# Report to Safer & Stronger Communities Scrutiny & Policy Development Committee
## 20<sup>th</sup> October 2016

**Sheffield City Council**

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**Report of:**     **Laraine Manley**

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**Subject:**     **Library Review 2016 – Future support arrangements for volunteer run libraries**

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**Author of Report:  Nick Partridge/ Lynne Richardson**

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**Summary:**

The existing support package for volunteer run libraries is due to end on 31<sup>st</sup> March 2017.  This reports looks at what support is needed after this date, to enable the volunteer run libraries to be viable and stable into the future.

In February 2014 Cabinet approved a proposal for the future of Sheffield's Library services.  This led to the creation of 11 Council run hub libraries, and along with the Home library service and Central library this contributes to the Councils Statutory duty to provide a comprehensive and efficient library service (library and museums act 1964).  The Council wished to keep as many libraries open as possible beyond the core service, and with support from the communities of Sheffield, 5 Co-delivered libraries and 11 Associate libraries have been established, and are run by volunteers.

This report identifies the need for Associate and Co-delivered libraries to have continued support from SCC, looking at benefit and risk.   Three surveys have been conducted to gain information about needs and aspirations from the Public, Library Staff and the Associate and Co-delivered libraries.  An EIA also informs the recommendations.

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**Type of item:**  The report author should tick the appropriate box

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|---|---|
| Reviewing of existing policy | |
| Informing the development of new policy | |
| Statutory consultation | |
| Performance / budget monitoring report | |
| Cabinet request for scrutiny | |
| Full Council request for scrutiny | |
| Community Assembly request for scrutiny | |
| Call-in of Cabinet decision | |
| Briefing paper for the Scrutiny Committee | **X** |
| Other | |

**The Scrutiny Committee is being asked to:**

Consider the proposals and provide views comments and recommendations ahead of the report going to Cabinet on 23rd November 2016.

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**Background Papers:**
There are no background papers other than appendices to the report.

**Category of Report:**        OPEN

**Briefing Paper for the Safer and Stronger Communities Scrutiny & Policy Development Committee**

# Library Review 2016 – Future support arrangements for volunteer run libraries.

## 1.        Introduction/Context

In February 2014 Cabinet approved a proposal for the future of Sheffield's Library services.  This led to the creation of 11 Council run hub libraries, and along with the Home library service and Central library this contributes to the Councils Statutory duty to provide a comprehensive and efficient library service (library and museums act 1964).

The Council wished to keep as many libraries open as possible beyond the core service, and with support from the communities of Sheffield, 5 Co-delivered libraries and 11 Associate libraries have been established, and are run by volunteers

To establish the Associate libraries a funding & support package was agreed from Council funds to the value of £262k per year for 3 years ending 31st March 2017.  The support and running costs for the 5 Co-delivered libraries have been met from the Library, Archives and Information service core budget for a pilot period of 2 years, later extended to 3 years in line with Associate libraries.

This report identifies the need for Associate and Co-delivered libraries to have continued support from SCC, looking at benefit and risk.

There have been two City wide consultations undertaken in relation to the future of Sheffield's library service in 2012, with 6037 responses and again in 2013/14 with 7435 responses.  In the summer of 2016 3 surveys have been conducted to gain information about needs and aspirations from the Public, Library Staff and the Associate and Co-delivered libraries. An EIA also informs the recommendations

Surveys undertaken July-August 2016:

- A public survey with 2136 responses
- A front line library staff survey with completed by 47 staff
- A survey of Associate and Co-delivered libraries 11 of 15 volunteer libraries responding

**2.** **The Proposal and what this includes**

2.1 Proposal

The proposal is to continue support for Associate and Co-delivered libraries from 1st April 2017 to 31st March 2020. Future funding and support for years 4 and 5 will be delegated for decision by Cabinet Member and Executive Director.

2.2 The benefits of this proposal

- Creates a period of financial stability and growth to attract and give confidence to volunteers and Trustees.
- Extends the period of support whilst the Associate libraries develop their experience and capacity in managing a leased building.
- Builds the viability of the volunteer run libraries, enabling them to remain open.
- Ensures the relationship between SCC and the volunteer run libraries is clearly defined
- Ensures the standards and controls relating to the operation of the Councils Library Management System by volunteer libraries are maintained.

2.3 The risks of this proposal

- The Council continues to face significant financial challenges due to continued austerity measures.
- If there is a budget reduction in future years for the LAIS, it may not be affordable for the service to continue to pay for all of the Co-delivered libraries from its core budget.
- There would be an increased cost to the Council (whilst a support package is in place for Associate libraries) if Co-delivered libraries choose to become Associate libraries.

