

AMENDED 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 the city council, as part of this change process, has embarked on a comprehensive consultation exercise regarding both its proposals for a Tiered library service as well as the specific implications for this model at each of the councils 37 community library sites.

The response to the model through the consultation exercise has been significant and this is both welcomed and appreciated. The volume, passion, challenge and support contained within the responses have helped to shape the specifics of the model, the detailed proposals at each site and the dialogue that has taken place over the last three months has also created a significant number of opportunities for groups, organisations and the library service to work in partnership to deliver something greater than would have been the case if the council had sought to act alone.

Although this report seeks to conclude the overall model for library services in Birmingham it is inevitable and indeed necessary that the City Council will need to continue to work with and listen to partners at a national level and with organisations and individuals from local communities if it is to maximise the potential of the model and indeed shape the vision for local library services over the next 20 years.

Not every challenge has been resolved, the budget envelope remains a constraint to achieving this. However a flexible approach to the consultation responses alongside an openness to partnership working have resulted not only in some core aspects of the model being secured but also several key modifications to the model being proposed. This model has secured;

- The model retains at least 35 (and potentially 36) of the 37 community libraries in the city and in doing so re-establishes two sites that have been temporarily closed
- The model secures a significantly increased expenditure on books etc than has been the case in previous years. An expenditure budget of £380,000 has been allocated whereas in recent years around £140,000 has been spent.
- The money the council has set aside to repair and maintain its libraries has been increased by £50,000.
- We are investing in technology at our sites which will enable customers to borrow and return books themselves.

And the model has responded to the consultation by making the following key amendments to the original proposals

- Giving an additional weighting to the criteria for deprivation used in the Needs Assessment
- In addition the amended model suspends the decision on the future of Sutton Coldfield Library by up to 5 months. In this time the City Council will work in conjunction with Sutton Coldfield Town Council, the Library Lobby and other partners to see if a sustainable partnership solution can be established within the available resources of all parties.
- The model being considered for Sutton Coldfield Library is based on achieving additional income through property rental if this is achieved in addition to providing a Tier 1 budget for Sutton Coldfield, Library Services at Aston and Glebe Farm would be enhanced and the charge for reservations not progressed. Therefore the amended model suspends the decision on the introduction of reservation charges by up to 5 months.

- Withdrawing the proposal to enhance Birchfield to a Tier 1 site (maintaining it at Tier 2) and utilising the resource released by this alongside anticipated extra rental income from Sutton to run Aston Library as a Tier 3 site
 - Working in partnership with the local community to ensure the sustainability of continuing to deliver library services from the current site at Stirchley as well as seeking to work more closely with the adjacent Stirchley Baths
 - Enhancing the opening hours at Glebe Farm library from the 15 originally proposed to 21 by withdrawing the proposal to replace Kents Moat with a Tier 3 service. As with Stirchley Library this will require community or organisational support
 - The expectation that at least four community sites will offer additional access to some library services under the proposed Tier 4 offer
- 0.2 The consultation has resulted in an amended model for the future operation of community libraries, but this has not negated the need for change from April 2017 which remains necessary as a result of the budget limitations within the City Council. However the need for longer term change and a jointly owned vision for the future of the service are also needed. The revised model, set out in this report, maintains significant library provision and seeks 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. This remains a high priority for the service and the Innovation Hub will be assisting the service in setting out its 20 year vision.
- 0.3 The City Council currently 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 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 of £1.946m and as a result need to deliver a revised service within a net budget of £4.062m. 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 is also necessary and the library service is being supported in this work by the Improvement Hub. This will include recombining the two service areas and a designation of a City Chief Librarian.
- 0.5 The starting point for the model has been to carry out an assessment (detailed in section 4 of this report) and to prioritise the 37 community libraries. Following the consultation exercise the 11 criteria used were modified so that one of them, deprivation, was given a 50% increase in weighting whilst the others remained of equal weighting. Applying the criteria resulted in each library being allocated a ranking from 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 It has remained the ambition of the authority to maximise the coverage across the city of library services and the model has therefore been developed based around a number of principles. The majority of these principles were tested through the consultation process and the response is set out after each item. The responses to each principle are positive, however the grouping of libraries into the 4 tiers was not supported with 28.5% in agreement but 47.4% disagreeing.

- 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
 (69.5% agree, 5.8% disagree)

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 (87.4% agree, 6.3% disagree)
- Where it is necessary to close a library additional opening hours and/or services should be offered from a neighbouring library or libraries. (80.9% agree, 7.4% disagree)
- 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. (73.7% agree, 8.9% disagree)
- 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. (51.5% agree, 27.0% disagree)
- 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. (37.8% agree, 36.2% disagree)
- 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 has been established for those organisations wanting to support delivery. Small grants will be made available for service proposals contributing to the universal offer outcomes. (49.3% agree, 16.2% disagree that small one-off grants should be available)
- 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 were tested through the consultation process and these principles have resulted in the development of a Tiered model of library service delivery.

- o 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 18 sites to be in this category. This is one less than the proposals that were originally consulted on as in the original proposal Birchfield was enhanced from a Tier 2 to a Tier 1 as a result of Aston closing. In the revised proposals Aston will remain as a Tier 3 library and therefore Birchfield reverts to its original/non enhanced ranking in Tier 2. However the figure will increase to 19 if the provision at Sutton Coldfield remains.

- 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.
 - Tier2/3: Supported Community Library 21 hours – this is a new category of provision which has resulted from the amended weighting given to deprivation and the dialogue with partners. Two libraries now fall in between the scores of a Tier 3 or Tier 2 and as a result their hours will be enhanced to 21 on the basis of engaging community or organisational support in making this option sustainable.
 - Tier 3: Supported Community Library 15 hours– these would be run by a community organisation, from either their own premises or via a leased or 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 5 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 was no proposed quantity of Tier 4 sites in the original consultation and this will still be dependent on the ideas that come forward and the number that can be supported through the £20,000 small grant budget available. However Castle Vale Library already falls into this category and Tyburn Ward Councillors have supported, through their Local Innovation Fund a ‘Tyburn Pop Up Service’ to include aspects of library provision. There has also been interest from two further organisations and it is therefore likely that 4 sites will fall into this category.
 - Library closures: The revised proposal is that one of the 37 Community Libraries in the city should close (Kents Moat). In addition a decision as to whether or not to close Sutton Coldfield Library will be taken in the next 5 months depending upon whether or not the work subsequently undertaken with partners in Sutton Coldfield can deliver a financially sustainable model. Aston will now remain open as a Tier 3.
- 0.8 Sites have been placed into Tiers 1-3 based on the amended scoring matrix detailed in section 4 of this report. This used 11 criteria drawn from reviews that have taken place in other authorities, with now an enhanced weighting for deprivation. The final tiering was modified to take account of any additional factors at certain sites such as disproportionate costs, proximity etc. 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 responses to the consultation that have helped to shape this final report and is of the view that there remains huge potential in working with partners and individuals to explore and develop ideas that will no doubt continue to come forward from individuals, organisations and communities who want to actively engage in the provision of library services in their specific local area. In conclusion to this opening section, it is worth drawing out, that the response from partners in wanting to work with the library service locally has been exceptional and the service is determined to keep this approach to partnerships open and

accessible to all who want to work alongside and in conjunction with libraries. All interested parties can continue to contact the service via communitylibraries@birmingham.gov.uk.

