**Appendix 1**

# CONSULTATION ON A TIERED DELIVERY MODEL FOR LIBRARIES IN BIRMINGHAM

## Summary


0.1 The library service in Birmingham needs to design a service that is fit for the 21st Century which is financially sustainable and is underpinned by transformational change to deliver on a modern set of outcomes. To deliver the type of change required will take time and a phased approach, and the City Council will need to work with and listen to partners at a national level and with organisations and individuals from local communities.

0.2 The first phase of change is necessary as a result of the budget limitations within the Community Library Service. The proposals set out in this report maintain significant library provision and seek to maximise accessibility and partnership working. In doing so the proposals establish a stable position from which a second phase of service transformation can be progressed. The proposals contained within this report will be subject to consultation and an open dialogue with all such stakeholders in order to ensure that all opportunities and solutions are fully explored.

0.3 The City Council has 38 main libraries in the city alongside a range of further library services such as the prison library service, mobile library service and library services at home. The 38 main libraries consist of the library of Birmingham, and then 20 community libraries (open 5 days/ week) and 17 community libraries (open 4 days/week). In addition to the 38 there is one further library service being run through a partnership with a community organisation at Castle Vale. Of these 38 libraries two of the buildings are closed (whilst their future is established) but in these locations, West Heath and Bloomsbury, an interim level of service is being provided through either the mobile library service or through static provision.

0.4 The Library of Birmingham and the Strategic Library Service had substantial savings (£3.1m) to make in 2015/16 and made operational changes last year to put these savings into place. The 37 Community Libraries have a cumulative saving (2015/16 to 2017/18) of £1.946m and need to deliver a revised service within a net budget of £3.724m. This report focusses on the first phase of change needed in our Library Service which is driven by the need to deliver the £1.946m saving. It is recognised that a second phase of transformational change will also need to take place and expert guidance will be sought on this through the establishment of a Birmingham Libraries Task Force.

0.5 The starting point for the model has been to carry out an assessment (detailed in section 4 of this report) and prioritise the 37 community libraries. This was done using 11criteria, all the criteria had an equal weighting and each library was ranked 1 to 37 depending on where they scored on the criteria. A similar approach has been used in other local authorities where budget reductions were required.

0.6 The ambition of the authority has been to maximise the coverage across the city of library services and a model has therefore been developed based around a number of principles:

- The library service provision should be prioritised using proven methods used by other library authorities including the need to consider any impacts on equality.

- Libraries should focus on delivering the main outcomes associated with the Society of Chief Librarians' Universal Offers
  - Reading
  - Learning
  - Health
  - Digital
  - Information

  With the main libraries offering a wider range of services, with these additional service elements either being delivered through the city council or by partners

- Retaining a local library service with reduced hours is preferable to a closure

- Where it is necessary to close a library additional opening hours and/or services should be offered from a neighbouring library or libraries.

- Where community groups are able to take on the operation of a library, they will be provided with 15 hours a week of operational support from Birmingham City Council library staffing.

- Customers should be encouraged to undertake less complicated tasks such as borrowing and returning items themselves – and £824k of investment has been set aside to improve self-service/kiosks in our libraries

- Library Services do not have to be delivered from the current library buildings, if better property solutions exist and more integrated service provision delivered this will be considered

- Community involvement will be welcomed in all libraries and all options for working in partnership will be actively considered. To support this approach a Community Library Partnership will be established for those organisations wanting to support delivery. Small grants will be made available for service proposals contributing to the universal offer outcomes.

- Securing investment to modernise the library offer remains a priority and will be needed within the second phase of transformational change

0.7 The above principles have resulted in the development of a Tiered model of library service delivery.

- Tier 1: Main Library – these would be open for 35 hours, more likely to be delivered from the current library building and have other services delivered from the site such as the benefit verification service. All will have investment in installing self service equipment. The proposal is for 19 sites to be in this category.

- Tier 2: Community Library – these would be open for 21 hours, likely to be delivered from the current library building although options may exist to increase hours of operation by working with partners. The proposal is for 10 sites in this category.

- Tier 3: Supported Community Library – these would be run by a community organisation, from either their own premises or via a transferred facility. The City Council's library service will work in partnership to support the organisation through a 15 hour worker and through the provision of books and investment in self service equipment. The proposal is for 6 sites to be in this category.

- Tier 4: Community Initiated Library Services – the proposal under Tier 4 is to ensure that any local schemes put forward that increase access to one of the universal offers (Digital, Learning, Information, Reading and Health) are considered for support through a one-off pump priming grant. I.e. this could be organisations wanting to loan books or providing free internet access etc. There is no proposed number for the local offer this will be dependent on the ideas that come forward and the number that can be supported through the £20,000 small grant budget available. One site already falls into this category.

- Library closures: The proposal is that two of the 37 Community Libraries in the city should close and in each case a neighbouring library should have their hours increased. Under the model Sutton Coldfield Library would close, with investment being made to increase opening hours at Mere Green Library also Aston Library would close with Birchfield Library increasing its hours and moving from Tier 2 to Tier 1 provision.

0.8 Sites have been placed into Tiers 1-3 based on the scoring matrix detailed in section 4 of this report. This used 11 criteria drawn from reviews that have taken place in other authorities. The final tiering was modified to take account of the two sites proposed for closure and the subsequent increase in opening hours at neighbouring libraries. A map showing the proposed geographical spread is set out in section 6.

0.9 The detail of the proposed model is set out later in this report however by tiering the service provision and by looking to maximise the opportunities for working with others, whether that be additional service provision, co-location or working alongside local interested groups of residents, the tiered model offers to protect a wider range of provision than could otherwise have been the case.

0.10 The city council recognises the high level of importance attached to this service by the people of the city and wants to embark upon a 12 week extensive consultation (see section 9 of this report for consultation details) to both engage upon the concept of prioritising through a tiered model but also to explore in detail the full range of ideas that come forward from individuals, organisations and communities who want to actively engage in the provision of library services in their specific local area.

## 1. Section 1: The Library Service in Birmingham

1.1 Birmingham City Council has a statutory duty to provide a 'Comprehensive and Efficient Library Service' to all those seeking to make use of it, through its responsibility as a statutory Library Authority determined by the 1964 public libraries and museums act.

1.2 The library service carries out a statutory role as repository for the City of Birmingham Diocesan Archives and the City of Birmingham's Record Office. The service also ensures the relevance and entitlement for people confined to their home through age, disability, etc or those unable to access services in the usual way.

1.3 This duty is discharged through a combination of services including those at the Library of Birmingham, prison, mobile library, the library service at home, and thirty-seven community libraries across the city.

1.4 Current service provision across the city consists of:

**Library of Birmingham** services include lending and reference services, specialist services for children and young people, music library, business library, the city archive and special collections. The Library acts as a gateway to wider services such as business support, job search, health and also supports tourism. The Library provides study space, access to the internet as well as a range of cultural, social and educational activities for residents. The Library of Birmingham is the most visited free attraction outside London with 1.7 million visits p.a.

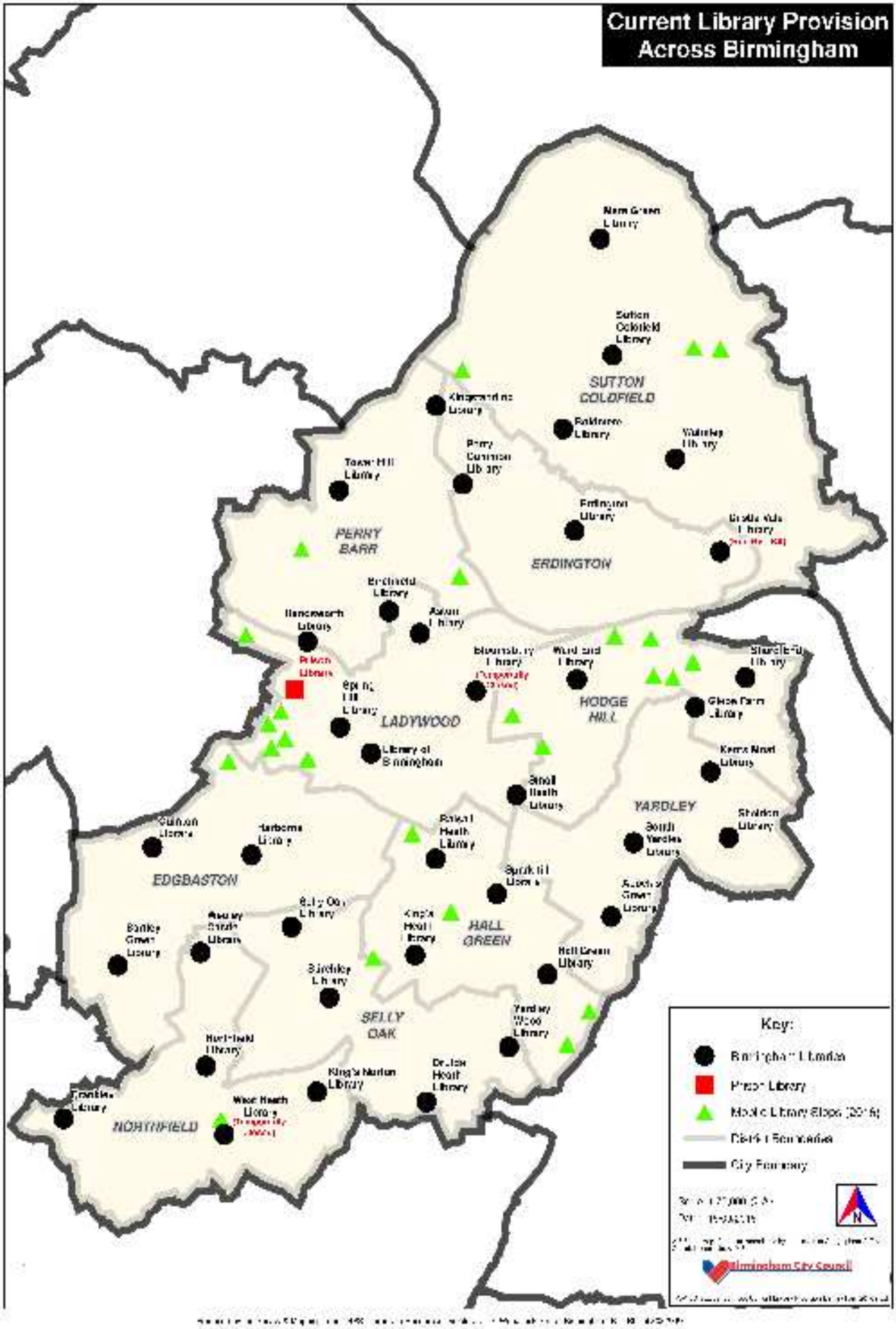
**37 Community Libraries** services include both lending and reference services. These libraries attract over 2 million visits p.a. across the sites. In 2015/16 1.59 million books were issued through our Community Libraries. These Libraries, like the Library of Birmingham also provide study space and access to the internet as well as a range of cultural, social and educational activities for residents. The events and cultural activities attracted more than 172,000 attendances throughout the year. Children's activities are delivered at all sites and during the summer of 2015, 7691 children participated in the summer reading challenge.

