

Leicester
City Council

WARDS AFFECTED: ALL WARDS

**EDUCATION AND LIFELONG LEARNING SCRUTINY
COMMITTEE
CABINET
COUNCIL**

22 JANUARY 2003

27 JANUARY 2003

30 JANUARY 2003

ANNUAL LIBRARY PLAN 2002

Report of the Director of Education and Lifelong Learning

1. Purpose of Report

This report seeks Members' approval of the draft Annual Library Plan for Leicester, required by Government submitted to the Department for Culture, Media and Sport by September 30th 2002.

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.

- 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 2002. 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 2002. 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

Council:

- a) approve the draft Annual Library Plan for 2002 for recommendation to Council. A summary is attached to this report with a full copy available in the Member's Area.

Cabinet:

- a) note the draft Annual Library Plan for 2002. A summary is attached to this report with a full copy available in the Member's area.

Education & Lifelong Learning Scrutiny Committee:

The Lead Cabinet Member for Education and Lifelong Learning seeks:

- a) the views of the Scrutiny Committee on the draft Annual Library Plan for 2002.
- b) The views of the Scrutiny Committee on the frequency with which they wish to receive monitoring and information reports on the Annual Library Plan throughout the year.

4. Financial & Legal Implications

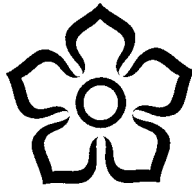
A Libraries Action Plan covering years 2002/03 to 2004/05 is submitted as part of the Annual Library Plan and has been developed within the existing budget framework. Some aspects of the Plan depend on external sources of funding. Some of these, such as the implementation of the People's Network, are guaranteed on an allocation rather than competitive bidding process. Others, such as the establishment of a UK Online learning centre or the development of SureStart activity across the city, are dependent on external funding

5. Report Author

Patricia Flynn, Head of Libraries and Information Services
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DECISION STATUS

Key Decision	Yes
Reason	Part of Budget and Policy Framework
Appeared in Forward Plan	Yes
Executive or Council Decision	Council



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ANNUAL LIBRARY PLAN 2002

Report of the Director of Education and Lifelong Learning

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 2002 is available in the Member's area.

- 1.1 Chapters 1 – 2 describe the characteristics of the local authority and corporate and library service objectives and plans
- 1.2 Chapter 3 describes the library service including the location of libraries, both static and mobile, the full range of library materials provided and the range of library services provided to every community in the city. This section also describes financial trends within the service and forecasts future expenditure necessary to meet the medium term strategy described in Chapter 5 of the plan.
- 1.3 Chapter 4 covers trend data on the performance of the service and gives an assessment of the library service against both the public library standards and national comparators.
- 1.3.1 Performance against Library Standards 2002

Of the 29 public library standards, Leicester City Libraries now meet 14 which is a significant improvement to the 5 met last year. All library authorities must meet each of the standards by 2004 and Libraries' service improvement plan and budget are set to achieve this although there are budget pressures, particularly on bookfund, which may have an impact.

1.3.2. Public Library Standards not yet met

PLS 2 (i) and (ii) Proportion of planned time that service points were not available to visitors because of closure/ mobile library stops cancelled
Standard: 0.3 % Leicester City Libraries: 1.53%

During 2001 –02 there was an exceptional amount of planned closure time to libraries in order to put in place the improvements to services outlined in the service improvement plan. In addition some libraries were closed in order to install a new automated management system. These circumstances have been exceptional and will not reoccur in the next few years.

PLS 3 (ii) Proportion of aggregate opening hours that fall outside 9am –5pm on weekdays

Standard: 30% Leicester City Libraries: 29.2%

Libraries are very close to meeting this standard. During 2002-03 a further review of opening hours will be carried out to ensure the standard is met.