1. Section 1: The Current 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.

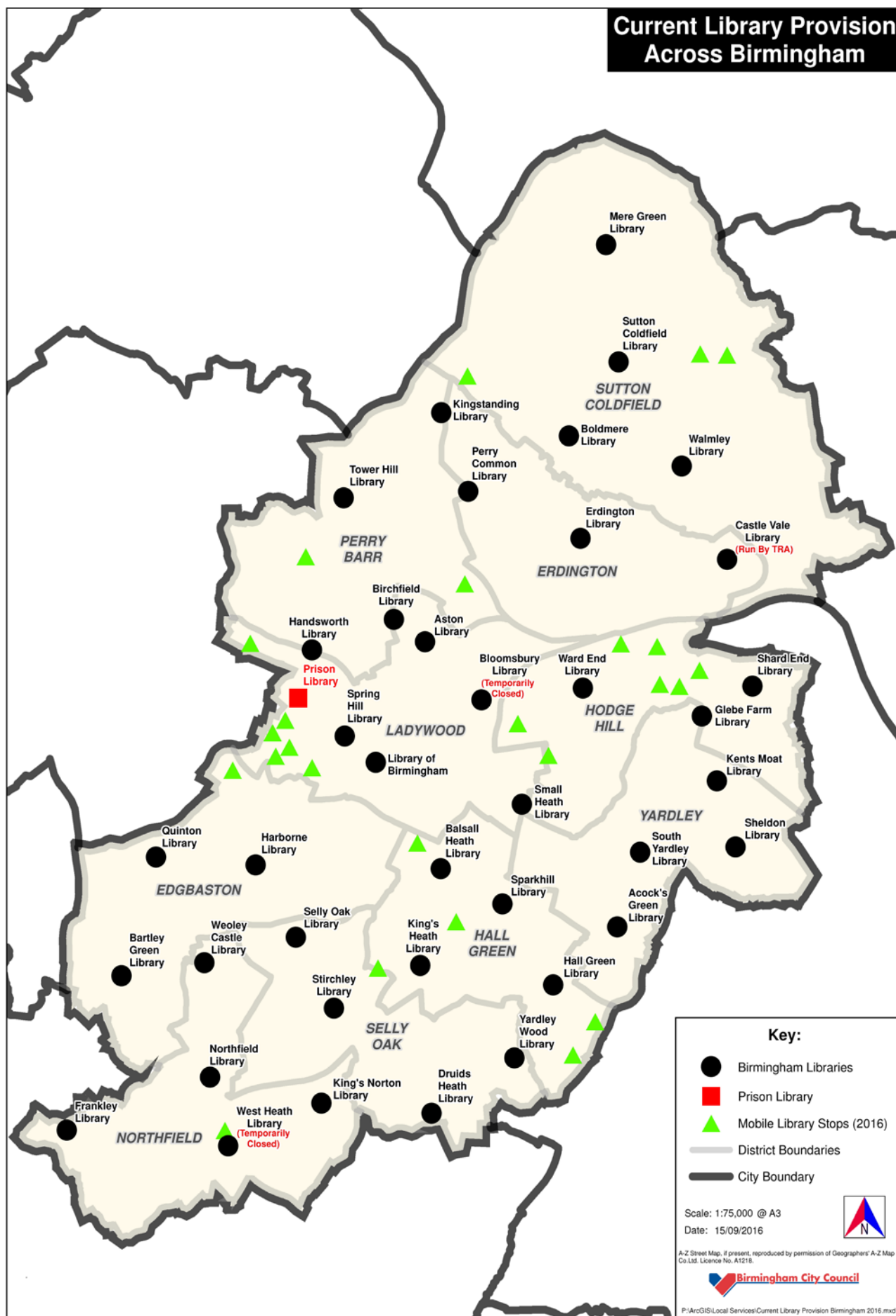
37 Community Libraries services include both lending and reference services. These libraries attract over 2 million visits p.a. across the sites. In 2015/16 1.59 million books were issued through our Community Libraries. These Libraries, like the Library of Birmingham also provide study space and access 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 on page 8.

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 overleaf.



Mobile Library Timetable

	WEEKLY - Stops & Visit Times	
Mon	10.00 - 12.00 WEST HEATH : Houldey Road (The Fordrough 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 : Bemard Road	
	2.20 - 2.40 EDGBASTON : Gillott Road	
	2.40 - 3.00 EDGBASTON : Selwyn Road	
Fri	3.15 - 4.15 WINSON GREEN : Cuthbert Road	
	10.00 - 12.00 WITTON : Wyrley Road	
	2.00 - 2.30 FALCON LODGE : Churchill Road (Ogle Drive end)	
	2.30 - 4.15 FALCON LODGE : Churchill Road (in lay-by opposite shops)	
	FORTNIGHTLY Stops & Visit Times	
Weds	1.00 - 1.30 PINEAPPLE : Dads Lane	
	2.00 - 2.30 HALL GREEN : Baldwins Lane	
	3.00 - 4.00 HALL GREEN : Pitmaston 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
	26 October 2016	
	9 Nov 2016	

	4 WEEKLY Stops & Visit Times	
Sat	10.00 - 10.30 HANDSWORTH : Junction Road	
	10.45 - 12.15 HANDSWORTH WOOD : Beechglade	
	2.00 - 2.45 MOSELEY : Forest Road	
	3.00 - 4.00 EDGBASTON : Balsall Heath Road	
	Saturday 18th June 2016	Saturday 8th October 2016
	Saturday 16th July 2016	Saturday 5th November 2016
	Saturday 13th August 2016	Saturday 3rd December 2016
	Saturday 10th September 2016	Saturday 7th January 2017
Sat	10.00 - 11.00 FIRS : Collingbourne Avenue	
	11.15 - 11.45 HODGE HILL : Teesdale Avenue	
	12.00 - 12.30 FIRS : Reynoldstown Road	
	2.00 - 3.00 HODGE HILL : Hodge Hill Road	
	3.15 - 4.15 HODGE 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 6171 or 0776 692 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 Libraries Deliver: Ambition for Public Libraries in England 2016-2021 was finally published on the 1st December 2016. The report has been published to support Central and Local government understand the changing role that libraries play in communities. Also how libraries achieve positive outcomes across different policy areas. The Taskforce's Ambition is for everyone to :

- “choose to use libraries, because they see clear benefits and positive outcomes from doing so.
- understand what library services offer, and how they can make the most of what's available to them
- be introduced to new ideas and opportunities, then given confidence and quick and easy access to tools, skills and information they need to improve their quality of life
- receive trusted guidance through the evolving information landscape and build the skills needed to thrive in a changing world”.

The report focusses on 7 outcomes that libraries support. These also complement the SCL Universal offers and they are :

- cultural and creative enrichment
- increased reading and literacy
- improved digital access and literacy
- helping everyone achieve their full potential
- healthier and happier lives
- greater prosperity
- stronger, more realistic communities

Alongside the publication of the report in collaboration with DCMS the £4 million Libraries: Opportunities for everyone innovation fund has been launched. The funding is aimed to support communities in disadvantaged areas. Section 8.11 details the city council's submission. Furthermore the Taskforce will also support councils to consider the use of different delivery models to deliver or co-deliver their library service and where there is a need they will also support the development of public service mutuals. The taskforce will also be delivering a number of master classes to support the profession.

The publication of the “Libraries shaping the future toolkit” which provided details of enhancing income streams within community libraries. In addition to this and working with the Office for Civil Society and Innovation (OCSI), further funding streams for community libraries will be developed.

Finally the Taskforce has committed to producing an action plan and six monthly progress reports.

2.7.2 Prior to issuing the above document 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.”

- 2.7.3 This National policy context has been developing over time and has been influential in shaping the model we consulted on and that now 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 from what our users, local communities and partners are telling us.

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 at the Library of Birmingham 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 to 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 and as a result the line management of community libraries and the Library of Birmingham will be combined with the formal nomination of a post as Chief Librarian.
- 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 have been 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 which is being co-ordinated and driven by the Innovation Hub.
- 3.7 In the meantime this paper brings forward plans to as to how the community libraries can operate within its future budget level of £4.062m.

