



**DIRECTORATE OF ADULT, COMMUNITY
AND HOUSING SERVICES**

**SELECT COMMITTEE ON
REGENERATION, CULTURE AND
ADULT EDUCATION**

24th October 2007

**Responses to Members questions on improvement plans
for Dudley Library Services**

Introductory Statement.....	3
1 Social Audit.....	6
2. Running costs and finance.....	7
3. Computer use in Libraries.....	9
4. Alternative premises.	13
5. Active Borrowers and Opening Hours.....	17
6. Issue Figures.	21
7. Environmental Impact Study.....	23
8. Road Safety Audit.....	24
9. Viable and Underused.	25
10. Booktime initiative	26
11. Options Plus Scheme.....	27
12. Dudley Library Book Fund.....	28
13. Wall Heath Library.....	29
14. Amblecote Library.	30
15. Quarry Bank Library.	33
16. External Studies.	34
17. Staff.....	35
18. Customer Satisfaction Surveys.	36
19. Library Standards and Proposed changes	37
20 Resources and upgrading	38
21 Senior Citizens and Disabled Residents	38
22 Present recommendations in Comparison to previous Proposals	38
Appendix 1(a).....	40
Appendix 1(b).....	41
Appendix 1(c).....	42
Appendix 2	43
Appendix 3	44
Appendix 4	45
Appendix 5	46
Appendix 6	47
Appendix 7	48
Appendix 8	49
Appendix 9	50
Appendix 10	51
Appendix 11	52
Appendix 12	53
Appendix 13(a).....	54
Appendix 13(b).....	55
Appendix 14	56
Appendix 15	57

Introductory Statement

by Linda Sanders, Director of Adult Community and Housing Services

- The 1964 Public Libraries Act requires us to provide libraries “appropriate to the needs of the population”. Whilst a matter of judgement, the level and quality of provision are covered in the public library standards of which there are 10.
- The recent national library conference organised by the Public Libraries Group had as it’s theme the role of libraries to “Inform, Educate and Entertain”. It is quite clear that nationally library services have failed to address the national decline in usage. The challenge for the 149 Public Library Authorities in England and Wales is to turn around an ailing service. To ensure that libraries are viewed and used as community assets, that they are used to Inform, to Educate, that they help people to break out of deprivation and that they also link with and promote reading for pleasure, but also we have a duty to ensure that the service is using public money effectively.
- At the Conference we heard about an evaluation framework which had a scale of 1 to 6 with 6 being excellent. Our rating would be only 3 – adequate. There have been various reviews on libraries over the years. A policy committee review in 98/99, and a further one in 2002. The focus now needs to be on delivering change. Past intentions, aspirations, hopes and plans have been largely unfunded. These creative and innovative proposals have been developed within resources available. They are also fully consistent with a Peer Group Review by the Museums, Libraries and Archives Partnership, which was reported to Cabinet in September 2006.
- The library service now needs to be modernised so it is fit to serve Dudley citizens for years to come. At present, there are too many sites for the revenue and capital budgets available. There has been no change to opening hours for a decade. 2.6 million needs to be spent on 4 of our libraries that are being considered for closure or re-provision into library links. The reduced usage has been massive and has reduced by nearly a third in 9 years, (from around 88,000 to 64,000) 25,000 fewer active borrowers.
- 5 of our libraries are uneconomic, under-used and no longer viable. In these 5 the cost for active borrowing is over twice and up to 4 and a half times as expensive as our better used libraries. The cost of the library in Coseley is £43.33p per active borrower per annum, the cost at the Amblecote Library at Brook School is £186.70p per active borrower. All 5 have under 800 active borrowers, the least used is Brook School, with only 336. The cost per visitor of the 5 libraries in question all cost more than double and some even treble of that of our most cost-effective library. In Lye, the cost per visitor is £1.67p. In Woodside it is £5.92p.
- There were out-dated management arrangements, lots of layers and titles and no proper career structure. These are now being addressed. Libraries have been a stand-alone service in isolated buildings visited by the few. There has been little partnership working or cross sector collaboration.

- In March 2006 only 4 out of 10 national standards were fully met. This year, 6 out of 10 are now fully met. The modernisation proposals will lead us to meet all 10 as opening hours and visitor numbers will increase, provision will be better in the more deprived areas and 95% of citizens will be within 1 mile of a community library resource.
Customers have said to us for years that they want to see more evening opening and for them to be open Saturday afternoons and Sundays – this feedback now needs to be acted upon.

