

Leicester  
City Council

**WARDS AFFECTED: ALL WARDS**

**EDUCATION AND LIFELONG LEARNING SCRUTINY  
COMMITTEE  
CABINET**

**1<sup>st</sup> November 2001**

**14<sup>th</sup> January 2002**

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## **ANNUAL LIBRARY PLAN 2001**

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### **Report of the Director of Arts and Leisure**

#### **1. Purpose of Report**

This report seeks Members' approval of the draft Annual Library Plan for Leicester, required by Government to be submitted to the Department for Culture, Media and Sport by September 30th 2001.

#### **2. Summary**

- 2.1 The 1964 Public Libraries and Museums Act requires local authorities "to provide a comprehensive and efficient library service" and also the appropriate Secretary of State, currently the Secretary of State for Culture, Media and Sport, to "superintend, and promote the improvement of, the public library service provided by local authorities".

Since 1998 Library Plans have been the vehicle through which local authorities have made publicly accessible their plans for the development of the Library Service and also by which Government ensures national objectives for Libraries are met.

- 2.2 Since the submission of the first Plan in 1998, Government has continued to demonstrate the importance they attach to the public library service in delivering a number of Government's key aims, in particular, raising educational standards, increasing participation in lifelong learning, reducing social exclusion and improving participation in the democratic process. The Government's most recent indication of their belief in the importance of public libraries has been the release of funding through New Opportunities Fund for the establishment of the People's Network. The Annual Library Plan makes reference to the implementation of the People's Network in Leicester City.

- 2.3 In addition a set of Standards for public libraries was published by the DCMS in Spring 2001. The Public Library Standards ensure that:

- libraries are located so as to provide convenient and suitable access for users
- opening hours are adequate

- libraries develop electronic access for users
- libraries provide satisfactory services for the issue and reserving of books
- encourage citizens to use the library service
- provide choice in books and materials made available to users
- provide appropriate levels of qualified staff.

This year's Annual Library Plan assesses Leicester City Library's performance in relation to each of the Standards and also the work required to ensure the library service meets the minimum standard required by 2004.

2.4 Revised guidelines for the Annual library Plan have been issued by DCMS during 2001. Plans are now required to be produced each year in full. The format of the Plan is as follows:

- Parts 1-3 describe the library service.
- Part 4 appraises performance against local and national data and against the Standards. This section also includes the outcome of any public consultation and survey work.
- Part 5 reviews achievements of previous plans
- Part 6 presents a rolling 3 yr medium term strategy including the results of any Best Value reviews affecting the library service
- Part 7 outlines the detailed action plan for the following two years

2.5 The Annual Library Plan will be publicly accessible in both print and electronic formats.

2.6 The deadline for submission to DCMS is 30th September 2001. DCMS accepts that draft copies may need to be submitted pending Members approval. The draft plan was therefore submitted by the due date. Members are asked to agree the Plan after which a final submission will be made DCMS.

### 3. Recommendations

Cabinet:

- a) approve the draft Annual Library Plan for 2001. A summary is attached to this report with a full copy available in the Member's area.
- b) delegate to the Director of Arts and Leisure, to approve any final amendments to the Plan.

Education & Lifelong Learning Scrutiny Committee:

The Lead Cabinet Member for Education and Lifelong Learning seeks the views of the Scrutiny Committee on the draft Annual Library Plan for 2001.

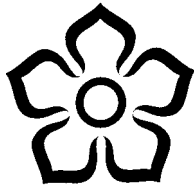
### 4. Financial & Legal Implications

A Libraries Action Plan covering years 2001/02 to 2003/04 is submitted as part of the Annual Library Plan and has been developed within the existing budget framework. Some aspects of the Plan depend on external sources of funding. Some of these, such as the implementation of the People's Network, are guaranteed on an allocation rather than competitive bidding process. Others, such as the replacement of the Talis issue system, are dependent on corporate funding and a bid has been made to the Council Capital Programme (£73,000 approx). The balance will be sought from leasing (£212,000 approx), and

payback (£100,000 approx), funds which will have increased revenue funding implications for Libraries.

5. Report Author

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## **ANNUAL LIBRARY PLAN 2001**

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### **SUPPORTING INFORMATION**

#### **Report of the Director of Arts and Leisure**

##### **1. Report**

Revised guidelines from the Department of Culture, Media and Sport for the preparation of Annual Library Plans require that Plans should be produced each year in full. A full copy of the Plan for 2001 is available in the Member's area.

