



Title: **Libraries – Savings Proposals**

Wards Affected: **All in Torbay**

To: **Overview and Scrutiny** On: **25th January 2012**

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1. Key points and Summary

1.1 As part of the overall budget build, it has been proposed that the Library Service should save approximately £170,000. This report outlines the proposals on how this saving can be achieved alongside the consultation which has been carried out in conjunction with the broader budget consultation.

1.2 In developing the proposals for savings across the library service a consultation exercise was carried out to determine how the community use libraries and how they felt the council could make savings. This was considered alongside the data we hold on usage and footfall across all libraries within Torbay. Several clear indicators resulted from the exercise:

- A wish for cuts across each library rather than closing a particular building altogether
- No closures of a whole day at any library
- Customers more likely to use the service in the morning rather than the afternoon
- Least preferred usage is between 5.00pm and 7.00pm.

In addition, the service has used information relating to visits to buildings, and issue figures.

1.3 Following the full analysis of the data, the council are proposing the following changes in hours across the Library Service:

Changes in Times at Brixham – reduce by 7 hours

Brixham Current (41 hours)

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
9.30 – 5.00	9.30 – 7.00	9.30 – 1.00	9.30 – 5.00	9.30 – 7.00	9.30 – 1.00

Brixham proposed (34 hours)

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
9.30 – 5.00	9.30 – 6.00	9.30 – 1.00	9.30 – 5.00	9.30 – 1.00	9.30 – 1.00

- Reducing remaining evening by one hour to 6.00pm on Tuesday
- Reduction to one evening opening per week by closing at 1.00pm on Friday.

Changes in Times at Churston – reduce by 7 hours

Churston Current (41 hours)

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
9.30 – 7.00	9.30 – 5.00	9.30 – 1.00	9.30 – 7.00	9.30 – 5.00	9.30 – 1.00

Churston Proposed (34 hours)

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
9.30 – 5.00	9.30 – 1.00	9.30 – 1.00	9.30 – 6.00	9.30 – 5.00	9.30 – 1.00

- Reduction to one evening opening per week by closing at 5.00pm on Monday
- Reduction of one afternoon by closing at 1.00pm on Tuesday
- Reducing remaining evening session by one hour to 6.00pm on Thursday.

Changes in times at Paignton - reduce by 9 hours

Paignton Current (51 hours)

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
9.00 – 5.00	9.00 – 7.00	9.00 – 5.00	9.00 – 7.00	9.00 – 5.00	9.00 – 4.00

Paignton Proposed (42 hours)

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
9.30 – 5.00	9.30 – 6.00	9.30 – 1.00	9.30 – 6.00	9.30 – 5.00	9.30 – 4.00

- This involves a harmonisation of opening times with other libraries to 9.30am
- Reduction of Wednesday afternoon, reverting back to original Wednesday opening times prior to the new library opening
- Reducing evening sessions by one hour to 6.00pm on Tuesday and Thursday

Changes in times at Torquay – reduce by 7 hours

Torquay Current (46 hours)

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
9.30 – 7.00	9.30 – 5.00	9.30 – 7.00	9.30 – 1.00	9.30 – 7.00	9.30 – 4.00

Torquay Proposed (39 hours)

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
9.30 – 6.00	9.30 – 1.00	9.30 – 6.00	9.30 – 1.00	9.30 – 6.00	9.30 – 4.00

- Reducing evening sessions by one hour to 6.00pm on Monday, Wednesday and Friday
- Reduction of Tuesday afternoon by closing at 1.00pm on Tuesday.

There is no current proposal to change the mobile library service which visits 90 locations each week.

1.4 In addition to meet the target, the council are also proposing the following changes with regard to specific service provision across the libraries service:

- Merger of the currently separate reference and lending departments at Torquay library to offer improved customer service
- Increase in income in response to suggestions from consultation, Friend's Groups comments etc
- Removal of some terms and conditions enjoyed by staff but which are outside the Green Book agreement
- Review of some specialist functions
- Proportional reduction in resources fund to reflect the reduction in hour across the library service

1.5 The full consultation report is available in the Appendix one alongside an initial Impact Assessment which can be found in Appendix two.

1.6 A more detailed impact assessment will be completed in light of the changes proposed above.

2. Introduction

2.1 The Mayor's Provisional Spending Targets 2012/13 published in December outlined an overall reduction in budget for Resident and Visitor Services of £1,333m. As part of this proposal, the Library Service will receive a reduction in funding of £170,000.

2.2 In developing the proposals for how savings could be found across the Library Service a consultation exercise was carried out. Surveys were made available through the libraries and were also available online. In total 2,416 people responded to the consultation with additional letter being received by Friends of Library services.

2.3 A summary of the key findings are outlined below, the full report is available in Appendix one:

- Over 2400 responses were received
- 31% of respondents reported their main library was Torquay, while a further 30% reported their main library was Churston, 15% Paignton and 13% Brixham. We did receive a particularly high response rate from people whose main library was Torquay and Churston.
- Actual Visitor figures April – December 2011

Torquay	178237
Paignton	233562
Churston	46869
Brixham	78440

- Actual Issue figures April – December 2011

Torquay	182371
Paignton	205556
Brixham	64847
Churston	76833

- The most popular activities that respondents took part in was those for the under 5s – although only 9% of respondents said they utilised this service.
- Between 42% and 45% of respondents use their library in the morning, between 26% and 36% use their library in the afternoon and 11% to 14% use their library in the evening. The most popular time to visit the library was a Monday morning (45.4%), while the least popular time was a Tuesday evening (11.2%).
- Respondents said they were least likely to use the library between the hours of 9am and 10am (39.3%) and from 5pm onwards.
- There was support for keeping all libraries open and reducing opening hours evenly across all (69.5%).
- There was support for raising charges on lost/damaged books (63.7%), Overdue books (58.2%), using the fax machine (48.8%) and for copying and printing (48.1%).

2.4 Based on the findings to the preliminary report we received in December, initial proposals for savings were developed. These have been reviewed and amended in light of the final consultation report together with actual usage of the service between April and December, and it is proposed the changes outlined in 1.3 and 1.4 are made across the library service.

Sue Cheriton
Executive Head Resident and Visitor Services

Appendices

Appendix 1	Library Budget Questionnaire Final Report January 2012
Appendix 2	Library service Impact assessment

Documents available in members' rooms

Background Papers:

The following documents/files were used to compile this report:

None