The key challenges:-

- We needed a new vision and this was agreed at Cabinet in September 2006. The Library Service will be “OPEN AND ACCESSIBLE TO ALL” and 10 principles to shape proposals for the new service were agreed.
- We have already implemented accountable organisational structures. The Libraries Modernisation report creates a sound financial plan. We need an effective workforce and affordable career structure. The recent introduction of an apprentice scheme has been applauded by the unions. Opportunities for co-location to improve access are proposed.
- We have reviewed the library estate and the plans will ensure that our libraries are in good quality buildings that are bright, light and spacious. There will be more computer access, they will be de-cluttered, counters will go and we will introduce self-issue through radio frequency identification. Staff will have more time to help and support library users. We are creating a capital pot for reinvestment through re-providing buildings not fit for purpose. In 3 areas Quarry Bank, Dudley Wood and Woodside, Library links will be created. Accessible, co-located community resources open - not for as little as 22 hours per week as with some current libraries - but for as long as the service where they are based, maybe 40 hours or more.
- In addition, libraries will be open for an extra 75 hours across the borough. That is equivalent to more than the creation of a new large library. When people can rely on libraries being open for longer hours, usage and visits will increase.
- For over a decade, people in Pensnett have asked for a library. We are proposing to create a brand new library link there. A stock of 1,500 books, several computers, 10 hours of professional staff time and a 24 hour ordering system for any book in stock in the Borough.
- Brierley Hill will get a brand new library and community resource centre jointly with Stourbridge College in a flagship new building, which will significantly contribute, to the regeneration of Brierley Hill.
- There will be an investment of over 2 million pounds capital monies in a new capital programme for libraries and all within existing resources.

- Libraries matter in Dudley. Our modernisation plans make best possible use of the resources available and shape these into a service we can all be proud of for the 21st century.

I hope that the following detailed responses to the call-in questions assist the Select Committee with their deliberations.

Select Committee are advised that petitions have been received by the Council objecting to the closures of Wall Heath, Woodside and Amblecote at Brook School Libraries. This introductory statement and our responses to the call-in questions address the concerns.

1 Social Audit.

1.1 *What were the results from any Feasibility Study or Social Audit that have been carried out into the effects within the local communities of the five libraries including impact on the elderly, children, disabled, ethnic minorities and excluded persons as well as the effects on the local business communities and shops due to possible loss of trade and decreased footfall?*

If no such study has taken place then an explanation as to why not should be provided

If any study has taken place then an explanation as to why it has not already been made available to all Members should be included and the reasons why, including why it was not part of the Cabinet papers of 12th September or listed in any background papers.

An extensive range of local and national information and research was examined and analysed in the development of the Library Modernisation proposals.

They will result in an overall reduction in only one service point from 18 to 17. The changes will achieve a more even spread of service across the Borough, with the inclusion of a new service in Pensnett. The creation of innovative Library Links will evidence our commitment to countering social exclusion and increase our presence in areas of deprivation. There will be an overall increase in opening hours of 75 hours per week, which will increase use.

1.2 *Why was no consultation done regarding the proposals via the affected area committees before taking the report to Cabinet?*

Consultation with Area Committees is usually undertaken following the policy direction established by the Cabinet and consultation will occur regarding the development of the Library Links.

The vision and principles to shape library modernisation were agreed by Cabinet in September 2006. The proposals have taken into account the outcomes of the customer consultation programme with increases in opening hours and better buildings being key issues.

2. Running costs and finance.

2.1 *Provide evidence showing the Annual running costs of each library within Dudley MBC to include Staffing, Heating, Light, Power, Building maintenance, rents, rates and any other costs deemed to be legitimate running costs since 1998-9. These costs to include any income derived from whatever source.*

The actual spend for 2006/07 and the budgeted spend from 1998/99 are shown at **Appendix 1(a), 1(b) and 1(c)**. Because of the time difference between the information provided on the actual spend for 2006/2007 and the budgeted spend from 1998/1999, it is important to note that a straight comparison is not possible. Differences in recording and apportionment of costs across the whole service make a strict comparison on a library-by-library basis impossible. The issue is that a reshaping and redistribution of resources is now necessary to meet community need more effectively.

2.2 *The Cabinet Meeting report (Para 13, Page 33), states....*

“The estimated cost of bringing the Council’s libraries at Woodside, Quarry Bank, Dudley Wood and Wall Heath up to a reasonable condition, including Health and Safety standards, has been estimated to cost in excess of £2.6 m”.