PLS 5 Percentage of libraries open more than 10 hrs a week that have access to online catalogues

Standard: 100% by 2003 Leicester City Libraries: 43%

PLS 6 (i) total number of electronic workstations available to users per 1,000 population

Standard: 6 per 10,000 population by 2003 Leicester City Libraries: 3.03%

PLS 6 (ii) Percentage of static service points providing public Internet access

Standard: 100% by 2002 Leicester City Libraries: 57%

Each of the above three standards will be met by December 2002 when the People's Network is fully implemented.

PLS 10 A basic library website has been in place for a year, but the major component consisting of the web based catalogue and reservation system, has only been in place since August 2002. Since these new features were launched, use has increased dramatically. The most recent statistics (September 2002), show Libraries web pages to be the most used of all City Council web pages. Statistics comparing use against national norms will be available at the end of the next plan year.

PLS 11 Number of library visits per person living in the City

Standard: 6.3 Leicester City Libraries: 5.582

The visitor figures for 2001-02 show a drop but this figure is related to the exceptional amount of closures to implement improvements mentioned in PLS2 above. Despite this, Leicester City Libraries still have a higher visitor count than comparator authorities.

PLS12 –15 user satisfaction standards

Standards 12 –15 cover user satisfaction for both adults and children. Leicester City Libraries have never undertaken a children's survey but will do in 2003 to meet the requirements of the standards. Adult surveys were undertaken in 1999 and 2001 following the Libraries Review. Satisfaction level for finding specific information had increased at 13 libraries and satisfaction for finding a specific book increased at 12 libraries. Another adult survey will be undertaken in 2003 to meet the requirements of both the standards and BVPI 118.

PLS 18 Time taken to replenish the lending stock on open access or available for loan

Standard: 6.7 years Leicester City Libraries: 6.97

Libraries are close to meeting this standard and a new stock-tendering contract will be in place in 2003, which will improve discounts for library stock to increase purchasing power which will contribute towards meeting this standard.

- 1.4 Chapter 5 reviews achievements from the preceding years Plan. Library authorities are asked to outline tasks not completed from 2001 -02, and state any tasks where the predicted outcome or target was achieved by more than 10%.

Full details are available within the Annual Library Plan at 5.1 and 5.2 but significant achievements during 2001 02 include:

- 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. During 2001 –02, 84,000 people visited libraries on Saturday afternoons.
- 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
 - availability 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 2001 -02 includes provision of Governors support resources at nine libraries and homework clubs at 10 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
 - installation of the People’s Network at every City library, due to be completed by December 2002, and ongoing programme of training for all Libraries staff
- Imaginasian – a partnership with 3 London boroughs to develop enhanced collections of Indic language stock and Asian writing in English, plus marketing materials
- Everybody’s Reading – a Citywide celebration of books, words and reading in June which attracted over 3,000 people at 95 events in libraries including partnerships with over 30 external organisations.
- Establishment of a collection of library resources for asylum seekers at the Central Lending library

- East Midlands regional 3 yr staff reader development training programme funded by the Arts Council
- Establishment of a Books for Babies scheme in which each new born baby in the City receives a free book and application for library membership
- A regular, at least monthly, programme of Family Learning activity at every City library

1.5 Chapter 7 Action Plans and targets

This chapter outlines Libraries 'Action Plan for yrs 2002-03 and 2003-04 in detail, and an outline strategy for 2004-05. The Action Plan for 2002-04 is based on the Service Improvement Plan and concentrates on firm actions, timescales, specific targets and costs and identified responsibilities for each task.

FINANCIAL, LEGAL AND OTHER IMPLICATIONS

1 Financial Implications

Libraries Action Plan covering years 2002/03 and 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 establishment of a UK Online learning centre and SureStart activity, are possible with external funding.

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
Policy	NO	
Sustainable and Environmental	YES	1.4
Crime and Disorder	YES	1.4
Human Rights Act	NO	
Elderly/people on Low Income	YES	1.3.1,1.4

4 Background Papers – Local Government Act 1972

Local Government Act 1972

Guidelines for the Preparation of Annual Library Plans 2002

5. Report Author

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