (In England there are 8 to date, 4 of them in the North West; two of these are technically a social enterprise company). No library authority is a trust on its own, although Suffolk is now run by an Industrial and Provident Society (IPS) since 1st August 2012. The library service is usually combined with other leisure services such as sport and arts to form trusts. Previously, this has provided local authorities with relief from NNDR and has saved councils money. This is no longer the case. In some cases, it has provided the trust with opportunities to change how it operates that it could not do when under local authority control. In Sefton, this option has been investigated in some detail for the sport and recreation service but concluded that there would be no advantage for Sefton. The library service would need to combine with this service to make a trust option viable so trust status is not likely to be an option worth further investigation.

3 Shared Services

Shared services across a range of local authority services to achieve economies of scale is moving forward for some services in some local authorities. For library services the only example where whole library services are shared is Hammersmith and Fulham, Kensington and Chelsea and Westminster where the three services (Tri-Borough) are operating as one library service. Adult Social Services and Children's Services are also included in this.

The North West region has a strong tradition of regional shared library working. This includes a procurement contract for books and other items for the North West and Yorkshire regions, providing Sefton with efficient and effective commissioning and procurement. In addition there is a regional inter

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library loans service, a reader development programme and a business information service. Sefton was part of a North West Improvement and Efficiency Programme (NWIEP) to examine the feasibility of a North West library service. The initial findings were that significant savings could be made from a number of regional savings but since then the level of savings that each local authority has had to deliver for itself means that this is no longer the case. There are still potential opportunities to share services such as information and archive services. Other opportunities are being actively followed through across the Greater Manchester local authorities but there does not appear to be any desire to do this across Merseyside.

4 Community managed libraries

There is a wide range of models for community managed libraries and the Arts Council has commissioned research that will 'classify' the different types of arrangement. Over 40 council areas in England have a least one library that is run by volunteers (or has some significant formal volunteer input e.g. volunteers run the library on some days, the council on others). The numbers have increased steadily over the past few years, mostly in response to actual or threatened closure of libraries. There are many different models ranging from the community leasing and paying for the running costs of the library and staffing it to the community staffing it but the local authority still continuing to pay for the costs of the building, ICT and bookstock. Some of the community run libraries have been successful, others less so. Prominent examples include Little Chalfont Community Library in Buckinghamshire, Cambridgeshire (ten local access points run by volunteers) and Dorset has the first council-maintained but volunteer-run library. This model is stronger in shire counties but about seven metropolitan areas also have volunteer libraries, including Liverpool, Warrington and Wigan. As part of their library reviews Oxfordshire and Surrey have asked for volunteers to keep smaller libraries open. Both have experienced difficulties. The next stage of consultation will seek opinions and find out what the willingness of Sefton's communities is to adopt any of these models, and if so, which ones. This will not be limited the libraries where closure is proposed.

Alternative methods of service delivery

5 Volunteers

Volunteers can and do contribute to library services without being involved in the management and running of the service. As already outlined as part of the mitigation actions, Sefton currently uses volunteers across a range of activities, from delivering books to housebound people through to delivering storytime sessions in libraries. The Council is committed to supporting volunteers and the service plays a full part in this programme. Volunteers make a valuable contribution in enhancing service delivery but they are not used to deliver mainstream services. Views will be sought with regard to managed and trained volunteers as an alternative form of service delivery e.g. working alongside library staff, performing the same tasks and perhaps helping to keep a library open for longer hours than it would otherwise be able to do so.

6 Postal delivery system

The feasibility of establishing a bespoke postal delivery service was examined as part of the library review process. It concluded that it was too expensive to take forward as a free service and the costs would be too high for people to use if they were paying for it. As outlined in mitigating actions one alternative could be local access points and this will form part of the further consultation.

7 E-Books

A number of library services have introduced an e-books service where library users can download e-books from the library service via their websites. This has been investigated in Sefton as part of the library review process. The findings showed that such a service is very complex and has a lot of difficulties surrounding it. The main difficulty is that unlike paper editions of books, e-books require licences from publishers to enable them to loan e-books. Currently, only about 20 per cent of publishers do this. Also, there are difficulties surrounding e-book readers e.g. those who have Kindles can only buy e-books via Amazon and there is no loans service. Those library services that do offer an e-books service have had numerous problems with third party suppliers changing terms and conditions without any notice and that users do not realise the limited availability of titles. There are a number of negotiations taking place locally and Sefton will be monitoring the situation. It does not recommend an e-books service until some of the issues are resolved but it may introduce an e-books service as a mitigating action, albeit a service that does not offer the range of titles that are available in hard copy.

8 Self service

Self service is currently/will be available in four libraries i.e. Birkdale, Meadows, Netherton and Southport (at the new Atkinson). This could be extended further, resulting in savings of staff time which could either lead to a reduction in the level of staffing or in re-investing this time for longer opening hours and/or to target services and work more with vulnerable adults and children. Also, self service could help with the use of volunteers in libraries.

9 Income generation

The library service is limited by the services on which it can levy a charge. Services that are currently charged for are hire of DVDs and music CDs, use of public computers, reservations, photocopying and printing, hire of rooms, some events. There are also penalty charges for late return of books and other items. Charged services have been examined as part of the review to establish whether the charged for service pays for itself, whether the level of charges could be changed to increase income, and whether there are any services currently free of charge for which a charge can be made. Views on library charges will be sought as part of the next stage of consultation.

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