The Cabinet Meeting report (Para 13, Page 33) also states....

“The disposal of these sites is expected to generate funds that will contribute towards the modernisation programme...”

The Cabinet Meeting report (Para 20, Page 35) also states....

“Capital receipts from the disposal of sites at Woodside, Quarry Bank, Dudley Wood and Wall Heath are envisaged to generate £710,000”

In view of the very specific data recorded and already made public in the Cabinet document it would be reasonable to assume that accurate data has already been arrived at for the refurbishment or disposal of these four premises.

Provide accurate and detailed figures showing the estimated refurbishment costs for individual libraries at Woodside, Quarry Bank, Dudley Wood and Wall Heath as listed in Para 13, Page 33 of the Cabinet report as £2.6m.

The estimated costs of the refurbishment of libraries were prepared by suitably qualified, professional officers of the Council. The estimates indicated that around £1.2m is required to be expended on Woodside library and around £0.5m is required on Quarry Bank. Dudley Wood requires investment of around £200,000, and Wall Heath almost £120,000. Together with estimated costs for providing RFID (Radio Frequency Identification) this equates to over £2.6m. In addition, a further £1m for the cost for refurbishment and improvements to Wordsley and Cradley as well as funding for Kingswinford. **Appendix 2** outlines the £2.6m estimated costs for library refurbishments. In summary the estimated costs provide for:

- Ensuring the buildings are brought back into good condition by addressing such issues as roofing repairs, windows, major upgrades to old and dated mechanical and electrical installations and dealing with structural and health and safety issues, particularly at Woodside library.
- An upgrade to electrical installations since modern libraries should be bright and light. Existing electrical circuits do not always provide suitable levels of illumination to meet this modern aspiration.
- Undertaking necessary rewiring and mechanical installations to current expected regulations and service requirements generates a need for replacement finishes to floors, walls etc and also redecoration which will also assist in addressing the aspiration for bright, light, flexible buildings.
- Dealing with bringing the buildings up to modern standards of public access requirements such as provision for of toilet facilities for persons with disabilities and automatic entrance doors (where not currently provided)
- Providing improved security systems, particularly to protect ICT provision not envisaged in original building designs;
- Providing modern layout of service counters, modern furniture and equipment, self issue terminals, RFID and ICT cabling for computer benches and PC points.

The costs also include contingencies to deal with the uncertainty of refurbishment in existing buildings and professional fees for design and management of the programme.

3. Computer use in Libraries.

3.1 ***What information is available to record Computer usage at dedicated consoles in individual libraries within Dudley MBC?***

Appendices 3 and 4 show the information that is available to record computer usage at dedicated consuls in individual libraries within Dudley.

Computers are used 45.15% of available time. The lowest percentage is 22.2% at the Brook School Amblecote; the highest being 64.34% at Lye.

Appendix 3 shows the information available on usage at dedicated consoles in each individual Library within Dudley MBC for 2006/07 relating to:

- Number of sessions
- Number of PC's
- Minutes used
- Availability (Minutes)
- Percentage of utilisation.

Appendix 4 shows utilisation on a monthly basis. It is not currently possible to get data broken down by time of day.

3.2 ***Provide information to show the use of computers in each library within Dudley MBC for the past five years to include the age ranges of users and if known reasons for use by them. Information to show any increase or decrease of computer usage in libraries and include any mechanisms used for advertising such facilities within the local communities -***

Appendix 4 which shows the public access computer utilisation by month for 06/07. Data is not available retrospectively. It is not our policy to record the reason why people use PC's.

Promotion of this service is undertaken through the libraries web site, library leaflets and local outreach. In addition partnership working with Adult and Community Learning, taster sessions and National initiatives such as Silver Surfers are publicised through local press.

3.3 ***What computer facilities are expected to be in place, their locations and availability after the proposed closure of the five local libraries? Information provided should be able to show that public computers available within libraries could cope with the additional influx of displaced users.***

Following modernisation, computer access will be enhanced, across the Borough. Each new Library Link will have 2 public access PCs. Further future extensions at other libraries is envisaged. Under the proposals there will an extra 75 hours available across the borough in libraries. In addition Library Links will be open and accessible for many more hours than current small libraries. This will mean that people will have more access, including, importantly, on evenings and weekends. All libraries will be open every week day and Saturdays, with Sunday opening at five libraries, one in each of our five areas.