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

- 4.1 This section sets out the amended 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 1a of this report and Appendix 6). Data from 2015/16 was used – apart from when a library was closed during this year, in which case the last full year's data set available was used.
- 4.7 All the criteria initially had an equal weighting, but feedback through the consultation process suggested that an elevated weighting should be attached to deprivation. As a result the weighting for deprivation has been increased from equal to 1.5 times the other 10 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.
- 4.10 Access to other libraries includes the number of other libraries within a 2 miles radius of the library. Walking distance according to Google Maps.
- 4.11 Library performance data captures visits, active users, items issued, participation in events and learning activity.
- 4.12 Library financial data is a cost per visit. The calculation is based on the out turn budget figure for each site in 2015/16 divided by the number of visits. Where anomalies have been identified (as they were through the consultation in Sutton) amended figures have been used.
- 4.13 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.
- 4.14 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.
- 4.15 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 a 12 month period. 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.
- 4.16 The individual library and catchment area profiles (see Appendix 6b) 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.
- 4.17 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.
- 4.18 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 (amended to be 1.5x)	Participation in events and educational sessions	Building Performance	Combined score	Ranking (revised)
EDGBASTON													
Bartley Green	29	29	26	9	32	36	35	34	33	16	28	307	34
Harborne *	11	18	7	19	3	8	11	7	48	11	10	153	11
Quinton	14	14	10	9	7	19	18	12	37.5	19	20	179.5	17
ERDINGTON													
Castle Vale **													
Erdington	2	4	5	1	10	10	12	21	24	8	28	125	9
HALL GREEN													
Balsall Heath	15	9	24	9	12	7	7	11	3	6	20	123	8
Hall Green	7	5	6	19	4	29	6	8	43.5	3	20	150.5	10
Kings Heath	5	6	4	19	2	11	2	3	42	10	1	105	3
Sparkhill	4	3	16	19	5	9	4	1	21	7	28	117	5
HODGE HILL													
Shard End	26	23	23	19	27	15	19	2	13.5	5	1	173.5	16
Ward End	1	1	8	1	8	12	15	13	16.5	12	10	97.5	2
LADYWOOD													
Aston	21	15	28	19	29	22	27	22	4.5	29	1	217.5	20
Birchfield	20	16	29	19	22	14	24	33	18	26	1	222	21
Bloomsbury	33	31	36	9	37	37	37	36	1.5	32	38	327.5	35
Small Heath	3	2	15	9	9	6	3	10	6	25	9	97	1
Spring Hill	34	34	34	19	31	13	23	29	10.5	27	10	264.5	26
NORTHFIELD													
Frankley	35	35	33	1	35	33	25	18	15	9	20	259	25
Kings Norton***	18	20	14	1	15	28	17	5	36	18	1	173	15
Northfield	9	10	3	1	6	3	10	16	40.5	13	10	121.5	7
Weoley Castle	16	17	11	19	18	18	13	15	31.5	23	10	191.5	18
West Heath*****	30	32	27	0	24	17	28	20	39	34	38	289	33
PERRY BARR													
Handsworth	13	11	20	19	21	2	16	23	12	21	9	167	14
Kingstanding	24	21	19	9	23	25	21	25	25.5	37	10	239.5	23
Perry Common	28	27	30	9	25	16	22	26	22.5	15	20	240.5	24

Tower Hill	25	25	22	1	26	23	32	24	45	36	20	279	29
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	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	19.5	35	1	267.5	27=
Selly Oak	36	37	35	19	33	31	34	37	49.5	31	35	377.5	37
Stirchley	22	24	21	19	19	27	30	30	46.5	20	28	286.5	31=
Yardley Wood	17	19	18	19	16	26	9	17	28.5	4	20	193.5	19
SUTTON COLDFIELD													
Boldmere	19	22	9	9	20	35	31	32	52.5	28	10	267.5	27=
Mere Green	8	13	2	1	1	21	14	9	55.5	22	10	156.5	12
Sutton Coldfield	6	8	1	9	11	3	5	31	51	17	20	162	13
Walmley	23	26	17	1	17	32	20	4	54	33	10	237	22
YARDLEY													
Acocks Green	10	7	12	19	14	5	8	6	27	1	1	110	4
Glebe Farm	31	30	32	19	34	33	29	19	7.5	24	28	286.5	31=
Kents Moat	37	36	37	19	36	30	36	35	9	30	35	340	36
Sheldon	27	28	25	19	28	20	33	28	34.5	14	28	284.5	30
South Yardley	12	12	13	19	13	1	1	14	30	2	1	118	6

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 viability as less work required
12	Low ranking number = increased viability/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*

- 4.19 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.
- 4.20 **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.
- 4.21 **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.

- 4.22 **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.
- 4.23 **Community Groups and Organisations wanting to work in partnership will be supported:** Where 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.
- 4.24 **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
- 4.25 **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.
- 4.26 **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 has been 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.
- 4.27 **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 of their offer to work with the council in partnership. It has also been 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 the new 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 18 Tier 1 libraries in the City, this increases to 19 with the inclusion of Sutton Coldfield. 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 and ongoing dialogue 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 one location to test whether there is scope to further enhance opening hours beyond the 35 hour offer, using open-plus technology to offer additional 'unstaffed' hours of opening. Tier 1 sites 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.

Regular under five activities.

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

Delivery of SCL Universal offers

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:

Regular under-fives activities.
 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 2/3 Libraries**

These hybrid libraries have come about as a result of the consultation feedback. Alterations to the weighting given to deprivation have resulted in two libraries scoring equally and being either at the top end of Tier 3 or the bottom end of Tier 2. Instead of sticking rigidly to the original model it is proposed that a hybrid solution is used.

Tier 2/3 libraries will be open for the same time as Tier 2 libraries but will require community or partner involvement in order to be sustainable. The Council will be looking to work in partnership with local communities or other organisations in the city to support the provision of library services in these locations. This will include volunteers undertaking library duties in order to achieve enhanced opening hours.

The delivery model may be through the council and supported by the partner or through the partner and supported by the council. The expectation will be that whichever way the relationship works – the library service will be accessible for 21 hours each week.

The specifics for the two libraries falling into this category are set out in section 6.

5.5.4 **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. This will include volunteers undertaking library duties in order to achieve enhanced opening hours.

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 has worked with a range of organisation in Birmingham that have shown an interest in working in partnership to deliver Tier 3 library services (see section 6 and 7).

5.5.5 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 has also been 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 The revised proposal is that one of the 37 Community Libraries in the city should close (Kents Moat). In addition a decision as to whether or not to close Sutton Coldfield Library will be taken in the next 5 months depending upon whether or not the subsequent work undertaken with partners in Sutton Coldfield can deliver a financially sustainable model.

6. Section 6: Changes to the Tiered Library offer following consultation

- 6.1 The original proposals based on the original prioritisation exercise were consulted on over a 12 week period. This process gathered views from at least 74 meetings/sessions and saw the submission of 1947 questionnaire responses on the Be Heard database and 1675 further responses to the children's survey.

During the public meetings a clear message came across that the council should consider a greater weighting to one of the criteria (deprivation) used in the ranking/needs assessment. As a result the weighting for this criteria has been increased to 1.5 times that of the other 10 criteria and the model re-run. This has resulted in libraries receiving different overall scores and a change in the individual rankings. The change however has not resulted in substantial change between the libraries and the allocation to a particular Tier, although it has resulted in a hybrid offer between Tier 2 and Tier 3.

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

In addition to the above consideration which is applicable to the entire model, the consultation process also obtained a significant number of responses regarding the original proposals for specific libraries. These views (by site) and the response to them is set out below

- 6.2.1 The table also summarises the potential for working in partnership with others. The City Council is keen to maximise the potential from all the partnership and joint working ideas that have come forward through this consultation exercise and hopes that over time more partnerships will develop at these and other sites in the city.

A. Sutton Coldfield Library

The original proposal for Sutton Coldfield Library was to close it.

There have been five petitions submitted during the consultation period regarding Sutton Coldfield Library.

1242 people stating that instead of closing Royal Sutton Coldfield's Town Library to retain library provision in the town centre as part of a multi-use community hub or other facility.

2781 people opposing any proposal to close Sutton Coldfield Library and calling on the City council to make a commitment to fund a future library resource in Sutton.

868 people calling on the City Council to reverse their decision to close Sutton Coldfield library and impose severe cutbacks to other library services in the city. It also called on Sutton Coldfield Town Council to oppose the cuts to library services.

63 people calling on the City Council to stop the cuts to library services in Sutton Coldfield

957 people calling on the Labour Council to stop the cuts to local library services and ensure that a library service remains in Sutton Coldfield town centre.

In a question to City Council on 10th January 2017 The Friends of the Library of Birmingham summarised four main issues that the public had raised with the model, one of them being around Sutton Coldfield. They stated that *"The main public responses to the proposed new model for community libraries were strong opposition to.....and failure to allow sufficient time for the town of Sutton Coldfield to prepare a proposal for an alternative to closure of its library."*

At the Sutton Coldfield Focus Group (Appendix 3a) concern was also expressed about the capacity of Mere Green to handle the additional customer demand, car parking and public transport being poor.