**The Mobile Library** serves residents in neighbourhoods, children and families, schools and nurseries, people geographically isolated from existing community library provision, and people with limited transport or limited mobility. The Mobile library service is delivered via a van which moves around the city offering 'stops' for people to obtain and return books as per the timetable below.

**Library Services At Home** reaches vulnerable residents confined to home through age, disability, long-term illness, frailty or mobility. It provides essential reading and information resources and acts as a gateway to the wider range of Library and City Council services and referrals to other agencies. The Library Service at Home, a van based service which visits vulnerable individuals in their own homes, is currently closed to new entrants.

**The Prison Library Service,** serves prisoners and their families offering education through access to distance learning, qualifications, literacy and ESOL programmes, recreational reading for prisoners and their families.

1.5 A map of current provision is set out below.


Current Library Provision Across Birmingham
SUTTON COLDFIELD
PERRY BARR
ERDINGTON
LADYWOOD
HODGE HILL
YARDLEY
EDGBASTON
HALL GREEN
SELLY OAK
NORTHFIELD
Key:
Birmingham Libraries
Mobile Library Stops (2016)
District Boundaries
City Boundary
Birmingham City Council

Mobile Library Timetable



| | WEEKLY - Stops & Visit Times | |
|---|---|---|
| Mon | 10.00 - 12.00 | WEST HEATH : Houlday Road (The Fordreugh end) Temporary from 1st August 2016 |
| Tues | 10.00 - 12.00 | BANNERS GATE : Coppice View Road |
| | 2.00 - 2.45 | BORDESLEY GREEN : Pretoria Road |
| | 3.00 - 4.15 | SALTLEY : St. Saviours Road |
| Thurs | 10.00 - 10.30 | EDGBASTON : Clark Street |
| | 10.45 - 12.20 | WINSON GREEN : Cavendish Road |
| | 1.45 - 2.10 | EDGBASTON : Barnard Road |
| | 2.20 - 2.40 | EDGBASTON : Balliott Road |
| | 2.40 - 3.00 | EDGBASTON : Selwyn Road |
| | 3.15 - 4.15 | WINSON GREEN : Cuthbert Road |
| Fri | 10.00 - 12.00 | WITTON : Wyrley Road |
| | 2.00 - 2.30 | FALCON LODGE : Churchill Road ( Ogley Drive end ) |
| | 2.30 - 4.15 | FALCON LODGE : Churchill Road ( in lay-by opposite shops ) |
| | FORTNIGHTLY Stops & Visit Times | |
| Weds | 1.00 - 1.25 | PINEAPPLE : Dads Lane |
| | 2.00 - 2.30 | HALL GREEN : Ralphmore Lane |
| | 3.00 - 4.00 | HALL GREEN : Pinetree Road |
| | 8 June 2016 | 17 August 2016 |
| | 22 June 2016 | 31 August 2016 |
| | 6 July 2016 | 14 Sept 2016 |
| | 20 July 2016 | 28 Sept 2016 |
| | 3 August 2016 | 12 October 2016 |



| | 4 WEEKLY Stops & Visit Times: | |
|---|---|---|
| Sat | 09.00 - 10.20 | MARKSBROOK : Jewellow Road |
| | 10.45 - 12.15 | BANNERSGATE WOOD : Brooklands |
| | 2.00 - 2.40 | BORDESLEY : Forest Road |
| | 3.00 - 4.15 | EDGBASTON : Bristol Street Road |
| | Saturday 18th June 2016 | Saturday 29th October 2016 |
| | Saturday 16th July 2016 | Saturday 26th November 2016 |
| | Saturday 13th August 2016 | Saturday 3rd December 2016 |
| | Saturday 10th September 2016 | Saturday 7th January 2017 |
| Sat | 09.00 - 11.00 | FIRS : Collingbourne Avenue |
| | 11.15 - 11.45 | HODGE HILL : Teesdale Avenue |
| | 12.00 - 12.20 | FIRS : Ragnall/Lawson Road |
| | 2.00 - 3.00 | HODGE HILL : Hodge Hill Road |
| | 3.15 - 4.00 | HOUSE HILL : Eastbourne Avenue |
| | Saturday 4th June 2016 | Saturday 24th Sept 2016 |
| | Saturday 2nd July 2016 | Saturday 22nd October 2016 |
| | Saturday 30th July 2016 | Saturday 19th Nov 2016 |
| | Saturday 27th August 2016 | Saturday 17th Dec 2016 |
| | If you are not sure of any of the dates or stops, please ask a member of staff or call us on 464 0171 or 0776 582 3344 | |

## 2. Section 2 : National context

2.1 The Public Libraries and Museums Act 1964 is the key statutory document setting out the requirements for the provision of library services and under it Birmingham City Council has a statutory duty to provide a “comprehensive and efficient library service”.

2.2 Birmingham City Council is required to ensure that facilities are available for the borrowing of or reference to books, other printed materials, recorded music and films of sufficient number, range and quality to meet the requirements of adults and children. The City Council must also encourage adults and children to make full use of library services, and lend books and other printed materials free of charge to those who live, work or study in the area.

2.3 The national debate around what constitutes a ”comprehensive and efficient library service” continues especially in the light of the scale of budgetary reductions faced by local authorities.

2.4 In 2012 The Parliamentary Select Committee report on Library Closures considered the financial constraints within which local authorities are currently operating and concluded: “It may not be possible or even desirable to retain every existing library building but wholesale closures are unlikely to facilitate an appropriate level of service. The key to ensuring that an adequate – and preferably good – library service is available to the whole population appears to be the retention of a distributed service, in accessible locations, but with the flexibility over whether the service is provided in dedicated library buildings, in other locations, via mobile libraries, or in any other way that best fits local need”.

2.5 Locality produced a briefing for Arts Council England and the Local Government Association in January 2013 presenting some key research findings about new models of delivering library services with greater community involvement. The report includes some useful case studies showcasing different models in operation across England.

2.6 As identified nationally expectations of libraries have and will continue to change. On 18th December 2014 the DCMS Independent Library Report for England was published. The report highlighted the “sustained and severe financial situation” and the “rapid pace of current change” which is impacting on libraries across England.

2.6.1 The review asked the following questions:

- What are the core principles of a public library service into the future?
- Is the current delivery of the public library service the most comprehensive and efficient?
- What is the role of community libraries in the delivery of a library offer?

2.6.2 Sieghart’s report outlines his vision for the modern library. His view of libraries included not only offering books and digital, but a place for old people to meet; a place for children to enjoy nursery time and stories; a place for adult education and literacy; for students; and for the unemployed to register for benefits and apply for jobs. ”Libraries are one of the last safe, non-judgemental places we have”, said Sieghart , “and we need to protect them”.

2.6.3 In summary, Sieghart’s vision for modern libraries is :

1. Establish a professional library body to focus on solutions and best practice.
2. Set up a national taskforce to make changes and work with local authorities.
3. Commit to Wi-Fi across the UK.
4. Provide digital training for librarians.
5. Move to one Content Management System to celebrate best practise.
6. Gain Trust and Foundation involvement and support.
7. Involve community stakeholders in library governance.
8. Ensure library cards work in all libraries.
9. Enable library loans across the UK.
10. Establish a national marketing strategy.
11. Consider the ability to buy books from libraries.
12. Work alongside library campaigners.

2.7 The Libraries Taskforce was developed following the report and it subsequently set out examples of national good practice in “libraries shaping the future good practice toolkit “ (April 2016).

2.7.1 The Taskforce is due to publish "Ambition for Public Libraries in England 2016-2021" paper later this year. It has already published a draft consultation document which set out

- A focus for collaborative action.
- It aims to demonstrate how libraries add value to a range of local and national priorities.
- The document explores co-location, income generating, SCL universal offers all of which have being considered in this consultation document.

More recently the National Library Taskforce has stated "We understand and accept that authorities are having to make difficult decisions in light of their limited budgets but, if short-term savings really are required, it needs to be clear how the proposals developed sit alongside - and in the context of - the overall strategic direction of travel and a future-facing vision. They should not prejudice longer-term ambitions."

2.7.2 This National policy context has been developing over time and has been influential in shaping the model set out in sections 5 and 6 of this report. Meeting the statutory requirements and delivering change in the context of the emerging national policy is of paramount importance. The model avoids wholesale closures and is focussed on retaining a distributed accessible service. We have looked at other models and learned from best practice and have set out what the core/universal service offer will be for our local libraries as well as seeking greater community and partnership involvement via a Community Library Partnership.

## 3. Section 3 : Birmingham Context

3.1 Over the last 5 years parts of the service have already undergone significant change.

3.2 Strategic Library Services and the Library of Birmingham have recently been restructured and since 2014-15 have delivered savings amounting to £3.1m. Opening hours were initially reduced from 73 to 40 per week and 119 fte posts have been lost. Consequentially there was a reduction in public access to archives and collections and a reduction in events and exhibitions. However with the Brasshouse Language Centre (Adult Education) being relocated on to the first floor of the Library of Birmingham it has been possible to launch the "LoB Express" service thereby increasing access to the lending library, study space and computers, enabling the ground floor of the building to be re-opened from 9am to 9pm on weekdays extending access library resources by 26 hours a week.

3.3 The Strategic Library Services continue to be responsible for city stock policy and bibliographic services providing access across the city to databases, book stock and music, citywide library IT contracts and the reservation service.

3.4 The Library of Birmingham and the 37 community libraries now come under the single management of the Place Directorate within the City Council. Further work will take place in 2017 under the transformation agenda to create greater synergies between all the library services offered by the Council.

3.5 Birmingham has 37 Community Libraries, of which one at West Heath is temporarily closed (with a mobile library stop introduced) and Bloomsbury operating temporarily from a static bus. The 37 libraries are currently run by 112.48 full time equivalent staff. A saving of £1.946m has been set for the service.

3.6 The library service in Birmingham needs to design a service fit for the 21st Century which is financially sustainable and is underpinned by transformational change to deliver on a modern set of outcomes. To deliver the type of change required will take time and the city council will need to work with and listen to partners at a national level and with organisations and individuals from local communities. The next stage of change will therefore involve a range of expert input via a Birmingham Libraries Task Force.

3.7 In the meantime this paper brings forward plans to consult on proposals as to how the community libraries can operate within its future budget level of £3.724m.

## 4. Section 4 : Prioritisation Via a Needs Assessment and the Establishment of Principles for the Model

4.1 This section sets out the methodology used to prioritise the community library service and then details the principles which have been applied to build a sustainable approach to the provision of library services in the city.

4.2 **Prioritisation using proven methodology:** The starting point for the model has been to carry out an assessment and prioritise the 37 community libraries. The prioritisation excludes the Library of Birmingham and also Castle Vale as this is no longer directly run by the City Council.

4.3 The report on library closures published in November 2012 by the Department of Culture, Media and Sport recommended that local authorities look to the Charteris Report for guidance in approaching an assessment of local needs. The Report was published in 2009 following the Department for Culture Media and Sport inquiry into Wirral Metropolitan Borough Council's plan to close 11 libraries.

4.4 For Birmingham to maintain high quality and sustainable community library services within the available budget, the considerations of the Charteris Report have been applied as part of the review of community library provision across the city. A method of assessing need/viability was developed to look at how well libraries are positioned to meet the needs of local communities. The assessment was undertaken using data from 11 indicators which represented considerations suggested in the Charteris Report and this was a similar approach to work done by other local authorities when assessing need. Libraries were then ranked from 1 to 37 (excluding Castle Vale but including West Heath and Bloomsbury) on each of these indicators which then led to a combined score to demonstrate their viability for service provision going forward.