Additional computers at partner and host sites for Library Links may also be available. For example we have had an enthusiastic response to initial talks with Dudley Wood Neighbourhood Learning Centre, one option for the Dudley Wood Library Link. There are already 10 public computers at this site.

3.4 *What will be the impact of the closures on current and proposed joint working with Children's Services relating to the public access of computers in libraries for children?*

The Directorate of Adult, Community and Housing Services will continue to work jointly with the Directorate of Children's Services in relation to the public access of computers in libraries for children. Extended hours will mean there is more capacity overall. The development staff will also be available to liaise with schools who run their own after-school homework clubs to promote reading and the use of libraries and on-line library resources. The continuing extension of online reference and book resources available from the library website will assist children too.

We need to make sure that the extension of the online resources made available through schools is available where appropriate through libraries.

Many schools already offer their pupils opportunities to access ICT before and after school and during lunchtimes. Through the Dudley Grid for Learning (DGfL) access is provided to an e-portfolio for all pupils and staff via the DGfL portal. The DGfL portal provides a secure log on and allows staff and pupils to access email, work set by teachers and safe discussion groups. We have a growing number of schools working with Virtual Learning Environments, feedback shows that pupils like this way of working, they value the opportunities it provides for peer assessment and meaningful dialogue with their teacher. The 14-19 agenda enables pupils to be in a variety of places to continue their learning - ICT is a key driver for this. As such resources develop, the Library Service will need to look at wireless and other ways they can access the internet in libraries. Currently libraries have wireless access for council employees to use when away from their bases.

There will be an overall increase of 75 hours in available PC time across the Borough due to the extension of opening hours. The new Library Links will also have a minimum of 2 PCs which can be available for local use whenever their host organisation is open, which will again result in an increase of availability overall. Joint working with Children's Services will be enhanced by a focus on service development which the new staff structure will provide. We will be looking at our provision of study support in its widest sense, both in libraries and virtually.

3.5 *What provision has been made for the elderly or disabled and the public use of computers in communities and libraries affected by the closure e.g. those who will lose their facilities and those who will serve more people*

Library Links are being provided in three areas that are being affected by library closure, with an additional Library Link in Pensnett. This will give a more even spread of service across the Borough and provide Pensnett for the first time, with access to library facilities including computers. Extended opening hours at all libraries will ensure capacity to accommodate the low levels of current usage at the libraries that are earmarked for re-provision. Special sessions for older users

are provided through Silver Surfer and other promotions and these will continue. Where getting to a Library is not possible, due to illness or disability, the Home Library Service is provided. Over 700 people currently benefit as a result of a home assessment. More assessments will be done if there are more requests to use the service.

3.6 *How local children are expected to access computers in their local libraries, both today and in the future.*

Children have access to computers through a variety of routes. Libraries are part of that and so are schools. All schools are expected to be extended schools with additional hours from 2010 which will increase access for children and young people. The Assistant Director for Libraries, Archives and Adult Learning will be part of the Transformation Secondary Education Project Team that will consider these issues over the next 18 months.

Modernisation of the Library service will deliver enhanced access to computers for use by the public across the borough. Each new Library Link will have two public access PCs. In addition the proposals to extend opening hours across the borough will also extend access to the public PCs for the same length of time, so that access will be increased by 75 hours per week for everyone including children. Once access is made available for libraries to the Virtual Learning Environment, children will be able to use the library computers to access their work.

3.7 *If proposals implemented how will the LEA Portal 2 be expected to work by the year 2010/11 when all children should have a facility to access a computer to access their schoolwork, either from home or through their local library.*

The LEA Portal 2 is a safe, filtered access point to the internet which prevents access to inappropriate sites and material. This supports the Local Authorities duty of care to protect children and young people. The portal provides, through a secure log on and site 'anywhere anytime access' (anywhere where there is internet access) for every child/young person in a Dudley school to all those elements which will support a young person's education. It will be the place where the young person accesses school/ academic work sent to them via a VLE (Virtual Learning Environment.)

Existing public PC provision in libraries is likely to be extended as part of the modernisation programme. Also, each Library Link will have 2 public PC's and where possible will be sited within a partner organisation, which also has public access computers. These will be available whenever the host organisation is open. Additional opening hours, including more late nights, Saturdays and Sundays in libraries will extend access for all library users.