The library lobby submitted a response to the proposal to close Sutton Coldfield library (attached in Appendix 3g) commenting on the model, the criteria used, the costs of running Sutton Library and the premises. It also put forward a proposal as to how a Tier 1 library could be retained within the Red Rose Centre

Sutton Coldfield Town Council adopted two motions:

8/11/16 "This Council unequivocally condemns BCC's proposals for the future of the library services across Birmingham which have disproportionately reduced the quantity and quality of services allocated to Sutton Coldfield and their refusal to be flexible and accommodate change of date to enable full input from Royal Sutton Coldfield Town Council at the consultation meeting. We call on BCC to revise the proposals to restore a fairer allocation of library resources for Sutton Coldfield. We believe this should entail retaining a modernised form of library service with Sutton Coldfield, which could also involve a civic hub, bringing together other services for example the register office, tourist information, café, merchandising sales and museum services linked to the historic library collection. Sutton Coldfield Town Council resolves to take a leading role and demand full consultation from BCC and will collaborate with BCC, community groups and local businesses to seek to bring about this better proposal."

24/1/17 "This Council has previously expressed support for the retention of a modernized library service within Sutton Coldfield town centre. Neither a location nor funding have yet been secured. In a recent conversation between Birmingham City Council and Cllr Ewan Mackey it was stated that £360,000 was required to keep Sutton Town Centre Library open. This Council therefore resolves to consider the allocation of up to £150,000 from the unallocated portion of its 2016/17 budget, to use if necessary to support the continued provision of a library service in the town centre after 1 April 2017 and for Councillors Pears, Mackey and S Ward to meet with the Deputy Leader of Birmingham City Council & relevant officers in the soonest mutually convenient time to enable a long-term solution to be finalised."

As a result of the consultation feedback and the second Town Council motion the position now being set out is that a period of up to 5 months will be utilised to make a decision as to whether or not to close Sutton Coldfield Library. The decision will be dependent upon whether or not the subsequent work undertaken with partners in Sutton Coldfield can deliver a financially sustainable model.

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 other maintenance issues. The Library has historic running costs of £575,000 which is more than 5 times the average running cost proposed for Tier 1 libraries in the future at £107,000 per annum. Although ranked 13th in the model these disproportionate running costs and the ability to extend hours at Mere Green, resulted in the proposed closure.

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 has enabled the possibility of partners coming together in the area to consider whether or not a library service can be retained within the Town Centre within the resources available to partners.

Sutton Coldfield Town Council has set aside a one off budget of up to £150,000 which, if agreement is reached to utilise this, would secure the operational costs of running the library for up to 5 months by which point an ongoing financial solution would need to have been identified.

B. **Aston & Birchfield Libraries**

These libraries are the two that are closest together in the city. Birchfield Library is only 0.7 miles away from Aston and a 15-20 minute walk and it has recently had a substantial investment creating a new children's library, community room and kitchen facilities. Therefore Birchfield Library is able to offer a range of Library activities in a fit for purpose space. Aston Library occupies a relatively expensive space within a building, that has an uncertain future as it is not owned by the city council – although in a positive development since the consultation was launched the building is no longer up for sale.

It was originally proposed to close Aston Library.

In a question to City Council on 10th January 2017 The Friends of the Library of Birmingham summarised four main issues that the public had raised with the model, one of them being around Aston Library. They stated that *"The main public responses to the proposed new model for community libraries were strong opposition to the closure of the library service in Aston."*

At the Aston Focus Group (Appendix 3a) concern was also expressed about the capacity of Birchfield to be able to cope with the increased demand and in particular the availability of PCs as well as concerns over the safe travel of children from Aston to Birchfield.

During the consultation a proposition was put forward to share the resources available in the model between the two library sites at Aston and Birchfield.

A petition with 841 signatories stated 'We the undersigned oppose the closure of Aston Library. We do not accept that Birchfield Library will provide an adequate service for the two communities which currently use the two separate libraries. Removing Aston Library will mean that many people, including disabled people, the elderly and schoolchildren, will lose regular and easy access to this essential facility. We therefore ask the City Council to withdraw the proposal to close Aston Library and instead to continue to provide adequate library services at both Aston and Birchfield, if necessary by providing a Tier 2 library service in each location rather than a Tier 1 service in Birchfield and nothing in Aston.'

The option of utilising the resources allocated to Birchfield and Aston libraries in different ways has been considered, however the resource is not sufficient to run both libraries as a Tier 2. It has been possible to achieve a financially sustainable solution by reverting Birchfield to a Tier 2 site (21 hours) and using the resource released to offer Aston as a Tier 3 site. In the medium term this would mean working with a local partner to develop a solution, with the preferred option being a partnership arrangement with the Fire Service within their planned redevelopment of fire station for community/heritage purposes. However in the short term a 10-12 hour service targeted at children/after school can be delivered directly by the city council from the current premises at Aston. This will require the service to relocate within the current Adult Education building to an area available 4-6pm weekdays (and possibly a further 2 hours on a Saturday morning) providing a targeted service for children, homework, IT and family learning sessions with Adult Education

The current Aston Library would therefore close and relocate as a Tier 3 site when the community/heritage development of the fire station takes place or if this is not possible an alternative Tier 3 provision would be identified.

As a result of the above Birchfield will become a Tier 2 library operating for 21 hours per week.

C. **Glebe Farm and Kents Moat Libraries**

The public consultation responses showed considerable support for Glebe Farm library – this was coupled with the concerns around levels of deprivation in the area, a lack of community organisations to take on the running of a Tier 3 library, the number of bus journeys to the next nearest library and a lack of community facilities for local people in the area.

Two petitions were received regarding the original proposals for Glebe Farm Library

177 people wanting to ensure that the Library is not closed and is kept within the community's possession for the whole community to use.

504 people opposing any proposal to asset transfer Glebe Farm Library out of the City Council and possible closure.

In a question to City Council on 10th January 2017 The Friends of the Library of Birmingham summarised four main issues that the public had raised with the model, one of them being around Glebe Farm. They stated that *"The main public responses to the proposed new model for community libraries were strong opposition to the.....failure to provide a Tier 2 library service in Glebe Farm."*

The matter was also discussed at Yardley District Committee on 26th January 2017 where the following motion was passed *"As no location has been found for a library at the Poolway, Yardley District Committee believes that the 15 hour support earmarked for there should go to Glebe Farm Library, which should become a Tier 2 library. The community in Stechford needs and deserves its own library, with its future secured"*

Prior to the district committee motion two propositions had already emerged during the consultation;

- Not re-providing Kents Moat library as a Tier 3 and instead redirecting this resource to enhance the offer from Glebe Farm
- A combination of individuals and organisations (Friends of Glebe Farm Library, Welcome Change CIC, Spitfire Advice and Support Services and the Pioneer Group including Compass Support) working together to develop a proposal to work with the council to offer services from Glebe Farm Library. The partnership is targeting opening hours of 30+ if enough volunteers can be activated.

It is felt that both of these propositions can work together. The proposals for the organisations to operate from Glebe Farm library should be supported and the city council should work with these groups (with the additional resource available) to ensure that there is a library service available for 21 hours/week instead of the 15 hours/week originally proposed. This would still operate under the principles of Tier 3 but with enhanced hours.

This proposition would also align with the principles set out earlier in this report which states, *where it is necessary to close a library additional opening hours and/or services should be offered from a neighbouring library or libraries*. In this case Kents Moat would be closing and additional opening hours provided through the neighbouring library of Glebe Farm.

Kents Moat Library is due to be demolished as part of the redevelopment of the Poolway. It is ranked 36th and although it was originally proposed that this should be replaced by a Tier 3 service – the public consultation process has identified that the resources from this site would be better placed supporting additional hours at Glebe Farm (ranked =31st). Kents Moat is therefore proposed to close.

D. Stirchley and Selly Oak Libraries and Bournville Hub

During consultation responses have been received regarding the symbiotic relationship between the two city council libraries at Stirchley and Selly Oak. With Selly Oak library moving to a Tier 3 provision, most likely in the Sense building then this will provide a service offer more focused around children, top titles etc and respondents felt that the space afforded within Stirchley Baths would not be large enough for the demand that may move from Selly Oak to Stirchley.