4.5 The 11 criteria listed below were used to rank the 37 community libraries.

1. Population of library catchment area
2. Total children and young people aged 0-19 in the library catchment area
3. Total adults aged 65+ in the library catchment area
4. Number of libraries within 2 miles of a library
5. Total books and other items issued
6. Average Index of Multiple Deprivation score
7. Total visits
8. Cost per visit
9. PC Usage
10. Total attendance at activities and events
11. Building performance (sites scored better if had recent investment or were new build)

4.6 The needs analysis captures data from a variety of sources to reflect the criteria around need/viability (see Appendix A). Data from 2015/16 was used – apart from when a library was closed during this year, in which case the latest data set available was used.

4.7 All the criteria had an equal weighting and each library was ranked 1 to 37 depending on where they scored on the criteria.

4.8 Demographic data includes resident population, proportion of children and young people aged 0-19 living in the catchment area of the library.

4.9 The Index of multiple deprivation includes income deprivation; employment deprivation; health deprivation and disability; education deprivation; crime deprivation; barriers to housing and services deprivation; and living environment deprivation.

Access to other libraries includes the number of other libraries within a 2 miles radius of the library. Walking distance according to Google Maps.

4.10 Library performance data captures visits, active users, PC usage, participation in events and learning activity.

4.11 Library financial data is a cost per visit (calculation based on the out turn budget figure for each site divided by the number of visits).

4.12 Building Quality rank is dependent on level of investment received in the last 10 years and the level of investment needed in the next 10 years.

4.13 A high ranking suggests there is a lower level of need/viability for a library based on a particular indicator. Where a catchment area has a high level of deprivation a library will have a low score because there is more need for its services. Libraries that have good performance in terms of visits, issues, IT usage, membership, attendance at events and activities will have low scores because there is evidence of viability and need through the uptake of services. Buildings that are costly to operate or require investment through refurbishment will have higher scores for this indicator.

4.14 As libraries often draw their catchment from across ward and city boundaries, the catchment areas were created by including any *Lower Super Output Areas* (LSOAs) where a defined percentage of the resident population (3%) used the library service in the past 12 months. They have an average of roughly 1,700 residents and 650 households. Measures of proximity (to give a reasonably compact shape) and social homogeneity (to encourage areas of similar social background) are also included. The catchment area data reflects usage of the library service.

4.15 The individual library and catchment area profiles (see Appendix 3) give detailed demographic data on age and gender. Data on economic activity, educational attainment, and health was also included as well as identifying those LSOAs ranked as the most deprived in the (national) Index of Multiple Deprivation (IMD). All major bus/train routes serving the library catchment areas were identified and plotted.

4.16 All rankings have been combined to give an overall score, which indicates how well libraries are aligned to meeting the needs of the local community and library users, and the longer term viability of the building.

4.17 The detailed breakdown in scoring for each library is set out below and this plus other information has been used to develop a model that is financially sustainable.

**Need Analysis: Libraries ranked on key indicators**

| | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Community Library | Population of library catchment area | No. of children and young people 0-19 in library catchment area | No. of people aged 65+ in library catchment area | Number of libraries within 2 miles of library | Total items issued | PC usage (in hours) | Total library visitors | Cost per visit | Average IMD score for the library catchment area | Participation in events and educational sessions | Building Performance | Combined score | Ranking |
| **EDGBASTON** | | | | | | | | | | | | | |
| Bartley Green | 29 | 29 | 26 | 9 | 32 | 36 | 35 | 34 | 22 | 16 | 28 | 296 | 34 |
| Harborne * | 11 | 18 | 7 | 19 | 3 | 8 | 11 | 7 | 32 | 11 | 10 | 137 | 11 |
| Quinton | 14 | 14 | 10 | 9 | 7 | 19 | 18 | 12 | 25 | 19 | 20 | 167 | 16 |
| **ERDINGTON** | | | | | | | | | | | | | |
| Castle Vale ** | | | | | | | | | | | | | |
| Erdington | 2 | 4 | 5 | 1 | 10 | 10 | 12 | 21 | 16 | 8 | 28 | 117 | 8 |
| **HALL GREEN** | | | | | | | | | | | | | |
| Balsall Heath | 15 | 9 | 24 | 9 | 12 | 7 | 7 | 11 | 2 | 6 | 20 | 122 | 9 |
| Hall Green | 7 | 5 | 6 | 19 | 4 | 29 | 6 | 8 | 29 | 3 | 20 | 136 | 10 |
| Kings Heath | 5 | 6 | 4 | 19 | 2 | 11 | 2 | 3 | 28 | 10 | 1 | 91 | 1 |
| Sparkhill | 4 | 3 | 16 | 19 | 5 | 9 | 4 | 1 | 14 | 7 | 28 | 110 | 7 |
| **HODGE HILL** | | | | | | | | | | | | | |
| Shard End | 26 | 23 | 23 | 19 | 27 | 15 | 19 | 2 | 9 | 5 | 1 | 169 | 17 |
| Ward End | 1 | 1 | 8 | 1 | 8 | 12 | 15 | 13 | 11 | 12 | 10 | 92 | 2 |
| **LADYWOOD** | | | | | | | | | | | | | |
| Aston | 21 | 15 | 28 | 19 | 29 | 22 | 27 | 22 | 3 | 29 | 1 | 216 | 20= |
| Birchfield | 20 | 16 | 29 | 19 | 22 | 14 | 24 | 33 | 12 | 26 | 1 | 216 | 20= |
| Bloomsbury | 33 | 31 | 36 | 9 | 37 | 37 | 37 | 36 | 1 | 32 | 38 | 327 | 35 |
| Small Heath | 3 | 2 | 15 | 9 | 9 | 6 | 3 | 10 | 4 | 25 | 9 | 95 | 3 |
| Spring Hill | 34 | 34 | 34 | 19 | 31 | 13 | 23 | 29 | 7 | 27 | 10 | 261 | 27= |
| **NORTHFIELD** | | | | | | | | | | | | | |
| Frankley | 35 | 35 | 33 | 1 | 35 | 33 | 25 | 18 | 10 | 9 | 20 | 254 | 26 |
| Kings Norton*** | 18 | 20 | 14 | 1 | 15 | 28 | 17 | 5 | 24 | 18 | 1 | 161 | 14 |
| Northfield | 9 | 10 | 3 | 1 | 6 | 3 | 10 | 16 | 27 | 13 | 10 | 108 | 5= |
| Weoley Castle | 16 | 17 | 11 | 19 | 18 | 18 | 13 | 15 | 21 | 23 | 10 | 181 | 18 |
| West Heath***** | 30 | 32 | 27 | 0 | 24 | 17 | 28 | 20 | 26 | 34 | 38 | 276 | 32 |
| **PERRY BARR** | | | | | | | | | | | | | |
| Handsworth | 13 | 11 | 20 | 19 | 21 | 2 | 16 | 23 | 8 | 21 | 9 | 163 | 15 |
| Kingstanding | 24 | 21 | 19 | 9 | 23 | 25 | 21 | 25 | 17 | 37 | 10 | 231 | 23 |
| Perry Common | 28 | 27 | 30 | 9 | 25 | 16 | 22 | 26 | 15 | 15 | 20 | 233 | 24 |
| Tower Hill | 25 | 25 | 22 | 1 | 26 | 23 | 32 | 24 | 30 | 36 | 20 | 264 | 29 |

| | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **Community Library** | **Population of library catchment area** | **No. of children and young people 0-19 in library catchment area** | **No. of people aged 65+ in library catchment area** | **Number of libraries within 2 miles of library** | **Total items issued** | **PC usage (in hours)** | **Total library visitors** | **Cost per visit** | **Average IMD score for the library catchment area** | **Participation in events and educational sessions** | **Building Performance** | **Combined score** | **Ranking** |
| ***SELLY OAK*** | | | | | | | | | | | | | |
| *Druids Heath****** | *32* | *33* | *31* | *9* | *30* | *24* | *26* | *27* | *13* | *35* | *1* | *261* | *27=* |
| *Selly Oak* | *36* | *37* | *35* | *19* | *33* | *31* | *34* | *37* | *33* | *31* | *35* | *361* | *37* |
| *Stirchley* | *22* | *24* | *21* | *19* | *19* | *27* | *30* | *30* | *31* | *20* | *28* | *271* | *30* |
| *Yardley Wood* | *17* | *19* | *18* | *19* | *16* | *26* | *9* | *17* | *19* | *4* | *20* | *184* | *19* |
| ***SUTTON COLDFIELD*** | | | | | | | | | | | | | |
| *Boldmere* | *19* | *22* | *9* | *9* | *20* | *35* | *31* | *32* | *35* | *28* | *10* | *250* | *25* |
| *Mere Green* | *8* | *13* | *2* | *1* | *1* | *21* | *14* | *9* | *37* | *22* | *10* | *138* | *12* |
| *Sutton Coldfield* | *6* | *8* | *1* | *9* | *11* | *3* | *5* | *31* | *34* | *17* | *20* | *145* | *13* |
| *Walmley* | *23* | *26* | *17* | *1* | *17* | *32* | *20* | *4* | *36* | *33* | *10* | *219* | *22* |
| ***YARDLEY*** | | | | | | | | | | | | | |
| *Acocks Green* | *10* | *7* | *12* | *19* | *14* | *5* | *8* | *6* | *18* | *1* | *1* | *101* | *4* |
| *Glebe Farm* | *31* | *30* | *32* | *19* | *34* | *33* | *29* | *19* | *5* | *24* | *28* | *284* | *33* |
| *Kents Moat* | *37* | *36* | *37* | *19* | *36* | *30* | *36* | *35* | *6* | *30* | *35* | *337* | *36* |
| *Sheldon* | *27* | *28* | *25* | *19* | *28* | *20* | *33* | *28* | *23* | *14* | *28* | *273* | *31* |
| *South Yardley* | *12* | *12* | *13* | *19* | *13* | *1* | *1* | *14* | *20* | *2* | *1* | *108* | *5=* |

| Ranking Description | |
|---|---|
| 1 | *Rank 1 = high number means more people within the local community so higher need* |
| 2 | *Rank 1 = high number means a higher proportion of C & YP in the area so higher need* |
| 3 | *Rank 1 = high number means a higher proportion of older people in the area so higher need* |
| 4 | *Rank 1 = low number means fewer alternative libraries in the vicinity so higher need* |
| 5 | *Rank 1 = high number of items borrowed from the library* |
| 6 | *Rank 1= high number of hours PC usage means higher need* |
| 7 | *Rank 1 = high number of library visitors means higher viability* |
| 8 | *Rank 1 = low cost means higher viability* |
| 9 | *Rank 1 = highest level of deprivation* |
| 10 | *Rank 1 = high volume of participation in sessions means higher need* |
| 11 | *Rank 1 = low score means that building has had high level of refurbishment/new build so higher viabilty as less work required* |
| 12 | *Low ranking number = increased viabilty/need. High ranking number = lower level of need viability* |

*Harborne* closed for 5 weeks during 15/16 therefore data apportioned to represent 50 weeks as per model.*
*Castle Vale** no longer run by BCC therefore data not included*
*Kings Norton*** closed for 14 weeks during 15/16 therefore data apportioned to represent 50 week model*
*Druids Heath **** closed for 2 week during 15/16 therefore data apportioned to represent 50 week model*
*West Heath***** data from 2012/13 the last full year that West Heath was open*

4.18 The ambition of the authority has been to maximise the coverage of library services across the city. The prioritisation exercise helps to shape a model and enables a considered approach to populating it however in developing the model there have also been some key principles established.