3.8 *What arrangements and support will be available to children in the areas of the closures who may be in the position of only being able to access their LEA Portal 2 work from libraries? Can they be expected to have to travel and access a library computer and will there be sufficient resources for them to be able to access facilities at suitable time for them and their families.*

Libraries will be open longer in the evenings, on Saturday and on Sunday. Under proposals contained in the Cabinet report, access to library services will be extended by a total of 75 hours per week from the current opening hours. IT facilities will be relocated to the nearest library/library link wherever possible. Sunday opening at 5 sites will make the facility available on that day for the first time, and evidence from other authorities indicates that families are among the groups of people who use this facility most. In addition to book borrowing, IT is heavily used on Sundays elsewhere. Discussions to overcome technical issues in relation to DGfL have been taking place and further work needs to be done in partnership to enable this function.

In relation to Wall Heath there is no evidence of high demand in this area, both from library usage statistics and also the recent closure of an Internet Café run by a charity opposite the library.

4. Alternative premises.

4.1 *Produce evidence of any study or data gathered relating to alternative library or library link premises available within the areas served by the proposed library closures. This evidence should include possible new and alternative buildings for library facilities as opposed to refurbishment of existing premises.*

Consultation and community engagement is part of the next phase of the implementation of the Council decision regarding the proposals of the Cabinet Report. Draft criteria for potential partner organisations and host sites have been drawn up. Initial work has begun to scope the possible community partner sites for Library Links in Dudley Wood, Quarry Bank and Woodside and some sites have been suggested so far as follows:

- Dudley Wood: Neighbourhood Learning Centre
- Quarry Bank: Children's Centre, Woodhouse Court, Community Centre
- Woodside: Children's Centre, Community Centre, Woodside Mental Health Resource Centre..

Detailed work and consultation can begin following the decision making procedure of the Council.

No alternative accommodation or new-build sites were investigated to directly transfer the current unsustainable model of library service. As previously indicated, Capital and revenue resources are spread too thinly and preclude that option. Re-provision of the library service as a local sustainable model with a Library Links is being scoped, pending the decision making process.

4.2 *Define "Link Library" and explain where the title is taken from and what is the exact role of a Link Library in the overall library plan.*

The name 'Library Link' has been used in various library services to describe both mobile and static library services. In Dudley it was chosen as a working name to describe both the function of being a 'link' to the whole library service through the stock, staff and on-line connections and also as a 'link' to the community through the proposed provision of the this service through established community buildings and organisations.

The concept of providing a tailored library service to a target community is being employed by library services in other parts of the UK where libraries have become unsustainable in terms of either buildings, staffing, usage or a combination of these factors. The concept has also been used to ensure library coverage to fulfill community demand and/or to meet the National Public Library Standards and where outreach services (rather than a more traditional library model) are needed to reach new or wider communities.

Among others, examples can be found in Birmingham, Sandwell, Nottinghamshire, Cornwall and Cumbria. The principle of locally tailored services which provide content in consultation with the target community means that examples of this type of service will, by necessity, be varied to meet local need.

Library Links within Dudley will provide library lending, reference material on-line, information services and access to the Internet for communities in Dudley Wood, Quarry Bank, Pensnett and Woodside. Library staff will be on site for at least 10 hours per week and the services will be available outside these hours in partnership with the host partner.

The Library Links will ensure all residents of Dudley Borough are no more than 2 miles and 95% of residents are no more than 1 mile from a library service point in line with the National Public Library Standards. This is shown in **Appendices 5 and 6**, which show the arrangements of the library service, with a two mile radius and 1 mile radius including the location of all libraries and Library Links.

4.3 *What has been done to explore the possibility of joint working with the Community, stakeholders or local businesses to provide library services within the communities earmarked for library closure?*

The proposals draw on a programme of consultation including 711 responses to a residents survey last year and the 'Talkback' customer feedback scheme, where 413 comments were received in 2006/07.

Specific consultation and community engagement is part of the next phase of the implementation of any Council decision regarding the proposals of the Cabinet Report, and specifically the development of Library Links although important work has already underway in the Pensnett area where a local survey had been done to identify the need for a library provision in preparation for the Big Lottery bid. Draft criteria for potential partner organisations and host sites have been drawn up.