There have also been queries raised about whether or not the resultant vacant site at Stirchley would be attractive for alternative use or would lay dormant.

There is merit in the above arguments but also considerable risk attached to the likely future maintenance costs at Stirchley Library. It is highly likely that a sizeable repair bill will occur in the coming years (indeed the boiler is in need of replacement now) and the scale of investment could be unaffordable within the £150,000 repairs and maintenance budget set aside for the city. If the facility were to be co-located with the Stirchley Baths this scenario of unsustainable repairs would be much reduced.

However the Save Stirchley Library Group/Friends of Stirchley Library Group has submitted a proposal set out its willingness to volunteer and fund raise and it is proposed that the city council work with this group on the basis that the city council believes that a focus for the group should be fundraising for repairs/maintenance if we are to reduce the risk of closure through future repairs issues.

It is also proposed that the city council continue to look at joint working with Stirchley Baths to see what synergies exist and therefore there remains an expectation that elements of the library service can be delivered from the Baths setting – such as children’s activity sessions and top titles.

It should also be recognised that Bournville Hub have expressed an interest in offering aspects of a library service – and although the detail is yet to be defined there is a high likelihood that as a result it will fall within the Tier 4 category.

E. Bloomsbury Library

Bloomsbury Library has been operating a temporary service from a static vehicle on the car park at ‘the POD’. It is proposed that the city council provide an element of financial support (secured from the release of assets in the area) to extend the current building from which ‘the POD’ operates to include a café and library space.

The current temporary service should cease from 1 April 2017 and instead either the mobile library service will stop at the site once a week or an interim arrangement will be put in place from within the POD until the extension is built.

F. West Heath/Oddingley Library

West Heath Library has been closed for several years – in recent months the mobile library service has been stopping in the area once per week.

The consultation response has not captured any significant response against the original proposal and a previous consultation exercise placing Oddingley Hall as the preferred location was consulted on in March 2016. At the time the response led to the conclusion that Oddingley Hall was the best solution.

Although Hampstead House has stated that it may be able to make more space available in its building than was the case back in late 2015/early 2016, there has not been the submission of a business case.

It is proposed that a Tier 3 library is established in Oddingley Hall, utilising up to £150,000-£200,000 of capital previously set aside for the re-provision of West Heath Library. A Community Asset Transfer will be advertised for Oddingley Hall to include the requirement for the facility to include a Tier 3 library.

G. Bartley Green Library

When consultation commenced there was no emerging partnership response to the idea of establishing Bartley Green Library as a Tier 3 service offer. However there is an emerging proposition from a group seeking to form the Bartley Green Community Association.

As this remains in a formative stage it is proposed Bartley Green Library should remain open 1 day per week from 1 April until such time as the partnership response has been fully developed.

H. **Mere Green and Kings Heath Increased opening hours through self-service/open plus**

The open plus proposal at Mere Green should take place. Although there have been concerns raised by the staff and service users – the success or otherwise of such as scheme needs testing. A pilot should commence as soon as is practical with a review of the outcomes after 6 months.

Staffing consultation on the proposal to extend opening hours at Kings Heath through self-service and a security presence (i.e. no library staff on site) has caused concern. Staff have expressed the view that operating on three employees in one of the busiest libraries in the city will be challenging enough and believe that this new model of operation will create additional pressures at this busy library. As the complete picture is not understood the pilot at Kings Heath will be subject to further review and is therefore not proposed for implementation on 1 April 2017. It remains the position that a security based pilot will be tested in the city and it is highly likely that a scenario will come forward through our community library partners that will seek to test this at a different location in the city.

I. **Tower Hill**

A petition with 203 signatories was received regarding Tower Hill Library it called for the library to remain open and for investment so it can continue to serve the community.

The original consultation proposed Tower Hill Library as a Tier 2 provision and this remains the case. It is recognised that many libraries across the city require investment and an additional £50,000 has been placed in to the city wide repairs and maintenance budget accordingly.

Table 2 Future Provision at each library

Library	Revised Tier	Revised Rank	Current Hours	Originally Proposed Hours	Proposal Hours following consultation	Original Consultation Option	Proposal following consultation
TIER 1							
Small Heath	1	1	40 hrs	35 hrs	35 hrs	Library to remain in current location, opportunities to work with partners	Library to remain in current location, opportunities to work with partners
Ward End	1	2	35 hrs	35 hrs	35 hrs	Library to remain in current location, opportunities to work with partners	Library to remain in current location, opportunities to work with partners
Kings Heath	1	3	35 hrs	35/48 hrs	35 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	Library to remain in current location, opportunities to work with partners (Mosely Exchange, Equanimity Education etc) particularly on co-working space and education. Removal of proposal to use technology to extend hours from 1 April 2017
Acocks Green	1	4	40 hrs	35 hrs	35 hrs	Library to remain in current location, opportunities to work with partners including Acocks Green BID	Library to remain in current location, opportunities to work with partners including Acocks Green BID

Library	Revised Tier	Revised Rank	Current Hours	Originally Proposed Hours	Proposal Hours following consultation	Original Consultation Option	Proposal following consultation
Sparkhill	1	5	35 hrs	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 to remain in the current location in Sparkhill Council House alongside the new Primary School.
South Yardley	1	6	40 hrs	35 hrs	35 hrs	Library to remain in current location, opportunities to work with partners	Library to remain in current location, opportunities to work with partners
Northfield	1	7	39 hrs	35 hrs	35 hrs	Library to remain in current location, opportunities to work with partners	Library to remain in current location, opportunities to work with partners
Balsall Heath	1	8	35 hrs	35 hrs	35 hrs	Library to remain in current location, opportunities to work with partners	Library to remain in current location, opportunities to work with partners
Erdington	1	9	40 hrs	35 hrs	35 hrs	Library to remain in current location, opportunities to work with partners	Library to remain in current location, opportunities to work with partners. The opportunity to co-locate a coffee outlet within the library will be put to the market
Hall Green	1	10	40 hrs	35 hrs	35 hrs	Library to remain in current location, opportunities to work with partners	Library to remain in current location, opportunities to work with partners

Library	Revised Tier	Revised Rank	Current Hours	Originally Proposed Hours	Proposal Hours following consultation	Original Consultation Option	Proposal following consultation
Harborne	1	11	35 hrs	35 hrs	35 hrs	Library to remain in current location, opportunities to work with partners	Library to remain in current location, opportunities to work with partners. A review of space within the library will take place to see if there is any potential for commercially letting any of the space within the library. Harborne Business Association have expressed an interest in utilising space.
Mere Green	1	12	35 hrs	35/48 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.	Pilot to enhance opening hours beyond 35 to 48 hours or more through additional access via open plus technology. Report to be produced reviewing the pilot after 6 months of operation
Handsworth	1	14	31 hrs	35 hrs	35 hrs	Library to remain in current location, opportunities to work with partners	Library to remain in current location, opportunities to work with partners
Kings Norton	1	15	33 hrs	35 hrs	35 hrs	Library to remain in current location, opportunities to work with partners	Library to remain in current location, opportunities to work with partners
Shard End	1	16	40 hrs	35 hrs	35 hrs	Library to remain in current location, opportunities to work with partners	Library to remain in current location, opportunities to work with partners
Quinton	1	17	39 hrs	35 hrs	35 hrs	Library to remain in current location, opportunities to work	Library to remain in current location, opportunities to work with partners

						with partners	
Weoley Castle	1	18	35 hrs	35 hrs	35 hrs	Library to remain in current location, opportunities to work with partners	Library to remain in current location, opportunities to work with partners

Library	Revised Tier	Revised Rank	Current Hours	Originally Proposed Hours	Proposal Hours following consultation	Original Consultation Option	Proposal following consultation
Yardley Wood	1	19	34 hrs	35 hrs	35 hrs	Library to remain in current location, opportunities to work with partners	Library to remain in current location, opportunities to work with partners
TIER 2							
Birchfield	1	21	29 hrs	35 hrs	21 hrs	Enhanced from Tier 2 (21 hours) to Tier 1 (35 hours) due to proposed closure of Aston Library	Operate as a Tier 2 library. The resulting budget efficiency used to provide a targeted library service at Aston
Walmley	2	22	26 hrs	21 hrs	21 hrs	Library to remain in current location, opportunities to work with partners	Joint management of library and community centre. Consideration given to CAT to organisations running both and maintaining equivalent offer. This would be subject to a separate decision.
Kingstanding	2	23	21 hrs	21 hrs	21 hrs	Library to remain in current location, opportunities to work with partners	Library to remain in current location, opportunities to work with partners. Birmingham Careers Advice are piloting their operation from the site on Monday when library currently closed. Witton Lodge Community Association have submitted LIF proposal.