2.4 Key Challenges

A key challenge is how to ensure there is an appropriate balance between the independence of the Volunteer run libraries and the controls required to enable them to remain on the Councils Library Management System and the support package provided.  If the Council limits or reduces its support, some volunteer run libraries may not be viable, and if too much support is given, they might be regarded as statutory agents that would limit opportunities for them to gain external funding.

2.5 What is included in the proposed funding and support package

- A grant pot of funding (from Council funds). Provision of new books to the maximum value of £35,855 per year and allocation will be apportioned by a formula linked to lending rates.  The Co-delivered libraries will continue to receive book stock funded from the Library service core budget.

- £5000 budget for 3 years to develop marketing materials and promotion of Volunteer Libraries in Sheffield.

- Additional operational costs (from Council funds) of the Associate libraries remaining on the Library Management System. As a support package provided and administered by LAIS this would cost £59,345 in year 1, £59,691 in year 2 and £60,040 in year 3, and would include:

  - Administering the purchase and processing of new books by LAIS for Associate libraries and enable donated books to go onto the Library Management System where requested.

  - Van deliveries for reserved books and other materials

  - Training commissioned internally and externally for all volunteer run libraries on data protection and other compliance training, management of voluntary organisations and good governance.

  - Materials for participation in city wide initiatives.

  - I.T. upgrades and associated software charges.

2.6 Continued support from the Libraries, Archives & Information Service

It is recommended that support for Associate and Co-delivered libraries by the Library, Archives and Information Service, delivered by staff and resourced from the LAIS core budget includes:

- Training for volunteers on the Library Management System, including advanced level training for cascade trainers.

- LMS guidance – information notes and updates will be sent out as they are developed.

- Technical assistance relating to the operation of the LMS

- Co-delivered libraries will have a named contact who will be the first point of contact for most queries and will offer guidance in procedural requirements such as building repairs, reporting I.T. faults. They will continue to advise co-delivered groups, on request, regarding stock management.

- Hub/cluster support: Signposting for events, activities and services, help with operational queries in absence of the Volunteer Co-ordinator, share information regarding national and local initiatives, hub libraries may be offered as a free venue for volunteer library groups engaging in training organised by the Library service.

- Use of the Library Management System, with security collection for SCC income, use of RFID's where installed, computers and printers to access the Peoples Network (Internet), PN connection, computer & printer maintenance (of Capita equipment). Use of photocopiers (where installed) under Capita contract whilst covered by current agreement.

- Support for Network meetings – use of meeting rooms at Central library free of charge, attendance by relevant library officers upon request.

2.7 Continued support from the Contracts and Partnership team.

- Act as the first point for any queries with regards to monitoring and payments of grant.
- Carry out support visits to individual Associate Libraries to clarify monitoring expectations
- Process payments of grant upon satisfactory receipt of monitoring information
- Verify the quarterly monitoring forms submitted and any issues / concerns will be identified in the performance report circulated to Community Services.
- Risk band each Associate Libraries and a monitoring visit will be carried out on the basis of the risk rating (red, amber, green).
- Liaise with the volunteer coordinator to ensure that grant conditions are being met and the volunteer libraries are receiving adequate support as expressed on their monitoring forms.
- Report to volunteer coordinator any areas where the volunteer libraries seem to be at risk or struggling.

## 3     What does this mean for the people of Sheffield?

The following benefits of using a library, and what this means to the people of Sheffield is identified below:

- Helps people find information and gain knowledge 1136 people (50.65%) said Sheffield libraries help a lot, with a further 624 (27.82%) saying it helps sometimes.

  How libraries contribute:
    - Lending stock of circa 500,000 books
    - Circa 208,000 reference books
    - Around 50,000 audio visual and electronic materials, including CD's, DVD's talking books, eBooks and magazines
    - BIPC (Business and Intellectual Property Centre)
    - 24/7 online services such as driving test theory
    - Find my past (Ancestry tracing system)
    - Free internet use
    - Newspapers
    - Room hire that enables community learning activity to take place
  - A programme of events and activities on a wide range of topics.
  - Signposting to services
  - Archives and local study information

- Helps people to meet people and make friends 597 People (26.62%) said Sheffield libraries help a lot, with a further 515 (22.96%) saying it helps sometimes.  Social isolation is an issue for many older people, particularly those who have lost a partner (by 2025 it is estimated that there will be a 23% increase in people aged over 75 living alone).