Initial conversations with possible community partner sites for Library Links in Pensnett, Dudley Wood, Quarry Bank and Woodside have taken place and draft criteria for partner organisations has been discussed in enthusiastic initial conversations with Dudley Wood Adult Learning Centre and the Children's Centre in the vicinity of Woodside Library. Community partners are eager to work with libraries to deliver joined up services, which serve neighbourhoods in a more holistic way.

Sites suggested so far:

- Dudley Wood: Neighbourhood Learning Centre
- Quarry Bank: Children's Centre, Woodhouse Court, Community Centre
- Woodside: Children's Centre, Community Centre, Woodside Mental Health Resource Centre.

Detailed work and consultation can begin following the decision making procedure of the Council.

4.4 *What has been done to explore the possibility of increasing the size, opening hours and community usage of the existing proposals instead of closure?*

Over the years various proposals have been made to enhance service provision within the existing library buildings and also possible relocation.

Each time proposals have been formulated it has not been affordable within existing budgets and additional funding has not been available.

The cessation of Lone Working in 1993 was only partly funded and therefore the service has been operating with a shortfall since that time. The current revenue budgets are spread too thinly and a number of National Library Standards are not being met. The radical and innovative changes proposed will increase and modernise provision, performance, value for money and efficiency.

4.5 *Has consideration been given to closing one library to assess the impact rather than doing all five so that lessons can be learnt?*

There will be a phased approach to the closure and re-provision of library services. This will mean that lessons will be learnt as the proposals are implemented.

The package has been arrived at through reviewing a large number of factors relevant to library services, including building stock, performance and shortcomings of the whole of the library service in Dudley.

In order to deliver step-change and extend access to services it is necessary to build capacity by using available resources in a more efficient and value for money way. Projected improvements could not be achieved if a piecemeal approach was taken. The proposals are a coherent package and represent a new strategy for library services.

4.6 *What discussions or consultations have taken place with Community Associations if Community Centres (Council owned but run by volunteer Community Associations) are to be earmarked for Link Library usage?*

4.7 *Explain how the link library system would work if a Community Centre is already fully hired and occupied by groups such as Play schools, children's groups, the elderly, bowls clubs, amateur dramatics, flower clubs, horticultural societies and women's groups, bearing in mind the stringent locked access procedures for children's groups and play schools*

4.8 *Explain how Community Centres with their existing basic facilities and limited available space will be modified to make way for link libraries and produce evidence of any draft costs involved or explored.*

4.9 *Produce evidence of any estimated costs related to the hire of Community Centres bearing in mind that Community Associations have standard rates of hire for their premises*

Our response to questions 4.6 to 4.9 is that co-locations will not necessarily be in Community Centres, indeed, if they are not staffed they will not be appropriate.

Criteria are being developed which will form the basis of discussions with possible host venues. The criteria include the facilities that will be needed by the Library Link and look at the kind of joint working that could be developed by the two organisations. The criteria will enable us to assess the appropriateness of various possible venues as locations for Library Links.

The public library is there for everyone and needs to be located in a building which does not compromise the neutrality or universality of 'the library offer'. It is recognised that in order to work with a variety of organisations we will need to be flexible in how, where and when we deliver our services.

5. Active Borrowers and Opening Hours

5.1 *How accurate are the “Active Borrower” figures (3) published in Appendix 1 of the Cabinet Papers of 12th September?*

The active borrower figures, published in Appendix 1 published in the Cabinet Paper of 12th September are accurate and are derived from the library management system, where standard reports are written by the system developer (DS). These reports are the same ones that are used for operational performance information outside of the CIPFA reports period because the CIPFA ‘scripts’ cover only the financial year in question.

The data in the Cabinet report 06/07 offers snapshot figures as at March 07. These reports are used to produce operational information on a regular basis.

Housebound, Central Services, and Schools Library Services are shown separately.

The number of active borrowers alter on a daily basis and depend on the period covered by the report. Data for active borrowers will always fluctuate because of this.

5.2 *Explain why the “Active Borrower” figures for 1998/9 appear to be estimates due to all finishing in 00.*

We understand that the figures for 1998/99 were rounded figures and that this was accepted practice at the time.

5.3 *Produce a table to show the Annual “Active Borrower” decline figures for each library within Dudley MBC for each year from 1998-9 to 2006-7. The data should include numerical as well as percentages dropped over the annual and total period for each library.*

Appendix 7 is a table of Active Borrowers for 1998/99 and the two most recent years and illustrates the decline in library usage. This information outlines how drastic the decline has been and supports the need for the modernisation plan, which is designed to revive and refresh libraries.