- 1.1 Chapters 1 – 2 describe the characteristics of the local authority and the political structure of the City Council.
- 1.2 Chapter 3 describes the library service including the location of libraries, both static and mobile, and the full range of library materials provided, including books, videos, CD ROMs and electronic resources.
- 1.3 Chapter 4 covers performance appraisal over the past year and gives an assessment of the library service against the Public Library Standards.
- 1.3.1 Performance targets 2000-01 update

**Target 1: Maintain overall issues at current levels for 1999/2000 and increase them by 1% per year in 2000/2001 and 2001/2.**

**Target not met**

Overall issues dropped by 8% during 2000/01. Although disappointing this was not unexpected. The Libraries Review 2000 had already identified considerable barriers to library use and some dissatisfaction with book stocks in community libraries. The Review recommendations approved by Cabinet in January 2001 informed a 3-year strategy from 2001-2004 to address low library use and membership. This strategy has now been incorporated into the Best Value Improvement Plan.

**Target 2: Improve specific needs fill rate to 67% by March 2002**

A PLUS user survey and non user survey will be carried out in Autumn 2001 which will indicate the current needs fill rate.

**Target 3: Improve speed of supply of requests to:                50% 7 days  
70% 15 days  
by March 2002.**

**Target not met**

During 2000/01 speed of supply of requests was: 37.6% supplied within 7 days and 65.6% supplied within 15 days. This is disappointing as the previous year-1999 - 2000, the speed of supply had been 46% and 71% respectively, much closer to the required Public Library Standard. Following the Libraries Review 2000, a new Reader Development Unit has been established and systems for much closer monitoring of requests and improved services are in place. Libraries expect to reach PLS9 (i) of 50% and PLS9 (ii) 70% during 2001-02 and have set improvement targets for subsequent years.

**Target 4: Stabilise levels of enquiries at 1998/9 levels for 1999/2000 and increase them by 1% per year 2000/2001 and 2001/2002.**

**Target met**

Enquiries increased by 7.5% during 1999/2000, and a further 2.5% during 2000/2001.

**Target 5: To increase use of ICT library network to 30,000 accesses in 1999/2000 and by a further 5% in years 2000/2001 and 2001/2002.**

**Target met**

There were 44,953 ICT sessions during 1999/2000, this increased by 12.45% to 50556 during 2000/2001.

**Target 6: To increase the number p.a. of under fives who have joined as new library members from 1218 (1999/2000) to 1500 in 2000/01.**

**Target met**

During 2000/01 1574 under fives became new members.

**Target 7: To increase the number of Out of School Learning sessions in libraries from 5 a week to 28 a week by 2001.**

**Target met**

Libraries now hold 31 weekly Out of School Learning sessions in libraries.

**Target 8: To increase the number of children using Bookbus to 68,000 by 2002.**

**Target to be reported 2002**

During 1999-2000, 47,470 children and young people used the Bookbus with the figure falling to 39,564 during 2000-01. This problem was addressed with the Libraries Review 2000. Bookbus Services from 2001 have been refocused to target children in regeneration areas of the city where library use and membership is very low.

**Target 9: To increase the number of new adult library members in regeneration areas by 3% each year to 2003 and to increase by 5% for new children library members.**

**Target information unavailable**

Performance management information for this target is not robust as a result of lack of automated information systems at 10 City libraries. After the installation of the replacement Libraries management information system in 2002, this information will be collected, monitored and reported.

**Target 10: To increase the numbers of frail elderly and disabled people using the Books on Wheels service from 160 to 300 by 2002 and improve the take-up of the service by Asian and African Caribbean elders.**

**Target ongoing**

Services to older people have been reviewed as part of the Libraries Review 2000 and the Books on Wheels service has been replaced by a refocused, improved Home Library Service. The service will develop an innovative volunteer system to engage communities in providing the service and will extend the service to reach the target of 300 users by 2002.

**Performance against Library Standards**

Leicester City Libraries current performance against the Standards is poor. Libraries meet just six out of the total nineteen Standards – PLS 1, 3, 4, 7, 8 and 9. However 5 of the Standards are to be measured using data not yet calculated by DCMS – PLS 1, 2, 10, 16, and 19 and so Leicester City may meet or come close to these Standards.

The Standards that Libraries do not meet currently are indicative of the issues identified by the Libraries Review 2000. Plans to meet the standards are identified within Libraries' Service Improvement Plan and the Action Plan 2001-03 within the Annual Library Plan. The Libraries' budget is currently set to meet this strategy although there are budget pressures, particularly on the bookfund, which could have an impact. The Government has made clear its intention that all library authorities must meet the standards by 2004.