Perry Common	2	24	24 hrs	21 hrs	21/24 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.	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 to 24 hrs by working in partnership with the city council.
Library	Revised Tier	Revised Rank	Current Hours	Originally Proposed Hours	Proposal Hours following consultation	Original Consultation Option	Proposal following consultation
Frankley	2	25	22.5 hrs	21 hrs	21 hrs	Library to remain in current location, opportunities to work with partners	Library to remain in current location, opportunities to work with partners
Spring Hill	2	26	24 hrs	21 hrs	21 hrs	Library to remain in current location, opportunities to work with partners	Library to remain in current location, opportunities to work with partners
Boldmere	2	27=	26 hrs	21 hrs	21 hrs	Library to remain in current location, opportunities to work with partners	Library to remain in current location, opportunities to work with partners
Druids Heath	2	27=	24 hrs	21 hrs	21 hrs	Library to remain in current location, opportunities to work with partners	Library to remain in current location, opportunities to work with partners
Tower Hill	2	29	24 hrs	21 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	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. This would be subject to a future decision

						nearby facility may need to be considered.	report
Sheldon	2	30	26 hrs	21 hrs	21 hrs	Library to remain in current location, opportunities to work with partners	Library to remain in current location, opportunities to work with partners

Library	Revised Tier	Revised Rank	Current Hours	Originally Proposed Hours	Proposal Hours following consultation	Original Consultation Option	Proposal following consultation
TIER 2/3 a library offering 21 hours opening with greater involvement of the community							
Stirchley	2/3	31=	26 hrs	21 hrs	21 hrs	Library Service to be relocated into Stirchley Baths	Library Service to remain in current location. To work with Save Stirchley Library/Friends of Stirchley Library seek to focus their fundraising on repairs and maintenance and possible enhanced hours through volunteering. In addition seek to provide some library services from Baths site.
Glebe Farm	2/3	31=	26 hrs	15 hrs support	21/30+ hrs	Offer as a Community Asset Transfer with library provision	Utilising the resource released through the non-re-provision of Kents Moat either BCC increase support by 6 hours (from 15 to 21 hours) or partner commissioned to enhance the offer by 6 hours. The partnership is targeting opening hours of 30+ if enough volunteers can be activated.
TIER 3							
Aston	3	20=	23 hrs	0	10/12 hrs	Initially proposed as a closure	Initially a 10-12 hour targeted library service (after school service targeted a children/IT/homework and possible further 2 hours on a Saturday) will be retained but relocated within the Adult Education building. The medium term plan will be to seek to secure the provision of a Tier 3 library in the planned Fire Service community building.

Library	Revised Tier	Revised Rank	Current Hours	Originally Proposed Hours	Proposal Hours following consultation	Original Consultation Option	Proposal following consultation
West Heath	3	33	Closed	15 hrs support	15 hrs support	Offer Oddingley Hall as a Community Asset Transfer with library provision and weekly mobile library stop on The Fordrough	Offer Oddingley Hall as a Community Asset Transfer with library provision and weekly mobile library stop on The Fordrough
Bartley Green	3	34	21 hrs	15 hrs support	15 hrs support	Offer as a Community Asset Transfer with library provision	Offer as a Community Asset Transfer with library provision
Bloomsbury	3	35	24 hrs	15 hrs support	15 hrs support	The Tier 3 library service to be provided at the POD, with the building being Community Asset Transferred.	The Tier 3 library service to be provided at the POD, with the building being Community Asset Transferred.
Selly Oak	3	37	20 hrs	15 hrs support	15 hrs support	The Tier 3 library service to be re-provided at a new build planned by Sense.	The Tier 3 library service to be re-provided at a new build planned by Sense.
TIER 4							
Castle Vale	4	N/A	28 hrs	no change	no change	Library already run by Castle Vale TRA	Library already run by Castle Vale TRA
Tyburn	4	N/A	N/A	N/A	tbc	N/A	Approval given for Tyburn Pop Up Support Service via Local Innovation Fund. Offering Library and Advice Services for housebound and isolated households.
Bournville	4	N/A	N/A	N/A	tbc	N/A	To explore the potential for Bournville Hub to deliver aspects of a library service
Falcon lodge	4	N/A	N/A	N/A	tbc	N/A	To explore the potential for Compass Support to improve digital inclusion within Falcon Lodge and people's access to IT facilities and particular the

							internet through the provision of a Digital Library .
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CLOSURES							
Library	Revised Tier	Revised Rank	Current Hours	Originally Proposed Hours	Proposal Hours following consultation	Original Consultation Option	Proposal following consultation
Sutton Coldfield	Temporary Tier 1	13	40 hrs	0	Temporary Tier 1 hours (35)	close	Retain service for up to 5 months. During this time a decision will be taken as to whether or not to close Sutton Coldfield Library based upon whether or not the work undertaken with partners in Sutton Coldfield can deliver a financially sustainable model.
Kents Moat	close	36	19 hrs	15 hrs support	0	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.	Close and use money to secure better offer from Glebe Farm Library
Total			1,134.5	993/1,019	952/979		

6.3 Transition arrangements

In a number of sites (particularly Tier 3) transitional arrangements will need to be implemented before the end state provision set out in table 2 above can be achieved. The table below sets out the interim arrangements.

Table 3 Transitional Arrangements at each library

Library	Proposal Hours following consultation	Proposal following consultation	Transitional Arrangements
Glebe Farm	15 hrs support plus 6 hrs	Utilising the resource released through the non-reprovision of Kents Moat either BCC increase support by 6 hours (from 15 to 21 hours) or partner commissioned to enhance the offer by 6 hours. The partnership is targeting opening hours of 30+ if enough volunteers can be activated.	Using resource from Kents moat offer 21 hour service from 1 April until new partner/tier 3 service can commence
West Heath	15 hrs support	Offer Oddingley Hall as a Community Asset Transfer with library provision and weekly mobile library stop on The Fordrough	Mobile library stop to continue. Immediately progress CAT of Oddingley to seek partner for delivery of tier 3 service.
Bartley Green	15 hrs support	Offer as a Community Asset Transfer with library provision	Reduce service to 1 day (7 hrs)/week from 1 April until new partner/tier 3 service can commence
Bloomsbury	15 hrs support	The Tier 3 library service to be provided at the POD, with the building being Community Asset Transferred.	Close on 1 April Temporary provision of mobile library service or limited service from the POD until new site opens
Selly Oak	15 hrs support	The Tier 3 library service to be re-provided at a new build planned by Sense.	Close on 1 April Temporary provision of mobile library service until new site opens
Aston	10-12 hrs	Initially a 10-12 hour targeted library service (after school service targeted a children/IT/homework) will be retained but relocated within the Adult Education building – consideration will also be given to Saturday morning opening. The medium term plan will be to seek to secure the provision of a Tier 3 library in the planned Fire Service community building.	1 April for 3-6 months Aston to operate 10-12 hours/week in current location (after school/on Saturday). Between July-September new 10-12 hour service to be launched from new space within Adult Ed building
Sutton	Temporary 35 hrs	Final position to be confirmed in up to 5 months time following partnership work on a sustainable model	1 April reduce to temporary Tier 1 opening hours at 35

KEY:

Proposed Tier 2017

- LOB
- Tier 1
- Tier 2
- Tier 2/3
- Tier 3
- Possible Tier 4
- TBC
- Prison Library
- Mobile Library Stops (2016)
- District Boundaries
- City Boundary

Proposed Library Provision Across Birmingham

Scale: 1:75,000 @ A3
Date: 30/01/2017
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Birmingham City Council
P:\D\Numbered\Proposed Library Provision Birmingham 2017.mxd

7. **Section 7 – Developing Community Library Partners**

- 7.1 Our working with specific community partners is at various stages. However through the development of this model and the more open and positive approach to partnerships that now exists with the City Council – a number of opportunities have emerged

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. More than 170 individuals responded to the Be Heard Questionnaire saying that they were interested in assisting the delivery of library services. Set out below are the organisations (as opposed to individuals) that the library service is currently engaged with and the ideas that are coming forward regarding joint working.