4.19 **Outcomes:** Birmingham Community Libraries needs to transform the delivery of the Community Library network to become more efficient and able to deliver on the council's priorities whilst also delivering on the main outcomes associated with the Society of Chief Librarians' Five Universal Offers. All libraries will offer services linked to Reading, Learning, Health, Digital and Information. The main libraries (Tier 1) will offer a wider range of services either delivered through the city council or by partners.

- **Reading:** to encourage reading for pleasure, creating learning and reading opportunities for all ages. To improve the wellbeing of children, young people and families by providing activities and free resources to encourage reading for pleasure and learning in order to raise educational achievement and personal development.

- **Learning:** to encourage learning opportunities for families' especially intergenerational learning using digital technology. Libraries are about creating, making and connecting communities (coding clubs, oral history, cooking and knitting). Supporting the local economy through resources and courses for independent, formal and informal learners; providing opportunities for support around jobs and skills.

- **Health:** enables libraries to be trusted non-clinical spaces, where health and well-being partners can engage with local people. Community libraries have stock to support health using quality assured lists. Support for mental health through book stock (Reading Well) and providing health and well-being activity promoting resilience, learning and engagement. To improve the wellbeing of older people through resources and activities that meet social, information and educational needs.

- **Digital:** Community libraries provide free Wi-Fi access to the internet in all sites as well as professionally trained library staff. There are on-line library services and a 24/7 virtual library presence.

- **Information:** supports information in life critical areas (careers, health, money, benefits) and brings together government and non– government material which is carefully vetted information delivering a level of quality assurance to the user.

4.20 **Retaining libraries:** The authority continues to prefer to retain a library service, even though this may mean reduced hours of operation, as opposed to wholesale closures. It recognises that this is not possible in all cases due to budgetary constraints, operational effectiveness, and premises related issues.

4.21 **Compensating closures with additional access nearby:** Where it proves necessary to implement library closures a clear reasoning is set out as to why this course of action is required. In these cases the authority will prioritise increasing opening hours and the service offer from a neighbouring library.

4.22 **Community Groups wanting to work in partnership will be supported:** Where community groups are able to take on the operation of a library, they will be provided with 15 hours a week of operational support from Birmingham City Council library staffing. Books and IT will also be provided. Tier 3 libraries need to find new ways to work in partnership.

4.23 **Staff time spent on the issue and return of books can be reduced through self service:** All 13 library authorities in the West Midlands have a comprehensive system of self issue machines. Birmingham has lagged behind others. Although experience in Birmingham has shown 81% of issues/renewals/returns can be achieved through self service kiosks only four sites achieve a figure more than 11%. Customers should be encouraged to undertake less complicated tasks such as borrowing and returning items themselves – and £824k of investment has been set aside to improve self service/kiosks in our libraries

4.24 **All delivery locations should be considered:** Library Services do not have to be delivered from the current library buildings, if better property solutions exist and more integrated service provision can be delivered then this should be considered. The authority has signed up to the concepts of 'open for learning' and 'one public estate' and will explore all opportunities that emerge to co-locate and integrate services where there is benefit to service users.

4.25 **Community involvement will be welcomed in all libraries and all options for working in partnership will be actively considered:** To support this approach a Community Library Partnership will be established for those organisations wanting to support delivery. Small one-off grants will be made available for service proposals (Tier 4) which contribute to the universal offer outcomes.

4.26 **Prioritising investment in the service:** Resource constraints have resulted in a reactive approach to funding issues as they arise in the service. The business model has not been able to resolve this but has allocated an initial additional £50,000 to the repairs & maintenance budget. This will not be sufficient in itself to deliver the transformational change needed in the service, and other innovative ways to achieve this will have to be explored as part of a second phase of change. Investment of £250,000 was secured through the Wolfson Foundation which has dramatically improved the children's library section in five libraries in the city, community and local organisations are also offering to deliver physical improvements as part their offer to work with the council in partnership. It may be possible, through the City Council's recently launched Local Innovation Fund for groups to generate further innovative solutions through their wards to support and invest in the library service beyond the ideas set out in this report.

## 5. Section 5: Our Ambition for a Sustainable Library Service Through a Tiered Library Model

5.1 Our vision is for a city wide integrated Library Service that works with our communities to achieve maximum accessibility to library services through a variety of means. Community libraries will focus on the outcomes of Reading, Learning, Health, Digital and Information as set out in the Society of Chief Librarians' Universal Offers.

5.2 We are proposing to reshape the delivery of Birmingham Library Services into Tiers. The main Library offer will be delivered through the Library of Birmingham and Tier 1 and Tier 2 libraries which will be managed and delivered by Birmingham City Council.

5.3 All of these libraries will continue to be supported through the Community Library pages of the Library of Birmingham website and provide an online service.

5.4 All libraries will have library stock and access to city wide stock through the reservation service.

5.5 **Tiers**

5.5.1 **Tier 1 libraries**

Under the proposals there will be 19 Tier 1 libraries in the City. These libraries will be enhanced to provide the widest range of services. They will be open for 35 hours per week and the consultation process will assist in defining the specific times of operation. All these libraries will operate in a staffed mode for 35 hours but a pilot is being initiated (in two libraries) to also operate in unstaffed mode, using open-plus or similar technology to increase their hours of operation beyond 35hours. These buildings may have partner agencies based within them; they will have the greatest capacity for sharing spaces with partners. The Libraries will be supported by having a professionally qualified Librarian leading the team.

A Tier 1 Library will feature:
A Children's Library delivering a range of children's activities, including trained staff in storytelling techniques and creative storytelling.
Weekly under five activities, including rhyme and rhythm sessions.
A community space with the potential to share space with partners.
Internet access and Wi-Fi
Library stock which customers can borrow and return to any library
Access to city wide stock through the reservation system
Trained and knowledgeable staff
A wide range of events and regular activities
Support with using computers and basic internet courses
Delivery of SCL Universal offers
Advice on digital logbook, Birmingham Home choice, CV support
Self-service terminals to reserve, issue and return stock.
Volunteers to support the delivery of the service.

5.5.2 **Tier 2 libraries**

Under the proposals there will be 10 Tier 2 libraries and they will need to cater for the diverse neighbourhoods within Birmingham by creating a tailor made offer to local communities. The Libraries will be supported by having a professional qualified Librarian leading the team. They will be open for 21 hours per week and the consultation process will assist in defining the specific times of operation

They will be open for 21 hours per week, and offer:
Weekly under-fives activities including rhyme and sing sessions.
A community space with the potential to share space with partners.
Internet access and Wi-Fi
Library stock which customers can borrow and return to any library
Access to city wide stock through the reservation system

Trained and knowledgeable staff
Delivery of SCL Universal offers
A wide range of events and regular activities
There will be an improvement in the number of these libraries that have self-service terminals to reserve, issue and return stock .
Volunteers to support the delivery of the service.

5.5.3 **Tier 3 Libraries**

These Libraries will be professionally supported by Birmingham City Council but led by local communities and volunteers. The Council will be looking to work in partnership with local communities or other organisations in the city to provide library services in these locations. As part of the partnership the council will offer 15 hours of professional staff support per week. The City Council will provide access to the Library Management system, through a self-service terminal, training and support through a parent Tier 1 Library. Consideration will also be given to Community Asset Transferring the building from which the library currently operates. This option gives community organisations the opportunity to lead, manage and deliver their Library Service. Tier 3 libraries will provide the opportunity for community organisations to maintain or introduce services to meet local demand.
Will provide a focus for the local community
Other services as led by community needs
Volunteer support to deliver the offer
Social space
Self-service access to borrow, return and reserve stock from the city's libraries

The City Council is aware that there are already a range of organisation in Birmingham that are interested in working in partnership to deliver Tier 3 library services (see section 6 and 7). However should partners not be identified for all six sites through the course of this consultation process then the authority will need to consider what other options exist for partnership solutions or modify the Tier 3 offer within the budget set aside for Tier 3 libraries.

5.5.4 **Tier 4 Libraries**

This will be a very localised and specific response, to support new activity around library service provision. Birmingham City Council will seek to support local communities by way of a one off grant to deliver library provision from a new community venue. This may be a community wanting to deliver something that supports the existing delivered service or one or more of the five universal offers.

5.5.5 It may be possible, through the City Council's recently launched Local Innovation Fund for groups to generate further innovative solutions through their wards to support the library service offer beyond the ideas set out in this report.

5.6 **Library closures**

5.6.1 Sutton Coldfield Library:

Sutton Coldfield Library was refurbished in 2012/13 this enabled the Library service to reconfigure on to the first floor. The second floor was occupied by the Registrar's office, Neighbourhood office and Sutton Coldfield District office all of which have now vacated the building.

Since the refurbishment of the Library there have been on-going issues with the building including a number of leaks and sewerage ingress. The Library has running costs of £579,000 which is more than 3.5 times the city community library average running cost of £158,000 per annum. The library with the second highest running costs in the city is Erdington Library at £266,000.

Historically the City Council has been tied to a long term lease for this library which has limited its ability to reduce delivery costs however it has recently been released from this due to the Council itself embarking on the purchase of the Red Rose Centre. This purchase will enable strategic decisions to be taken over the redevelopment of the area.

This site is ranked 13th in the model but has 3 sites 2 away miles from it. Closing this site delivers almost a third of the total saving needed in the service and therefore ensures that a wider range of other sites remain open, increasing the level of accessibility than would otherwise be the case.

Mere Green Library is only 2 miles north of Sutton Coldfield Library and a comparison of each site's statistics clearly show that Mere Green is more cost effective and provides considerably greater access to books but that Sutton Coldfield Library is well used for IT. Sutton also currently holds a significant heritage collection. The consultation process will seek solutions via a tier 4 offer for both digital/IT access and the heritage collection.

Sutton Coldfield library houses a large Reference and Local History Collection. There are pictures, maps, ephemera, old house plans, rare and precious artefacts, microfiche films, bound copies of old newspapers and a varied book stock. The local history photographic collection stands at 30,000 digitised images pertinent to the area. It is envisaged that most of the collection will move to the Library of Birmingham and a local partner will be sought for the items that belong to Sutton Coldfield.

It is expected that at least half of the PCs from Sutton Coldfield Library will be relocated to neighbouring libraries to enhance their provision and the remaining PCs will be used to refresh broken or end of life machines also in neighbouring libraries.

| | Cost in 2015/16 | Issues 2015/16 | Cost per issue | Visits 2015/16 | Cost per visit | Computer (PN) session 2015/16 | Cost per PN session |
|---|---|---|---|---|---|---|---|
| Mere Green | £166,895 | 122464 | £1.36 | 77650 | £2.15 | 7244 | £23.04 |
| Sutton Coldfield | £579,814 | 59225 | £9.79 | 102750 | £5.64 | 17843 | £32.50 |

5.6.2 Aston Library:

Aston Ward has two libraries Aston Library (currently open for 23 hours per week and ranked =20th) and Birchfield Library (ranked =20th). These two libraries are the closest community libraries in the city. They are only 0.7 miles apart.