- 1.4 Chapter 5 reviews achievements from the preceding years Plan. The major work during 2000-01 has been the Libraries Review 2000 which challenged fundamentally the delivery of library services in Leicester and has resulted in a 3-year strategy to increase library use and meet the library needs of all of the people of Leicester within the challenging agenda set for public libraries by central government.

A six month report of the progress of the Libraries Review 2000, Achieving Inclusion, is available separately, but significant improvements to services arising from the Review to date include:

- A review of the staffing structure which focuses on the local delivery of services through a community library system and addresses the marginalisation of culturally and ethnically specific services and staff
- Recruitment to posts in local community libraries targeted at local neighbourhoods
- Additional opening hours at 16 community libraries to ensure that every city library is open on Saturday afternoons
- Extension of library services to frail, elderly and vulnerable people by the establishment of a Home Library Service which delivers library resources to the homes of people unable to access libraries independently
- Improved stock selection and management practice for all stock including Indic language materials This includes:
  - provision of core stock at every library
  - redirection of bookfund to a more equitable distribution throughout the community library network
  - establishment of a customer focused Reader Development Services Unit

- introduction of Top Ten bestsellers at every library and decreased reservation charges from 80p to 25p for City residents.
- Increased security
  - Alarms installed in five libraries so that all buildings are now alarmed
  - Introduction of double-staffing at all small libraries so there is no lone working at library sites.
- Partnership work with Education including Excellence in Cities initiatives, Leicester's Best Book and consultation and marketing of improvements to Central children's library. Other work with Education during 2000 -01 includes provision of Governors support resources at nine libraries
- A sustained programme of public access ICT training delivered in partnership with HE and FE
- Work in partnership with Braunstone primary schools and New Deal for Communities to establish Kits for Kids and Easy Readers initiatives
- Enhanced public access to ICT:
  - a successful bid to CALL (Community Access to Lifelong Learning) to establish UK Online Learning Centres at the Reference Library and the Centre for Integrated Living.
  - £32,600 external funding from Bill and Melinda Gates Foundation to provide PCs at St Matthews, New parks and Braunstone Avenue libraries
  - preparatory work for installation of the People's Network infrastructure and ongoing programme of training for all Libraries staff
- Successful bid to Wolfson Trust in partnership with 3 London boroughs to develop enhanced collections of Indic language stock and Asian writing in English, plus marketing materials
- Home Office funding in partnership with Arts and Cultural services to develop library provision for asylum seekers at the International Hotel
- East Midlands regional 3 yr staff reader development training programme funded by the Arts Council

#### 1.5 Chapter 7 Action Plans and targets

This chapter outlines Libraries 'Action Plan for yrs 2001-02 and 2002-03 in detail, and an outline strategy for 2003-04. The Action Plan for 2001-03 is based on the Service Improvement Plan and concentrates on firm actions, timescales, specific targets and costs and identified responsibilities for each task.

## 2 Recommendations

Cabinet:

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Education & Lifelong Learning Scrutiny Committee:

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## FINANCIAL, LEGAL AND OTHER IMPLICATIONS

### 1 Financial Implications

Libraries Action Plan covering years 2001/02 and 2002/03 is submitted as part of the Annual Library Plan and has been developed within the existing budget framework. Some aspects of the Plan depend on external sources of funding. Some of these, such as the implementation of the People's Network, are guaranteed on an allocation rather than competitive bidding process. Others, such as the replacement of the Talis issue system, are dependent on corporate funding and a bid has been made to the Council Capital Programme. (£73,000). The balance will be sought from leasing (£212,000 approx), and payback (£100,000 approx), funds which will have increased revenue funding implications for Libraries.

## 2 Legal Implications

None for the purposes of this report.

## 3 Other Implications

Other implications	YES/NO	Paragraph references within Report
Equal Opportunities	YES	1.3.1(target 8), 1.3.1(target 9), 1.3.1(target10), 1.4
Policy	NO	
Sustainable and Environmental	YES	1.4
Crime and Disorder	YES	1.4
Human Rights Act	NO	
Elderly/people on Low Income		1.3.1(target 10),1.4

## 4 Background Papers – Local Government Act 1972

Local Government Act 1972

Guidelines for the Preparation of Annual Library Plans 2001

## 5 Consultations

None for the purposes of the report.