Library	Ranking	Potential Partners	Idea
Kings Heath	3	Wimbletech	delivery of co-working space for business entrepreneurs etc
		Moseley Exchange	co-working space
		Equanimity Education	Paid for tuition, volunteer hours
Acocks Green	4	Acocks Green BID	rental of space
Northfield	7	Moneyline	rental of space
Balsall Heath	8	BCU University	possible volunteering
Erdington	8	Subject to market testing	Explore coffee shop
Harborne	11	Harborne Business Association	District Committee identified the potential for space that could be offered to partners
Mere Green	12	Bibliothecca	Sponsoring open plus equipment
Sutton Coldfield	13	Sutton Coldfield Town Council – exploration of alternative options	Seeking to work in partnership to develop sustainable solution
		Library Lobby – exploration of alternative options	Seeking support from a LIF bid to fund a community hub to co-locate with Library
		BIDs Ambassador	Explore potential of start-up entrepreneur hub/business centre
Handsworth	14	Police	Potential local drop in location
Aston	20	West Midlands Fire Service	Potential to explore location of Tier 3 service (IT, popular books) in plans being developed for Heritage Centre in the Fire Station
Birchfield	21	Subject to market testing	Rental of space
Walmley	22	Local citizens	offer one to one PC sessions for over 50's 2 x 2hrs per week
		Local group tbc	Possible interest in CAT
Kingstanding	23	Birmingham Careers Service	Pilot working from library when closed on a monday

		Witton Lodge Community Association	Seeking to enhance library offer and maintain current opening hours (21 hrs) through a minimum 1 day/week 'one stop shop' service provision from this site including jobs and skills advice, wellbeing services and housing advice. Volunteers will also be trained
Perry Common	24	Witton Lodge Community Association	Seeking to enhance library offer and maintain current opening hours (24hrs) through a minimum 1 day/week 'one stop shop' service provision from this site including jobs and skills advice, wellbeing services and housing advice. Volunteers will also be trained
Frankley	25	Frankley Parish Council and local organisations	Develop increased community use to develop sustainable provision
Tower Hill	29	Let to Birmingham -	there may be options to work in partnership at the current site with developer/partner
Glebe Farm	31=	Friends of Glebe Farm Library, Welcome Change CIC, Spitfire Advice and Support Services and the Pioneer Group including Compass Support	working together to develop a proposal to work with the council to offer services (social events, advice, information, employment) from Glebe Farm Library. The partnership is targeting opening hours of 30+ if enough volunteers can be activated.
Stirchley	31=	Save Our Stirchley Library/Friends of Stirchley Library	Possible fundraising, volunteering
West Heath	33	Wychall Farm Community Association	Interest shown in CAT
Bartley Green	34	Bartley Green Community Association	tbc
Kents Moat	36	The Pump	Tier 3 – although latest proposals do not allocate funding to this
Selly Oak	37	Sense	Re-housing the children's library from Selly Oak within our Community Hub space Providing shelf/display space for a small 'adult fiction best-sellers' section Accessible and other IT equipment for public use

8.	Castle Vale	-	Castle Vale TRA	Run library
	Bournville	-	Bournville Hub (Busy Parents Network)	already offers books for use on site in SCL categories. Provides a range of activities/sessions for local community
	Falcon Lodge	-	Compass Support	Improve digital inclusion within Falcon Lodge and people's access to IT facilities and particular the internet through the provision of a Digital Library .
	Tyburn	-	Castle Vale TRA	Tyburn Ward pop up – books, DVD, audio books, music and advice services

8

Non site specific matters resulting from consultation and amended budget details following consultation.

8.1 There have been a range of items flowing through the consultation that are not related to specific sites as set out in the previous section 6 of this report. The following paragraphs details those then the subsequent response.

8.2 Links between libraries and community centres

The public consultation meetings have shown how users of the library service value the community space that is provided by the facilities. The questionnaire had 56% of people saying important functions of a library were events/activities, 34% a space meet and 23% for hiring meeting rooms. The consultation surrounding specific sites such as Stirchley, Mere Green and Walmley have also brought to light either the links that already exist or highlighted where links could exist. As a result we will explore the potential for the combined management of certain community centre and community libraries where they are co-located or in close proximity to one another.

8.3 Training

During the consultation the lack of staff training was identified. As a result of this and the need to ensure our library staff are well trained and delivery a high standard of library services as well as being well placed to respond to the needs of a dynamic and evolving library service we will set aside a training day for staff every quarter when libraries will be closed to the public.

8.4 Self-service

Through the internal consultation process with staff and trade unions there has been a counter proposal not invest in self-service and instead redirect the resource to fund library staffing instead. But the public questionnaire found that 51% supported the fact that people should be encouraged to use self-service whilst only 27% were against.

Although the revenue (prudential borrowing) associated with the capital investment is £174,000 which is the equivalent of 5-6 library assistants. The council remains of the view that, like every other library authority in the West Midlands, self-service is a fundamental part of a modern library service. It will therefore install self-service equipment in all Tier 1 libraries and other locations where appropriate.

8.5 Staffing Levels

The original proposals were based on a standard staffing structure of 3 staff at each site. Both the public consultation and the internal consultation identified concerns over this standardised staffing structure. Following a review of sites it is now proposed that staffing structures overall will increase by 11.5fte and will vary with 6 sites now allocated 4 staff and 7 sites allocated 3.5 staff and others having 3 and 2 staff, however operational numbers will vary on a day to day basis at each site

- 8.6 **Verification:** Through the internal consultation process with staff and trade unions there has been concern over the introduction of verification to the service. Part of this concern is about the volume of activity the service brings into libraries. It is therefore proposed that initially the service will operate from Tier 1 sites but that it will be rolled out to Tier 2 sites as required by demand.
- The concerns of staff are recognised and learning from the pilot work will be used to roll the process out to library staff by geographical areas.
- 8.7 **Assisted Digital:** In line with the 'libraries first' principle recently set out by the National Libraries Task Force the library service will seek to deliver assistance with the digital access required for universal credit. In taking on this activity the service will be provided with an appropriate budget to enhance staffing levels.
- 8.8 **Reservation charge:** 1867 responses were received via the questionnaire on charging £1 for reservations. Of these response 39.3% agreed with the charge and 45.0% disagreed. Although the feedback on this is relatively balanced, this paper proposes that a decision on implementing a reservation charge is delayed until it is known whether or not increased income can be generated through the leasing of library space at Sutton. This would also assist in further considering the feedback from some Community Library Partners who felt that charging for reservations may result in less stock rotation which could impact on smaller (Tier 3) libraries.
- 8.9 **Charging for internet access after 1 hour:** Unison has proposed that a charge for internet access via netloan be brought in after 1 hour's usage on any particular day. This is not supported at this stage but will remain under review.
- 8.10 **Room hire charges:**
In a question to City Council on 10th January 2017 The Friends of the Library of Birmingham summarised four main issues that the public had raised with the model, one of them being around room hire charges. They stated that *"The main public responses to the proposed new model for community libraries were strong opposition to the introduction of charges for the community rooms in libraries....."*
- Unison on the contrary has proposed a standardised room hire charge which is in line with the current proposals.
- The city council does already have a charging basis for community rooms and this would remain with further emphasis being given to library managers to maximise bookings.
- 8.11 **Library Innovation Fund (Arts Council):**
Birmingham City Council has bid to the National Library Innovation fund (managed through the Arts Council) to provide one off investment funding £25,000 for each of the Tier 3 libraries. This fund was established to support libraries serving communities in areas of deprivation and required key criteria to be met – particularly around deprivation and innovative practices. The partnership working with groups on Tier 3 libraries is innovative and is felt to meet the parameters set out by the Arts Council for funding. A decision on this is expected at the end of March/early April 2017.
- 8.12 **Bookfund**
The top response to the consultation with 26% of the comments when asked about what would encourage you to use a library more, was an increase in the purchase of books. The model proposes increasing spend on books from circa £140,000pa to £380,000pa.