Aston Library is in a building rented by the City Council. The owners have put the building up for sale. The space that the Library occupies is well used but its size limits the number of activities that the Library is able to provide and purchasing the site is not an option for the community library service. The operating costs for the library last year were £91,000.

Birchfield Library is only 0.7 miles away and a 15-20 minute walk, and has recently had a substantial investment creating a new children's library, community room and kitchen facilities. Therefore it is able to offer a range of Library activities in a fit for purpose space.

Birchfield, whose ranking would justify a Tier 2 operation, would be increased to a Tier 1 site under this proposal and its hours increase from the proposed 21 per week to 35 per week. This increase compensates 14 hours of the hours that would be lost at Aston.

## 6. Section 6: Options for Each Library Within the Tiered Library Offer

6.1 Following the prioritisation exercise and the proposal to close two libraries in order to secure the sustainability of the remaining 35 and thereby provide a comprehensive and efficient library service two changes are proposed to the Tiering/library offer. Firstly that Mere Green library should pilot the open plus technology and in doing so increase its opening hours from 35 to 48 and secondly that Birchfield should move from what would have been a 21 hour offer (Tier 2) to be 35 hours per week and Tier 1.

6.2 The table below sets out the ranking and the Tier into which each library has been allocated.

6.2.1 The table also summarises the potential for working in partnership with others, where groups have already come forward or sites have been explored. The City Council is keen to explore all ideas that come forward through this consultation exercise and hopes that more partnerships will develop at these and other sites in the city. Set out below the table are some views from a range of organisations who have already approached the City Council wanting to develop a new approach to working with a local library.

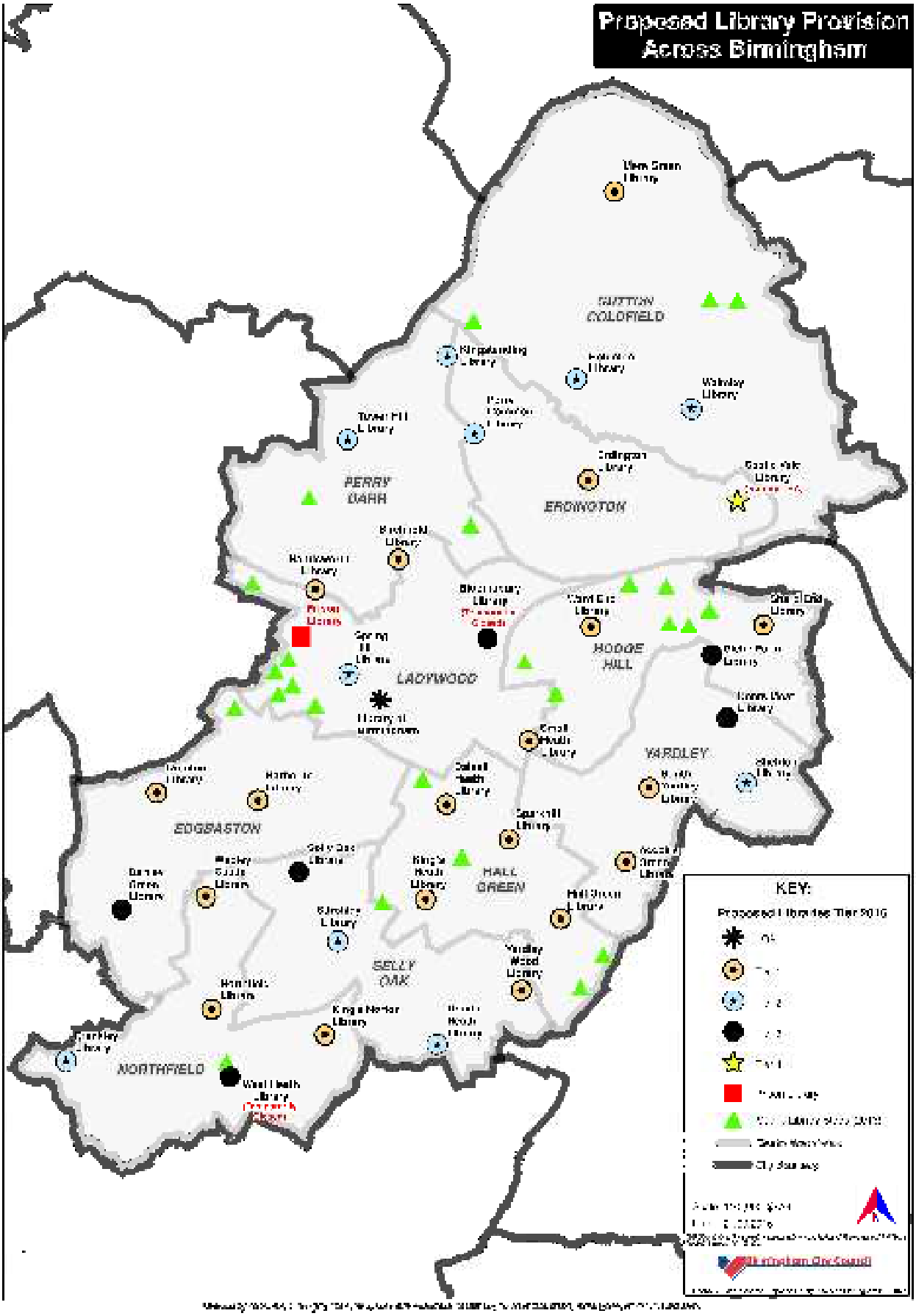
Table 2 Consultation option for each library

| Library | Tier | Rank | Current Hours | Proposed Hours | Consultation Options |
|---|---|---|---|---|---|
| **PROPOSED TIER 1 LIBRARIES** | | | | | |
| Kings Heath | 1 | 1 | 35 hrs | 35/48 hrs | Pilot a new approach to enhance opening hours beyond 35 to 48 per week through additional access via self-service and security. Also looking to pilot 'workary/co-working' concept for business start-ups in the community room |
| Ward End | 1 | 2 | 35 hrs | 35 hrs | Library to remain in current location, opportunities to work with partners |
| Small Heath | 1 | 3 | 40 hrs | 35 hrs | Library to remain in current location, opportunities to work with partners |
| Acocks Green | 1 | 4 | 40 hrs | 35 hrs | Library to remain in current location, opportunities to work with partners including Acocks Green BID |
| Northfield | 1 | 5= | 39 hrs | 35 hrs | Library to remain in current location, opportunities to work with partners |
| South Yardley | 1 | 5= | 40 hrs | 35 hrs | Library to remain in current location, opportunities to work with partners |
| Sparkhill | 1 | 7 | 35 hrs | 35 hrs | The preferred option is for the Library to remain in the current location in Sparkhill Council House alongside the new Primary School. A secondary option of relocating the library to Sparkhill Adult Education Centre was considered but is not the preferred option for consultation. |

| Library | Tier | Rank | Current Hours | Proposed Hours | Consultation Options |
|---|---|---|---|---|---|
| Erdington | 1 | 8 | 40 hrs | 35 hrs | Library to remain in current location, opportunities to work with partners |
| Balsall Heath | 1 | 9 | 35 hrs | 35 hrs | Library to remain in current location, opportunities to work with partners |
| Hall Green | 1 | 10 | 40 hrs | 35 hrs | Library to remain in current location, opportunities to work with partners |
| Harborne | 1 | 11 | 35 hrs | 35 hrs | Library to remain in current location, opportunities to work with partners |
| Mere Green | 1 | 12 | 35 hrs | 35/48 hrs | Enhance the Tier 1 offer available through this site due to the proposed closure of Sutton Coldfield Library. Pilot to enhance opening hours beyond 35 to 48 hours or more through additional access via open plus technology. |
| Kings Norton | 1 | 14 | 33 hrs | 35 hrs | Library to remain in current location, opportunities to work with partners |
| Handsworth | 1 | 15 | 31 hrs | 35 hrs | Library to remain in current location, opportunities to work with partners |
| Quinton | 1 | 16 | 39 hrs | 35 hrs | Library to remain in current location, opportunities to work with partners |
| Shard End | 1 | 17 | 40 hrs | 35 hrs | Library to remain in current location, opportunities to work with partners |
| Weoley Castle | 1 | 18 | 35 hrs | 35 hrs | Library to remain in current location, opportunities to work with partners |
| Yardley Wood | 1 | 19 | 34 hrs | 35 hrs | Library to remain in current location, opportunities to work with partners |
| Birchfield | 1 | 20= | 29 hrs | 35 hrs | Enhanced from Tier 2 (21 hours) to Tier 1 (35 hours) due to proposed closure of Aston Library |
| **PROPOSED TIER 2 LIBRARIES** | | | | | |
| Walmley | 2 | 22 | 26 hrs | 21 hrs | Library to remain in current location, opportunities to work with partners |
| Kingstanding | 2 | 23 | 21 hrs | 21 hrs | Library to remain in current location, opportunities to work with partners |
| Perry Common | 2 | 24 | 24 hrs | 21 hrs | Library to remain in current location. Witton Lodge Community Association is seeking to offer service provision from this site and enhance opening hours beyond the proposed 21 hrs by working in partnership with the city council. |
| Boldmere | 2 | 25 | 26 hrs | 21 hrs | Library to remain in current location, opportunities to work with partners |
| Frankley | 2 | 26 | 22.5 hrs | 21 hrs | Library to remain in current location, opportunities to work with partners |
| Druids Heath | 2 | 27= | 24 hrs | 21 hrs | Library to remain in current location, opportunities to work with partners |
| Spring Hill | 2 | 27= | 24 hrs | 21 hrs | Library to remain in current location, opportunities to work with partners |

| Library | Tier | Rank | Current Hours | Proposed Hours | Consultation Options |
|---|---|---|---|---|---|
| Tower Hill | 2 | 29 | 24 hrs | 21 hrs | Library site potentially at risk due to the consideration of redevelopment options of Bescot Court. There may be options to work in partnership at the current site with developer/partner 'Let to Birmingham'. If this is not possible then relocation to a nearby facility may need to be considered. |
| Stirchley | 2 | 30 | 26 hrs | 21 hrs | Library Service to be relocated into Stirchley Baths |
| Sheldon | 2 | 31 | 26 hrs | 21 hrs | Library to remain in current location, opportunities to work with partners |
| **PROPOSED TIER 3 LIBRARIES** | | | | | |
| West Heath | 3 | 32 | Closed | 15 hrs support | Offer Oddingley Hall as a Community Asset Transfer with library provision and weekly mobile library stop on The Fordrough |
| Glebe Farm | 3 | 33 | 26 hrs | 15 hrs support | Offer as a Community Asset Transfer with library provision |
| Bartley Green | 3 | 34 | 21 hrs | 15 hrs support | Offer as a Community Asset Transfer with library provision |
| Bloomsbury | 3 | 35 | 24 hrs | 15 hrs support | The preferred option is for the library to be re-provided at the Pod, with the building being Community Asset Transferred. A secondary option of building a new facility at Loxton Park and offer as a Community Asset Transfer with library provision was considered but is not the preferred option for consultation. |
| Kents Moat | 3 | 36 | 19 hrs | 15 hrs support | Kents Moat Library is in the Poolway which is to be demolished for redevelopment. There is no site to Community Asset Transfer, therefore seek relocation/partnership with local organisation such as the Pump and offer a new weekly stop for the mobile library service at the Poolway. |
| Selly Oak | 3 | 37 | 20 hrs | 15 hrs support | The preferred option is for the library to be re-provided at a new build planned by Sense. A secondary option is to offer the current library building as a Community Asset Transfer with library provision. |
| **PROPOSED TIER 4 LIBRARY SERVICES** | | | | | |
| Castle Vale | 4 | N/A | 28 hrs | no change | Library already run by Castle Vale TRA |
| **CLOSURES** | | | | | |
| Sutton Coldfield | close | 13 | 40 hrs | 0 | Consideration of any Tier 4 proposals that come forward particularly those linked to the SCL Digital Universal Offer regarding access to IT and the Heritage Collection |
| Aston | close | 20= | 23 hrs | 0 | |
| Total | | | 1,134.5 | 993/1,019 | |

6.3 A Map of proposed provision is set out below.



## 7. Section 7 – Developing Community Library Partners

7.1 Our working with specific community partners is in a formative stage. However through the development of this model and the more open and positive approach to partnerships that now exists with the City Council – some opportunities have already arisen which in some cases have enabled more detail to be put forward on joint working in this consultation document than would otherwise be the case. It is very much hoped that more groups and organisations will come forward wanting to work with the library service on the range of delivery models being proposed. Set out below are thoughts of some of the community library partners that have put themselves forward so far and why they want to work with local libraries.

