

DUNDEE CITY COUNCIL

REPORT TO: Leisure, Arts and Communities Committee - 25 January 2010

REPORT ON: Review of the Provision of Library and Information Services

REPORT BY: Director of Leisure and Communities

REPORT NO: 31-2010

1.0 PURPOSE OF REPORT

1.1 This report outlines the findings of a Lean Service Review of Library and Information Services and details enhancements to provision through its network of Community Libraries and the Central Library. It seeks approval to implement these changes with effect from 5 April 2010.

2.0 RECOMMENDATIONS

2.1 That the Committee approves these changes to library opening hours, enhancements to book lending services and public access to PCs as outlined below.

3.0 FINANCIAL IMPLICATIONS

3.1 The net saving of these proposals is £48,000 - this includes savings on relief staff, Resource Assistant posts, energy costs and Library and Information Assistant hours.

4.0 BACKGROUND

4.1 As part of the Council's Lean Service Review, the Library and Information Service has undertaken a review of current provision with a view to offering a service that remains responsive to needs of Dundee citizens, whilst taking cognisance of the need to make improvements and efficiencies and maximise use of resources.

4.2 Library Opening Hours

In April 2009, an exercise involving a head count of all library users to determine where there was most demand for the service, was carried out over a three week period. Statistics from the library management system and the PC booking system over this period also confirmed where there was most demand/usage of the service, and this data informed the proposed opening hours (see appendix 1).

The data collected clearly illustrated a shift in the demand for library services from evening to daytime, reflecting their significant role in promoting opportunities for social inclusion and learning as well as book lending

4.2.1 Community Libraries

All Community Libraries would retain at least one evening opening per week, and corresponding adjustments to staff timetables would enable those libraries currently closed on Tuesday mornings to now open to the public at that time.

Statistical evidence and pattern of use indicates less demand on Saturday morning at libraries not in close proximity to a range of shops, namely Menzieshill, Fintry and Douglas. These libraries would close on Saturday mornings and staff would be re-located to cover staffing shortages in other libraries currently covered by relief staff. There would therefore be a saving on relief staff costs. All Community Libraries would open at 9.00 am each morning, with the exception of Wednesday, which would retain a 10.00 am opening to enable an hour each week to be devoted to staff training.

4.2.2 Central Library

Central Library would open at 9.00 am every day, with the exception of Wednesdays (10.00 am opening for staff training purposes) and Saturdays (9.30 am). Based on demand, Central Library would close at 8.00 pm on weekdays and all other departments except for Science and Business would close at 6.00 pm. Staff timetables would be adjusted to cover times where high demand has been identified and the number of staff hours required to operate the service has been reduced.

The public would be informed of the new opening hours through the library website and posters in libraries and Centres throughout the months of January to April 2010.

Changes to the library opening hours impacts on library staff's timetables. In consultation with Trade Unions and staff, the proposed changes were positively received

4.3 **Enhanced Access to Book Lending Services**

As part of the Lean Service Review, a pilot was undertaken to enhance the book lending service through the use of self-issue terminals located in shared premises at times when the library was normally closed. This pilot established that, with the support of staff, for example, Community Centre Receptionists who were working in close proximity to the Library, to answer basic queries on the process, it was feasible to provide self-service for the issue and return of books. These staff would also take contact details from enquirers requiring assistance from library staff.

Due to the success of this pilot, it is proposed to introduce this service in the first instance at Charleston and Ardler Community Libraries for lunch time periods, and also in the Central Library in the evenings.

The self issue terminals were purchased through external funding obtained from a successful bid to the Scottish Government Public Libraries Improvement Fund. Annual maintenance costs of £2,765 are contained within the Leisure and Communities Department revenue budget.

4.4 **Public Access PC Booking System**

Current access to the public access PCs requires staff intervention, which is time-consuming for both public and staff. The IT Department is currently developing improvements to the existing PC booking system, and it is proposed to introduce an automatic log-in facility for users, which will free up staff time to assist the public with IT support issues, such as setting up e-mail accounts. This simplified process would be effective from April 2010.