- 8.13 A summary of the proposed budget to meet the savings requirement was set out in the original consultation report. This has now been amended to reflect the changes in the model that have materialised through the consultation process. 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 amended model	Summary as to how this is achieved
Employees	£3,107,000	<p>The budget has increased from the consultation. This is mostly down to requirement for staff at Sutton, staff on Saturdays, and at the busiest sites.</p> <p>The entire model would require the number of full time equivalent library staff to reduce from the current 112.48 to 99.6.</p> <p>The investment in kiosks will result in 22 libraries having self-service. The reduction in opening hours (reduction of 155.5hrs) enables the reduction in employee costs to be achieved.</p>
Premises	£1,042,000	<p>The premises costs have increased from the consultation this is mostly down to the changes proposed at Sutton, Aston and Glebe Farm.</p> <p>The repairs and maintenance budget has been maintained at the £50k increase.</p> <p>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.</p>
Supplies and Services, Transport and Other expenditure	£918,000	<p>The supplies and services costs have increased from the consultation this is mostly down to the changes proposed at Sutton,</p> <p>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)</p> <p>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</p> <p>The establishment of a new £20,000 budget for grants to groups wanting to offer a service under the new Tier 4 proposal.</p>

		Further reduction in the budget for security .
Income	£909,000	<p>This assumes an uplift in income compared to the original proposal of £363,000.</p> <p>The overall budget is calculated on the basis that Sutton Library becomes viable through new income from leasing space <u>and also</u> from new income streams from partners.</p> <p>The other budgetary income is linked to merging the community centre and library at Walmley.</p> <p>This includes libraries delivering verification work for benefits and receiving payment of £150,000 for carrying this out.</p> <p>To achieve the income budget also requires libraries to increase income through rental of spaces by £30,000.</p> <p>The new model pauses a £1 fee for reservations as it will test whether the leasing of space at Sutton can generate the additional £50,000 income p.a. needed</p>
TOTAL net expenditure	4,062,000	

8.13 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 Gr1x1	Yes
Ward End	1	35 hrs	Gr3x1 Gr2x2 Gr1x0.5	Yes
Small Heath	1	35 hrs	Gr3x1 Gr2x2 Gr1x0.5	Yes
Acocks Green	1	35 hrs	Gr3x1 Gr2x2 Gr1x0.5	Yes

Northfield	1	35 hrs	Gr3x1 Gr2x2 Gr1x1	Yes
South Yardley	1	35 hrs	Gr3x1 Gr2x2 Gr1x0.5	Yes
Sparkhill	1	35 hrs	Gr3x1 Gr2x2 Gr1x0.5	Yes
Erdington	1	35 hrs	Gr3x1 Gr2x2 Gr1x1	Yes
Balsall Heath	1	35 hrs	Gr3x1 Gr2x2 Gr1x0.5	Yes
Hall Green	1	35 hrs	Gr3x1 Gr2x2 Gr1x0.5	Yes
Harborne	1	35 hrs	Gr3x1 Gr2x2 Gr1x1	Yes
Mere Green	1	35 hrs	Gr3x1 Gr2x2 Gr1x1	Yes
Kings Norton	1	35 hrs	Gr3x1 Gr2x2 Gr1x0.2	Yes
Handsworth	1	35 hrs	Gr3x1 Gr2x2 Gr1x1	Yes
Quinton	1	35 hrs	Gr3x1 Gr2x2 Gr1x0.2	Yes
Shard End	1	35 hrs	Gr3x1 Gr2x2 Gr1x0.2	Yes
Weoley Castle	1	35 hrs	Gr3x1 Gr2x2 Gr1x0.2	Yes
Yardley Wood	1	35 hrs	Gr3x1 Gr2x2 Gr1x0.2	Yes

Library	Tier	Proposed Hours	Proposed Staffing	Proposed for self-service kiosk(s)
Birchfield	2	21 hrs	Gr3x0.6 Gr2x0.6 Gr2 x 0.6 Gr1 x 0.2	Yes
Walmley	2	21 hrs	Gr3x0.6 Gr2x0.6 Gr2 x 0.6 Gr1 x 0.2	No
Kingstanding	2	21 hrs	Gr3x0.6 Gr2x0.6 Gr1x0.2	No
Perry Common	2	21 hrs	Gr3x0.6 Gr2x0.6 Gr2 x 0.6 Gr1 x 0.2	Yes
Boldmere	2	21 hrs	Gr3x0.6 Gr2x0.6 Gr1x0.2	No
Frankley	2	21 hrs	Gr3x0.6 Gr2x0.6	No
Druids Heath	2	21 hrs	Gr3x0.6 Gr2x0.6 Gr2x0.6 Gr1x0.2	No
Spring Hill	2	21 hrs	Gr3x0.6 Gr2x0.6 Gr2x0.6 Gr1x0.2	Yes
Tower Hill	2	21 hrs	Gr3x0.6 Gr2x0.6 Gr1x0.2	No
Sheldon	2	21 hrs	Gr3x0.6 Gr2x0.6 Gr1x0.2	No

Stirchley	2/3	21 hrs	Gr3x0.6 Gr2x0.6 Gr2x0.6 Gr1x0.2	No
Glebe Farm	2/3	15 hrs support + 6 hrs	Gr2x0.6 Gr3x0.6	Depends on detail of scheme
West Heath/Oddingley	3	15 hrs support	Gr2 x 0.41	Yes
Bartley Green	3	15 hrs support	Gr2 x 0.41 (temporarily will need more staff)	Depends on detail of scheme
Bloomsbury	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
Aston	3	10-12 hrs support	Gr2 2x0.41	

Sutton Coldfield staffing over 5 month period is yet to be confirmed.

Section 9 – Consultation on the proposals

9.1 Following the cabinet report in October there has been a comprehensive public consultation exercise undertaken on the proposals for a Tiered Community Library Service. This has run from 25th October to 27th January and has involved

- 4 public meetings
- 33 facilitated sessions at community libraries
- 13 ward or district committee meetings
- 24 other meetings

The full list of meetings is set out in Appendix 2 of the main cabinet report

This outward facing approach has resulted in 1947 responses submitted via the Be Heard database and there have also been responses submitted via letter, e-mail, petitions and 1675 further responses to the children's survey.

In order to ensure the impacts of the proposed model were explored further and better understood there was also a series of 6 focus groups. These concentrated on Sutton, Aston, Disability and a further three on wider impacts of the proposed changes.

Alongside the public consultation there has also been a formal consultation ongoing with staff and trade unions. Trade Unions and staff have formally submitted their proposals for amending the model and these have been considered and where appropriate changes reflected in the revised model. The formal consultation with Trade Unions will close after Cabinet have agreed the model.

A summary of the main findings from the questionnaires is set out below, however this is further detailed in Appendix 3 of the main cabinet report

Of the 1675 responses to the Children's Survey the majority of children walk to their most used library (50%) and they prefer to visit in the holidays (44%). Most children borrow books when they visit (40%) and more girls than boys responded (53%). The highest response from children was in the 9-11yr age range (39%) and Boldmere library returned the most survey forms (18%).

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. 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.

D. 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.

10.2 In addition to the responses from the consultation already covered in section 6, other models have been submitted as part of the consultation process including

E. To temporarily fund Sutton Library through the capital resources. This has not been possible to pursue as Sutton Library requires a revenue budget (to spend on staff, supplies etc) to make it sustainable not a capital budget which is spent on capital items such as refurbishments.

- F. Hand over the Tier 3 sites entirely to the community/other organisations to run without any support from the city council in order to use that resource released to invest further in the Tier 1 and tier 2 sites. This proposal was not in keeping with the objectives of the model to work in partnership and also to maximise the footprint/accessibility of library services.

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 was available on the Beheard website during consultation:

- 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