7.2 Supporting Statements:

*'Libraries are an important focal point of any community. Witton Lodge Community Association is pleased to be working with Perry Common Library to explore how we can develop and deliver a range of services that meet the needs of the local community and secure the future of the library as an important community hub.'*

**Statement from Afzal Hussain, Witton Lodge Community Association**

*'Communities across the country are coming together to try to ensure the survival of our libraries. Acocks Green library has always been a key part of our community, and the Acocks Green Village BID (Business Improvement District) works closely with the library to try to encourage its use and to involve them in our quarterly Village events.*

*As a BID, we are committed to assisting in the assured future and development of the library and also, as Birmingham City Council are a key partner in BIDs across Birmingham, when looking for larger premises for the BID office after securing a second term at our recent ballot, it made sense to approach the library knowing that there were empty rooms available within the building.*

*The library is a Council hereditament and as such, they are a levy payer within the BID. We felt it important that along with other services that the BID provides and pays for via the local authority (Christmas lights, Village planting, temporary event notices, market licences etc) by paying rent to the library/Council instead of a private landlord, this keeps the resources circulating within the local area.*

*The BID feels it is important for Acocks Green to provide a comprehensive library service and we believe that by our relocation into the library and paying rent providing much-needed extra revenue, we can assist them in providing additional services for our community.'*

**Statement from Sandy Gianni, Acocks Green BID**

*'We (Wimbletech CIC) have been working with Birmingham Libraries since July 2015 to understand the Community Libraries offer and to advise how best they can benefit from the learnings of the (Wimbletech CIC) 'Workary' model. There is a real opportunity to create sustainable, Community centric solutions across the Community Library portfolio in Birmingham, We would welcome the opportunity to be involved in the process to see how we maximise the net community return (income, footfall, awareness, relevance) of these important spaces.'*

**Statement from David Fletcher, Wimbletech**

*'Nechells POD is based in the heart of Nechells and provides a wide range of services and activities for the diverse community aged between 0 and 89 years. Currently we facilitate a static 'mobile' library van on our car park which is well used by local residents. Our residents are keen to access a more permanent library facility whilst also being excited at the prospect of a community café so we are thrilled that the feasibility of a Community Library and Café supported by volunteers and librarians is being considered to be built at Nechells POD. Such an exciting development will empower the community and raise the profile of one of the most disadvantaged wards in Birmingham. We are already a very busy and well used community hub and a community library and café will have a ready-made client group eager to access the facilities on offer.'*

**Statement from Noran Flynn, Pod Director**

*'The Pump (east Birmingham) Ltd is a charitable trust which runs a large community building in the heart of shard end, covering a wide catchment area in the east of the City.*

*Since its inception the trust has developed into a multi-agency building offering a range of facilities and service under one roof to the local community. This model has proven to be a successful way of working with local people and as a way to deliver much needed services in a time of shrinking resources, as the building operates in an integrated way.*

*There are many opportunities for the pump trust to work with a community library and develop a partnership that seeks to support each other's aims and benefit the community:*

- *Volunteering opportunities for young people and older community residents.*
- *Encouraging cohesion with other audiences accessing the pump.*
- *Increase attainment and raise aspiration.*
- *Increase numbers of excluded /disadvantaged residents accessing library services.*
- *Reduced costs*
- *Shared resources.'*

**Statement from Charlotte Linforth, Project Director, The Pump**

## 8. Section 8 – Budget Details

8.1 A summary of the proposed budget to meet the savings requirement is set out below. The table also includes details of the changes that are required in order to deliver against each of the proposed budgets for employees, premises, supplies/other and income.

| | **Proposed breakdown of the budget under the new model** | **Summary as to how this is achieved** |
|---|---|---|
| Employees | £2,677,000 | This would require the number of full time equivalent library staff to reduce from the current 112.48 to 88.66.<br><br>The investment in kiosks will result in 22 libraries having self-service. The reduction in opening hours (reduction of 115.5hrs) enables the reduction in employee costs to be achieved. |
| Premises | £906,000 | The repairs and maintenance budget has been increased from £95,500 p.a. to £145,500 p.a.<br><br>The rest of the premises budget is based on the actual costs incurred in running the service in 2015/16, with reductions for hours of opening, relocated and Tier 3 sites. |
| Supplies and Services, Transport and Other expenditure | £687,000 | This would require a reduction in budget for books/materials in community libraries – often called the bookfund by £140,000 (from £520,000 to £380,000)<br><br>Retaining a figure of £380,000 is however greater than the amount actually spent on books/materials in 2015/16 at £136,000 and the £140,000 projected to be spent in 2016/17<br><br>The establishment of a new £20,000 budget for grants to groups wanting to offer a service under the new Tier 4 proposal.<br><br>Reduction in the budget for security . |
| | | |
| Income | (546,000) | This includes libraries delivering verification work for benefits and receiving payment of £150,000 for carrying this out.<br><br>To achieve the income budget also requires libraries to increase income through rental of spaces by £30,000 and to charge a £1 fee for reservations (generating £50,000 income p.a.) |
| TOTAL net expenditure | 3,724,000 | |

8.2 The staffing allocated to each library varies based on the Tiers/hours of opening, the level of self-service proposed in the library and other operational issues that may exist at specific sites. In addition to the staff in the table there will be eight library managers and two staff supporting and developing the service particularly around community groups, partners, volunteers and income.

| Library | Tier | Proposed Hours | Proposed Staffing | Proposed for self service kiosk(s) |
|---|---|---|---|---|
| Kings Heath | 1 | 35 hrs | Gr3x1 Gr2x2 | Yes |
| Ward End | 1 | 35 hrs | Gr3x1 Gr2x2 | Yes |
| Small Heath | 1 | 35 hrs | Gr3x1 Gr2x2 | Yes |
| Acocks Green | 1 | 35 hrs | Gr3x1 Gr2x2 | Yes |
| Northfield | 1 | 35 hrs | Gr3x1 Gr2x2 | Yes |
| South Yardley | 1 | 35 hrs | Gr3x1 Gr2x2 | Yes |
| Sparkhill | 1 | 35 hrs | Gr3x1 Gr2x2 | Yes |
| Erdington | 1 | 35 hrs | Gr3x1 Gr2x2 | Yes |
| Balsall Heath | 1 | 35 hrs | Gr3x1 Gr2x2 | Yes |
| Hall Green | 1 | 35 hrs | Gr3x1 Gr2x2 | Yes |
| Harborne | 1 | 35 hrs | Gr3x1 Gr2x2 | Yes |
| Mere Green | 1 | 35 hrs | Gr3x1 Gr2x2 | Yes |
| Kings Norton | 1 | 35 hrs | Gr3x1 Gr2x2 | Yes |
| Handsworth | 1 | 35 hrs | Gr3x1 Gr2x2 | Yes |
| Quinton | 1 | 35 hrs | Gr3x1 Gr2x2 | Yes |
| Shard End | 1 | 35 hrs | Gr3x1 Gr2x2 | Yes |
| Weoley Castle | 1 | 35 hrs | Gr3x1 Gr2x2 | Yes |
| Yardley Wood | 1 | 35 hrs | Gr3x1 Gr2x2 | Yes |
| Birchfield | 1 | 35 hrs | Gr3x1 Gr2x2 | Yes |
| | | | | |
| **Library** | **Tier** | **Proposed Hours** | **Proposed Staffing** | **Proposed for self service kiosk(s)** |
| Walmley | 2 | 21 hrs | Gr3x0.6 Gr2x0.6 Gr2x0.6 | No |
| Kingstanding | 2 | 21 hrs | Gr3x0.6 Gr2x0.6 Gr2x0.6 | No |

| | | | | |
|---|---|---|---|---|
| Perry Common | 2 | 21 hrs | Gr3x0.6 Gr2x0.6 Gr2x0.6 | Yes |
| Boldmere | 2 | 21 hrs | Gr3x0.6 Gr2x0.6 Gr2x0.6 | No |
| Frankley | 2 | 21 hrs | Gr3x0.6 Gr2x0.6 Gr2x0.6 | No |
| Druids Heath | 2 | 21 hrs | Gr3x0.6 Gr2x0.6 Gr2x0.6 | No |
| Spring Hill | 2 | 21 hrs | Gr3x0.6 Gr2x0.6 Gr2x0.6 | Yes |
| Tower Hill | 2 | 21 hrs | Gr3x0.6 Gr2x0.6 Gr2x0.6 | No |
| Stirchley | 2 | | Gr3x0.6 Gr2x0.6 Gr2x0.6 | No |
| Sheldon | 2 | 21 hrs | Gr3x0.6 Gr2x0.6 Gr2x0.6 | No |
| | | | | |
| West Heath | 3 | 15 hrs support | Gr2 x 0.41 | Yes |
| Glebe Farm | 3 | 15 hrs support | Gr2 x 0.41 | Depends on detail of scheme |
| Bartley Green | 3 | 15 hrs support | Gr2 x 0.41 | Depends on detail of scheme |
| Bloomsbury | 3 | 15 hrs support | Gr2 x 0.41 | Depends on detail of scheme |
| Kents Moat | 3 | 15 hrs support | Gr2 x 0.41 | Depends on detail of scheme |
| Selly Oak | 3 | 15 hrs support | Gr2 x 0.41 | Depends on detail of scheme |

## 9. Section 9 – Consultation on the proposals

9.1 Consultation will run from 21st October 2016 to 23rd January 2017.

This public consultation is on the proposed changes so your views can be considered and taken into account before any final decisions are made. You will have an opportunity to tell us how suggested changes could affect you.

Consultation questionnaires will be available via the Be Heard website and from all community libraries as well as from the Library of Birmingham. There will also be drop-in sessions where you can speak to us about the proposals, or attend one of four library Question and Answer sessions.