  How libraries contribute:
    - Reading groups
    - Coffee mornings
    - Volunteering

- Library events and activities
- Social Cafes
- Offering a welcome and safe place to meet

- Helps people to find out what is happening in the community, 857 people (38.65%) said Sheffield libraries help a lot, with a further 764 people (34.06%) saying this helps sometimes.

  How libraries contribute:
  - Library Information Assistants available to assist with a wide range of queries.
  - A venue for community activity
  - Local studies information
  - Signposting information, posters and leaflet displays.

- Helps people to understand different people and culture, 436 people (19.44%) said that libraries help a lot, with a further 595 people (26.53%) saying they help sometimes.   The BME population in the city increased since the 2001 Census, from around 11% of the total population to 19% in 2011. The neighbourhoods of Burngreave, Fir Vale, Tinsley, Darnall and Sharrow have particularly high concentration of BME residents.   The Pakistani community remains Sheffield's largest single non-white ethnic group as new ethnic communities have emerged and existing communities have grown through immigration for employment and for education. In line with national trends, recent economic migration from Europe and an increasing number of refugees have further diversified the Sheffield population, alongside increases in the Indian, Chinese and Yemeni communities. The ethnic profile of the city is likely to continue to change in the future.

  How libraries contribute:
  - Books and displays on different cultures
  - Events and activities promoting understanding and community cohesion

- Helps people to maintain their health and wellbeing, 595 people (26.53%) said Sheffield libraries help a lot, with a further 584 (26.04%) saying this helps sometimes. People are living longer and the overall health of the population is improving. However, this masks significant variation across the city, with an eight year difference in life expectancy between different communities.  There are 103,715 people in Sheffield who have a long term health condition or disability, this equates to 19% of the population (Source: Census 2011). In 2010 Sheffield had the highest proportion of its population aged 65 years or over (15.5%) compared to the other English Core Cities

  How libraries contribute:
  - Books on prescription
  - Provide hearing aid batteries (in limited locations)
  - Health related events and activity, such as sporting memories and mindfulness
  - Home library service for people who are unable to visit a library.
  - A welcome and safe environment.

- Helps children to develop and learn, 797 people (35.53%) said libraries help a lot, with a further 203 people (9.05%) saying they help sometimes.  The primary school population of Sheffield is growing, with an increase of more than 3000 pupils over the last 5 years (Source State of Sheffield Report 2016).  This reflects the combination of the increasing birth rates in Sheffield and inward migration to the city.  Reading for young children helps them view books as a fun activity, not a chore.  Numerous studies have shown that students who are exposed to reading from a young age are more likely to do well in all facets of formal education.   Sheffield still has a higher number than the national average of 16-18 year olds not in education, employment or training (NEET). An estimated 23% of Sheffield's children live in relative poverty[1], compared to 18% across the UK, as do more than one fifth of households.

   How libraries contribute:
   - Children's book stock of circa 145,000 books
   - Schools library service
   - School visits to libraries
   - Babytime
   - Chatterbooks
   - Storytime
   - Homework clubs

- Helps people with job hunting, 236 people (10.52%) said Sheffield libraries help a lot, with a further 146 people who said this helps sometimes.

   How libraries contribute:
   - My work search
   - Free internet & Wi-fi

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[1] HM Revenue and Customs the Children in Low Income Indicator: defined as having a household income less than 60% of the national average equivalised for family size

**4.      Recommendations**

There are 6 recommendations to cabinet.

(1) Continue support for Associate libraries until 31$^{st}$ March 2020 to increase their viability and stability.

(2) The support package to include a grant pot, a new book fund, a small marketing fund, and the operational costs of the Associate libraries remaining on the Library Management System.

(3) Continued support for Associate and Co-delivered libraries until 31$^{st}$ March 2020 where this can be resourced by the Library, Archives and Information Service (LAIS) with existing staff and core budget, this includes support from hub libraries, support with local and national initiatives, I.T support and training relating to the Library Management System.

(4) Continued support for Co-delivered libraries to 31$^{st}$ March 2020. Co-delivered libraries receive the same offer as hub libraries without the staffing and funded from LAIS core funding.  Building running costs are paid directly by LAIS.  Co-delivered libraries may be re-charged for running costs that are above the budget due to extended non-library usage.

(5) Future funding and support for Associate and Co-delivered libraries for years 4 and 5 (2020/21 and 2021/22) will be delegated for decision by Cabinet Member and Executive Director.

(6) Provision of the Library Management System I.T., maintenance and related software, supplied via the corporate wide contract, free of charge until 2019, when this will be reviewed.