4.5 **Maximising Resources**

There is a demand for the use of libraries outwith opening times, which currently incurs overtime payments for Resource Assistants. Conversely, some of the Community Centres remain open when no programmes of activity are being run. It is proposed that a more flexible approach is introduced whereby Community Centres will close when programme activity finishes, resulting in energy savings and the scope to deploy staff more effectively. In addition, procedures will be introduced whereby building responsibilities for a particular library or centre can be assumed by a member of Leisure and Communities staff, following appropriate training and briefing sessions.

4.6 **Conclusion**

As a result of the implementation of the proposals outlined above there would be an increase in the number of hours Community Libraries are open to the public and an increase in the effectiveness of the deployment of departmental staff. This would result in an enhanced customer experience whilst delivery cost efficiencies of £48,000.

7.0 **POLICY IMPLICATIONS**

This report has been screened for any policy implications in respect of Sustainability, Strategic Environmental Assessment, Anti-Poverty, Equality Impact Assessment and Risk Management. There are no major issues.

6.0 **CONSULTATION**

6.1 The Chief Executive, Depute Chief Executive (Support Services) and Director of Finance have been consulted on this report and are in agreement with its contents.

6.2 The Improvement and Efficiency Board has been consulted and has approved the outcome of this review.

7.0 **BACKGROUND PAPERS**

7.1 None

Stewart Murdoch
Director of Leisure and Communities
18 January 2010

APPENDIX 1

PROPOSED OPENING HOURS

Central Library (Leisure Reading, Connections, Children's Reference and Information and Local History Departments)

		No. of Hours Open
Monday	9.00am - 6.00pm	9
Tuesday	9.00am - 6.00pm	9
Wednesday	10.00am - 6.00pm	8
Thursday	9.00am - 6.00pm	9
Friday	9.00am - 6.00pm	9
Saturday	9.30am - 5.00 pm	7.5
	Total	51.5

Central Library (Science and Business Department, Meeting Rooms and Steps Theatre)

Monday	9.00am - 8.00pm	11
Tuesday	9.00am - 8.00pm	11
Wednesday	10.00am - 8.00pm	10
Thursday	9.00am - 8.00pm	11
Friday	9.00am - 8.00pm	11
Saturday	9.30am - 5.00 pm	7.5
	Total	61.5

Proposed Opening Hours for Ardlar, Charleston, Hub, Kirkton and Whitfield

Monday	9.00am - 1.00pm	2.00pm - 7.00pm	9
Tuesday	9.00am - 1.00pm	2.00pm - 5.30pm	7.5
Wednesday	10.00am - 1.00pm	2.00pm - 5.30pm	6.5
Thursday	9.00am - 1.00pm	Closed pm	4
Friday	9.00am - 1.00pm	2.00pm - 5.30pm	7.5
Saturday	9.00am - 1.00pm		4.0
	Total		38.5

Douglas, Fintry and Menzieshill

Monday	9.00am - 1.00pm	2.00pm - 7.00pm	9
Tuesday	9.00am - 1.00pm	2.00pm - 5.30pm	7.5
Wednesday	10.00am - 1.00pm	2.00pm - 5.30pm	6.5
Thursday	9.00am - 1.00pm	Closed PM	4
Friday	9.00am - 1.00pm	2.00pm - 5.30pm	7.5
Saturday	Closed All Day		0
	Total		34.5

Arthursstone, Blackness and Coldside

Monday	9.00am - 7.00pm	10	
Tuesday	9.00am - 5.30pm	8.5	
Wednesday	10.00am - 5.30pm	7.5	
Thursday	9.00am - 1.00pm	Closed pm	4
Friday	9.00am - 5.30pm	8.5	
Saturday	9.00am - 1.00pm	Closed pm	4
	Total	42.5	

APPENDIX 1

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		No. of Hours Open
Monday	9.00am - 7.00pm	10
Tuesday	9.00am - 5.30pm	8.5
Wednesday	10.00am - 5.30pm	7.5
Thursday	9.00am - 1.00pm Closed pm	4
Friday	9.00am - 5.30pm	8.5
Saturday	9.00am - 5.00pm	8
	Total	46.5

Broughty Ferry

Monday	9.00am - 7.00pm	10
Tuesday	9.00am - 7.00pm	10
Wednesday	10.00am - 7.00pm	9
Thursday	9.00am - 1.00pm Closed pm	4
Friday	9.00am - 7.00pm	10
Saturday	9.00am - 5.00pm	8
	Total	51