We will hold workshops for those organisations or individuals who are interested in becoming one of our partners and would like to know more. We want to hear about what support the community needs to get more involved in their local library.

The consultation will ask how you currently use your library and how the proposals affect you. We would like to hear how the proposals could be improved and if you feel they are right for your library and community.

We will contact/meet/consult with a range of citizens including library users as well as non-users; vulnerable groups; the voluntary sector; Councillors and MPs; our staff and wider stakeholders.

9.2 The Consultation mechanism will be promoted by and/or information will be available

- At all libraries in the city
- On the library of Birmingham website
- Via the Be Heard system available via the following link **https://www.birminghambeheard.org.uk/**
- Contacting key stakeholders and offering meetings
- Contacting all ward councillors and offering meetings

You can submit your views in the following ways

- Through the Be Heard system available via the following link **https://www.birminghambeheard.org.uk/**
- Hand in at any Library

In addition public consultation sessions will be undertaken by

- 4 main public meetings
- There will also be more than 30 further meetings held at or near to all other library locations
- There will be a focus groups with the people's panel and specific sessions to ensure that impacts on the equality strands are captured
- We will be willing to meet with key stakeholders to explore the proposals and their impact in more detail

## 10. Section 10 – Other options considered

10.1 The savings target for community libraries was set in 2015/16. It was a three year target growing each year with a final cumulative figure to be achieved of £1.95m in 2017/18. During this period a number of different approaches to delivering the savings have been considered.

A. Closure of the lowest priority sites, whilst maintaining the level of budget, service provision and opening hours at all other sites. This approach would have closed at least 13 sites as many of the lower priority sites are already the least costly and therefore a considerable amount of sites would have closed.

   Accessibility to the service would have been significantly reduced under this model.

B. Delivering the service via a staff led mutual. This option was considered as it has the potential to deliver cost reductions and increase income and therefore retain larger numbers of libraries. Cost reductions can be achieved in a number of ways but a significant element is the ability to achieve a reduction in business rates. The income increases were projected through charitable donations, increased income through coffee/vending sales and new fees such as reservations.

The model reviewed at the time fell short of the budget requirements. The model also required the city council to invest in self service before the service was transferred, which it was unable to do at the time.

C. Using open plus to deliver libraries in unstaffed mode. This option would require significant investment but other local authorities such as Peterborough City Council has used this technology to reduce the hours in which libraries are open with staff. By operating in unstaffed mode the amount of hours libraries are actually open to the public is increased.

   Birmingham City Council is looking to pilot this technology in one library, on the basis that if successful it may be able to increase hours from the 35 or 21 hours proposed in the model to something significantly larger.

**Information sources**

1. References within the report

DCMS Independent Library Report for England:
https://www.gov.uk/government/publications/independent-library-report-for-england

Locality Report, Learning from Experience:
http://locality.org.uk/wp-content/uploads/Community-Libraries-Guiding-Principles.pdf

Parliamentary Select Committee Report on library closures:
http://www.local.gov.uk/media-releases/-/journal_content/56/10180/3622109/NEWS

2. Information which will be available via the Beheard website:

- Mutual business case
- Mutual Proposal
- Mutual Financial document
- Main and Summary Consultation documents
- Medium Term Financial Plans
- Frequently Asked Questions
- Initial Equalities Assessment
- Individual Library and Catchment Area Profiles
- Needs Assessment
- Library Location Maps

**Appendix A**

| Birmingham Community Libraries Key Performance Information - 1 April 2015 to 31 March 2016 | | | | | | | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **Community Library** | **Weekly opening Hours 2015/16** | **Annual opening hours in 2015/16 (x50 weeks)** | **Final Budget 2015/16** | **Budget 2015/16 (outturn figures)** | **Registered Users** | **Total issues 2015/16** | **Issues per hour 2015/16** | **Cost per issue 2015/16** | **Total visits 2015/16** | **Visits per hour 2015/16** | **Cost per visit 2015/16** | **Total PN hours 2015/16** | **PN sessions per hour 2015/16** | **Cost per PN session 2015/16** | **Total attendance at activities 2015/16** | **Children & young people aged 0-19 in catchment area** | **People aged 65+ in catchment area** | **Population catchment area** | **Average Index of Multiple Deprivation Score** |
| **EDGBASTON** | | | | | | | | | | | | | | | | | | |
| Bartley Green | 26 | 1300 | £96,069 | £64,843 | 4738 | 15446 | 11.88 | £4.20 | 9650 | 7.42 | £6.72 | 1342 | 1.03 | £48.32 | 3797 | 2810 | 1864 | 10860 | 35.99 |
| Harborne* | 40 | 2000 | £137,059 | £175,164 | 20811 | 87623 | 43.81 | £2.00 | 84333 | 42.17 | £2.08 | 13906 | 6.95 | £12.60 | 4875 | 6007 | 4805 | 28766 | 17.58 |
| Quinton | 39 | 2000 | £162,266 | £147,690 | 16363 | 73122 | 36.56 | £2.02 | 62750 | 31.38 | £2.35 | 9034 | 4.52 | £16.35 | 3308 | 6928 | 4080 | | 31.81 |
| **TOTAL** | **105** | **5300** | **£395,394** | **£387,697** | **41912** | **167429** | **31.59** | **£2.32** | **148300** | **27.98** | **£2.61** | **22892** | **4.32** | **£16.94** | **11,980** | **15,745** | **10,749** | **39626** | |
| | | | | | | | | | | | | | | | | | | | |
| **ERDINGTON** | | | | | | | | | | | | | | | | | | |
| Castle Vale ** | | | | | | | | | | | | | | | | | | | |
| Erdington | 40 | 2000 | £296,122 | £266,375 | 31549 | 61625 | 30.81 | £4.32 | 83700 | 41.85 | £3.18 | 13074 | 6.54 | £20.37 | 6625 | 12552 | 6268 | 47631 | 42.38 |
| **TOTAL** | **68** | **2000** | **£296,122** | **£266,375** | **31549** | **74517** | **37.26** | **£3.57** | **83700** | **41.85** | **£3.18** | **15063** | **7.53** | **£17.68** | **6625** | **14513** | **7412** | **54487** | |

| Community Library | Weekly opening Hours 2015/16 | Annual opening hours in 2015/16 (x50 weeks) | Final Budget 2015/16 | Budget 2015/16 (outturn figures) | Registered Users | Total issues 2015/16 | Issues per hour 2015/16 | Cost per issue 2015/16 | Total visits 2015/16 | Visits per hour 2015/16 | Cost per visit 2015/16 | Total PN hours 2015/16 | PN sessions per hour 2015/16 | Cost per PN session 2015/16 | Total attendance at activities 2015/16 | Children & young people aged 0-19 in catchment area | People aged 65+ in catchment area | Population catchment area | Average Index of Multiple Deprivation Score |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **HALL GREEN** | | | | | | | | | | | | | | | | | | | |
| Balsall Heath | 40 | 2000 | £186,892 | £221,711 | 16535 | 59113 | 29.56 | £3.75 | 98900 | 49.45 | £2.24 | 15064 | 7.53 | £14.72 | 9401 | 8733 | 2137 | 24834 | 60.38 |
| Hall Green | 40 | 2000 | £207,255 | £211,646 | 17418 | 87180 | 43.59 | £2.43 | 99250 | 49.63 | £2.13 | 5,526 | 2.76 | £38.30 | 12,346 | 10656 | 5444 | 36336 | 24.52 |
| Kings Heath | 40 | 2000 | £160,408 | £205,992 | 28215 | 94736 | 47.37 | £2.17 | 109200 | 54.60 | £1.89 | 12850 | 6.43 | £16.03 | 4902 | 10527 | 6357 | 42710 | 25.85 |
| Sparkhill | 40 | 2000 | £186,839 | £137,384 | 27589 | 73963 | 36.98 | £1.86 | 105000 | 52.50 | £1.31 | 13236 | 6.62 | £10.38 | 9282 | 15882 | 3481 | 43460 | 46.57 |
| **TOTAL** | **160** | **8000** | **£741,394** | **£776,733** | **89757** | **314992** | **39.37** | **£2.47** | **412350** | **51.54** | **£1.88** | **46676** | **5.83** | **£16.64** | **35931** | **45798** | **17419** | **147340** | |
| | | | | | | | | | | | | | | | | | | | |
| **HODGE HILL** | | | | | | | | | | | | | | | | | | | |
| Shard End | 40 | 2000 | £146,000 | £87,942 | 11545 | 23715 | 11.86 | £3.71 | 60550 | 30.28 | £1.45 | 10279 | 5.14 | £8.56 | 10014 | 3961 | 2238 | 13962 | 50.04 |
| Ward End | 35 | 1750 | £258,443 | £177,697 | 30376 | 67209 | 38.41 | £2.64 | 75450 | 43.11 | £2.36 | 11159 | 6.38 | £15.92 | 4645 | 20105 | 4426 | 51301 | 49.43 |
| **TOTAL** | **75** | **3750** | **£404,443** | **£265,639** | **41921** | **90924** | **24.25** | **£2.92** | **136000** | **36.27** | **£1.95** | **21438** | **5.72** | **£12.39** | **14659** | **24066** | **6664** | **65263** | |
| | | | | | | | | | | | | | | | | | | | |
| | | | | | | | | | | | | | | | | | | | |

| Community Library | Weekly opening Hours 2015/16 | Annual opening hours in 2015/16 (x50 weeks) | Final Budget 2015/16 | Budget 2015/16 (outturn figures) | Registered Users | Total issues 2015/16 | Issues per hour 2015/16 | Cost per issue 2015/16 | Total visits 2015/16 | Visits per hour 2015/16 | Cost per visit 2015/16 | Total PN hours 2015/16 | PN sessions per hour 2015/16 | Cost per PN session 2015/16 | Total attendance at activities 2015/16 | Children & young people aged 0-19 in catchment area | People aged 65+ in catchment area | Population catchment area | Average Index of Multiple Deprivation Score |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **LADYWOOD** | | | | | | | | | | | | | | | | | | | |
| Aston | 23 | 1150 | £0 | £91,081 | 16389 | 22449 | 19.52 | £4.06 | 27700 | 24.09 | £3.29 | 4582 | 3.98 | £19.88 | 1788 | 6400 | 1493 | 17314 | 56.21 |
| Birchfield | 29 | 1450 | £234,053 | £184,144 | 11919 | 29278 | 20.19 | £6.29 | 30720 | 21.19 | £5.99 | 7610 | 5.25 | £24.20 | 2387 | 6364 | 1460 | 18458 | 48.63 |
| Bloomsbury | 26 | 1300 | £42,521 | £45,277 | 5792 | 4436 | 3.41 | £10.21 | 6550 | 5.04 | £6.91 | 0 | 0.00 | 0.00 | 1417 | 2656 | 520 | 6739 | 61.82 |
| Small Heath | 40 | 2000 | £186,197 | £231,991 | 31506 | 65874 | 32.94 | £3.52 | 107350 | 53.68 | £2.16 | 15138 | 7.57 | £15.33 | 2447 | 18405 | 3518 | 45809 | 53.58 |
| Spring Hill | 26 | 1300 | £158,851 | £167,069 | 8308 | 16760 | 12.89 | £9.97 | 31800 | 24.46 | £5.25 | 6912 | 5.32 | £24.17 | 2269 | 1914 | 623 | 6580 | 51.06 |
| **TOTAL** | **144** | **7200** | **£621,622** | **£719,562** | **73914** | **138797** | **19.28** | **£5.18** | **204120** | **28.35** | **£3.53** | **34242** | **4.76** | **£21.01** | **10308** | **35739** | **7614** | **94900** | |
| | | | | | | | | | | | | | | | | | | | |
| **NORTHFIELD** | | | | | | | | | | | | | | | | | | | |
| Frankley | 33.5 | 1675 | £81,548 | £90,367 | 6185 | 8369 | 5.00 | £10.80 | 30450 | 18.18 | £2.97 | 2908 | 1.74 | £31.08 | 6176 | 1601 | 790 | 5436 | 49.71 |
| Kings Norton*** | 33 | 1650 | £71,675 | £137,606 | 14108 | 50462 | 30.58 | £2.73 | 69722 | 42.26 | £1.97 | 4623 | 2.80 | £29.77 | 3578 | 5482 | 3556 | 20903 | 34.86 |
| Northfield | 39 | 1950 | £178,956 | £232,900 | 27683 | 73135 | 37.51 | £3.18 | 90050 | 46.18 | £2.59 | 17393 | 8.92 | £13.39 | 4,600 | 8383 | 6439 | 33885 | 28.02 |
| | | | | | | | | | | | | | | | | | | | |

| Community Library | Weekly opening Hours 2015/16 | Annual opening hours in 2015/16 (x50 weeks) | Final Budget 2015/16 | Budget 2015/16 (outturn figures) | Registered Users | Total issues 2015/16 | Issues per hour 2015/16 | Cost per issue 2015/16 | Total visits 2015/16 | Visits per hour 2015/16 | Cost per visit 2015/16 | Total PN hours 2015/16 | PN sessions per hour 2015/16 | Cost per PN session 2015/16 | Total attendance at activities 2015/16 | Children & young people aged 0-19 in catchment area | People aged 65+ in catchment area | Population catchment area | Average Index of Multiple Deprivation Score |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Weoley Castle | 40 | 2000 | £161,433 | £202,495 | 16220 | 41138 | 20.57 | £4.92 | 79750 | 39.88 | £2.54 | 9133 | 4.57 | £22.17 | 2846 | 6102 | 3914 | 22963 | 36.28 |
| West Heath**** | 26 | 1300 | £84,941 | £84,902 | 6265 | 27927 | 21.48 | £3.04 | 27150 | 20.88 | £3.13 | 6019 | 4.63 | £14.11 | 1054 | 2571 | 1784 | 10043 | 30.82 |
| **TOTAL** | **172** | **8575** | **£564,605** | **£673,596** | **70461** | **158975** | **18.54** | **£4.24** | **250450** | **29.21** | **£2.69** | **36854** | **4.30** | **£18.28** | **18254** | **24139** | **16483** | **93230** | |
| | | | | | | | | | | | | | | | | | | | |
| **PERRY BARR** | | | | | | | | | | | | | | | | | | | |
| Handsworth | 31 | 1550 | £226,144 | £244,082 | 26198 | 34173 | 22.05 | £7.14 | 71200 | 45.94 | £3.43 | 18429 | 11.89 | £13.24 | 3057 | 8317 | 2347 | 25838 | 50.64 |
| Kingstanding | 26 | 1300 | £92,757 | £126,811 | 16685 | 29076 | 22.37 | £4.36 | 35850 | 27.58 | £3.54 | 4590 | 3.53 | £27.63 | 347 | 4782 | 2429 | 16441 | 41.88 |
| Perry Common | 27 | 1350 | £135,666 | £123,670 | 11590 | 27486 | 20.36 | £4.50 | 32350 | 23.96 | £3.82 | 6635 | 4.91 | £18.64 | 4279 | 3503 | 1414 | 10896 | 45.28 |
| Tower Hill | 24 | 1200 | £80,157 | £80,764 | 12391 | 26518 | 22.10 | £3.05 | 22950 | 19.13 | £3.52 | 4473 | 3.73 | £18.06 | 527 | 3812 | 2267 | 14270 | 22.34 |
| **TOTAL** | **108** | **5400** | **£534,724** | **£575,327** | **66864** | **117253** | **21.71** | **£4.91** | **162350** | **30.06** | **£3.54** | **34127** | **6.32** | **£16.86** | **8210** | **20414** | **8457** | **67445** | |
| | | | | | | | | | | | | | | | | | | | |
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| Community Library | Weekly opening Hours 2015/16 | Annual opening hours in 2015/16 (x50 weeks) | Final Budget 2015/16 | Budget 2015/16 (outturn figures) | Registered Users | Total issues 2015/16 | Issues per hour 2015/16 | Cost per issue 2015/16 | Total visits 2015/16 | Visits per hour 2015/16 | Cost per visit 2015/16 | Total PN hours 2015/16 | PN sessions per hour 2015/16 | Cost per PN session 2015/16 | Total attendance at activities 2015/16 | Children & young people aged 0-19 in catchment area | People aged 65+ in catchment area | Population catchment area | Average Index of Multiple Deprivation Score |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **SELLY OAK** | | | | | | | | | | | | | | | | | | | |
| Druids Heath***** | 24 | 1200 | £116,960 | £130,022 | 8851 | 19935 | 16.61 | £6.52 | 30208 | 25.17 | £4.30 | 4254 | 3.55 | £30.56 | 1030 | 2050 | 1250 | 7531 | 47.19 |
| Selly Oak | 20 | 1000 | £94,550 | £100,322 | 9303 | 14680 | 14.68 | £6.83 | 13100 | 13.10 | £7.66 | 2391 | 2.39 | £41.96 | 1422 | 640 | 544 | 3444 | 16.65 |
| Stirchley | 26 | 1300 | £130,283 | £134,939 | 9401 | 39825 | 30.63 | £3.39 | 24750 | 19.04 | £5.45 | 3964 | 3.05 | £34.04 | 3177 | 3907 | 2309 | 16735 | 22.06 |
| Yardley Wood | 34 | 1700 | £234,476 | £247,316 | 12182 | 48330 | 28.43 | £5.12 | 93950 | 55.26 | £2.63 | 5717 | 3.36 | £43.26 | 12177 | 5834 | 3272 | 20905 | 38.47 |
| **TOTAL** | **104** | **5200** | **£576,269** | **£612,599** | **39737** | **121973** | **23.46** | **£5.02** | **160800** | **30.92** | **£3.81** | **16153** | **3.11** | **£37.92** | **17806** | **12431** | **7375** | **48615** | |
| | | | | | | | | | | | | | | | | | | | |
| **SUTTON COLDFIELD** | | | | | | | | | | | | | | | | | | | |
| Boldmere | 26 | 1300 | £93,194 | £132,402 | 8976 | 34561 | 26.59 | £3.83 | 23400 | 18.00 | £5.66 | 2123 | 1.63 | £62.37 | 1927 | 4120 | 4255 | 19058 | 11.83 |
| Mere Green | 35 | 1750 | £113,598 | £166,895 | 21306 | 122464 | 69.98 | £1.36 | 77650 | 44.37 | £2.15 | 7244 | 4.14 | £23.04 | 2936 | 8043 | 8544 | 35226 | 8.63 |
| Sutton Coldfield | 40 | 2000 | £527,027 | £579,814 | 29625 | 59225 | 29.61 | £9.79 | 102750 | 51.38 | £5.64 | 17843 | 8.92 | £32.50 | 3751 | 8849 | 8596 | 39721 | 12.41 |

| Community Library | Weekly opening Hours 2015/16 | Annual opening hours in 2015/16 (x50 weeks) | Final Budget 2015/16 | Budget 2015/16 (outturn figures) | Registered Users | Total issues 2015/16 | Issues per hour 2015/16 | Cost per issue 2015/16 | Total visits 2015/16 | Visits per hour 2015/16 | Cost per visit 2015/16 | Total PN hours 2015/16 | PN sessions per hour 2015/16 | Cost per PN session 2015/16 | Total attendance at activities 2015/16 | Children & young people aged 0-19 in catchment area | People aged 65+ in catchment area | Population catchment area | Average Index of Multiple Deprivation Score |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Walmley | 26 | 1300 | £38,099 | £78,474 | 8358 | 47436 | 36.49 | £1.65 | 45550 | 34.04 | £1.72 | 2670 | 2.05 | £29.39 | 1222 | 3644 | 3425 | 16554 | 9.25 |
| **TOTAL** | **127** | **6350** | **£771,918** | **£957,585** | **68265** | **263686** | **41.53** | **£3.63** | **245200** | **38.61** | **£3.91** | **29880** | **4.71** | **£32.05** | **9836** | **24656** | **24820** | **110559** | |
| | | | | | | | | | | | | | | | | | | | |
| **YARDLEY** | | | | | | | | | | | | | | | | | | | |
| Acocks Green | 40 | 2000 | £186,209 | £190,916 | 31199 | 51520 | 25.76 | £3.71 | 94400 | 47.20 | £2.02 | 17044 | 8.52 | £11.20 | 19071 | 9377 | 3736 | 31171 | 41.54 |
| Glebe Farm | 26 | 1300 | £79,016 | £83,863 | 7779 | 12409 | 9.55 | £6.76 | 27100 | 20.85 | £3.09 | 2267 | 1.74 | £36.99 | 2539 | 2773 | 905 | 8137 | 53.08 |
| Kents Moat | 26 | 1300 | £75,182 | £54,173 | 6763 | 7607 | 5.85 | £7.12 | 8000 | 6.15 | £6.77 | 3182 | 2.45 | £17.02 | 1448 | 1134 | 387 | 3216 | 52.52 |
| Sheldon | 26 | 1300 | £134,196 | £113,895 | 11012 | 22613 | 17.39 | £5.04 | 22700 | 17.46 | £5.02 | 5461 | 4.20 | £20.86 | 4599 | 2899 | 2065 | 11309 | 35.05 |
| South Yardley | 40 | 2000 | £210,538 | £263,110 | 19140 | 54359 | 27.18 | £4.84 | 109300 | 54.65 | £2.41 | 24353 | 12.18 | £10.80 | 14505 | 8163 | 3591 | 27126 | 36.42 |
| **TOTAL** | **158** | **7900** | **£685,141** | **£705,957** | **75893** | **148508** | **18.80** | **£4.75** | **261500** | **33.10** | **£2.70** | **52307** | **6.62** | **£13.50** | **42162** | **24346** | **10684** | **80959** | |
| | | | | | | | | | | | | | | | | | | | |
| **Citywide total** | | **59675** | **£5,641,991** | **£6,004,879** | **600273** | **1597054** | | **£216.79** | **2064770** | | **£161.33** | **309632** | | **£19.39** | **172204** | | | | |

Harborne* closed for 5 weeks during 15/16 therefore data apportioned to represent 50 weeks as per model.

Castle Vale** no longer run by BCC therefore data not included

Kings Norton*** closed for 14 weeks during 15/16 therefore data apportioned to represent 50 week model

Druids Heath **** closed for 2 weeks during 15/16 therefore data apportioned to represent 50 week model

West Heath***** data from 2012/13 – the last full year that West Heath was open