5.4 *What studies have been carried out or evidence gathered to establish the reasons why “Active Borrower” rates have declined at all libraries within Dudley MBC?*

This is a national trend in libraries, not only in Dudley, that has been observed over a number of years.

In 2002, a report from the Audit Commission, “Building Better Libraries” found a pattern of changes in use:

“But, while demand for books and information has increased, use of libraries is in steady decline. Visits to libraries have fallen by around 2 per cent every year since 1993/94, with total visits down by 65 million to 288 million – far

short of the targets set in national standards, equivalent to 352 million visits per year. Loans of books and other materials have fallen by almost one-quarter since 1993/94 – a trend which, if continued, would reach zero in around 20 years' time.”

It made recommendations including:

“Library services need to direct their resources at delivering the services that local people want, in particular

- providing the books and information services that people want and need
- maximizing accessibility by opening at times that suit local people, making better use of joint-use facilities,
- and using the internet to provide access to their services to people at home
- making services easy and pleasant to use – in particular, looking at what attracts people to bookshops
- building awareness among non-users of the services they have on offer”

The Modernisation Plan is our response to this trend and is designed to answer these challenges

5.5 *What efforts have been made to contact expired “Active Borrowers” and what efforts have been made to improve the “Active Borrower” numbers?*

Promotion of the library service with the aim of increasing use and “active borrowers” is fundamental to the business of libraries and is addressed in several ways, some of which are:

1. Planned programmes of events, promotions and reader development activities for all libraries are delivered by library staff and specialist staff across the borough to attract new users and readers, targeting where possible specific audiences. For example the recent visit and book signing to Halesowen by Adrian Chiles (targeted at men and football fans), the recent visit by Children’s author Clive Cole to a number of libraries including the library at Brook School (targeting children and families).
2. Outreach activities where staff publicise and promote the services of libraries are also a fundamental part of library work. For example Dudley Libraries presence and story telling at the Dudley Festival of Water and Light at the Waterfront in October and are currently developing a “Books on Prescription” service in partnership with Dudley PCT, extending our work to Doctor’s surgeries.
3. Regular use of the local press to publicise and report successful events and initiatives.
4. The use of national programmes of reader development to extend users reading and promote alternative genres and authors, for example “Richard & Judy”, “Breathing Places”, “RaW”, The Orange Prize for fiction and The Big Wild Read, etc.

5. Mailshots to existing and lapsed library members have been undertaken for example, to promote the Library at Brook School.

The library service has purchased more books with available resources and has made joining the library easier by enabling people to join via the library website and introducing 'light user' categories so that people can join without having immediate proof of identification.

5.6 *What present initiatives and future plans are in place to increase the "Active Borrower" numbers throughout the borough?*

The response above to question 5.5 covers a number of initiatives to increase the 'Active Borrowers' in the borough. In addition, with the modernisation of the library service and the introduction of a new structure, a specialist team is being put in place to further develop the promotional and reader development work. A full programme will be co-ordinated across all libraries and communities to extend the work already being done. The re-provision of library services will enable the flexibility to deliver more varied programmes in the future.

Currently Dudley Libraries meets 6 out of 10 National Library Standards. The Modernisation Plan is designed to achieve the remaining standards, in particular the necessary improvement in opening hours and the increase of visits. The best way to increase usage is to increase opening hours to suit modern lifestyles.

Proposals to make libraries more available by extending the opening hours across the borough and opening more late nights, Saturday afternoons and Sundays will increase the opportunity for people to use libraries. It has been proven in neighbouring authorities that extended opening hours and Sunday opening is very popular and increases visitor figures and "Active borrower" figures. Walsall have been opening for 3 hours on Sundays for 4 years and the usage during those 3 hours, both in terms of book issues and visitors, is more per annum than two of the small libraries in the borough which are open 22-25 hours per week. Sandwell opened their first library on Sundays at the beginning of September this year and it is proving to be popular especially with families. New people are joining each Sunday and the average visitors so far are around 200 each Sunday.

5.7 *What will be the impact on the service of the possible loss of "Active Borrowers" anticipated due to closure of the five local libraries when the 65,583 visitors to those libraries no longer have local access to their local library?*

There were 65,223 visits, not individual visitors, in 2006/07. This represents a total of 2,754 active borrowers at the five libraries referred to. Of that 1,754 active borrowers will have the facilities of library links in their local communities. The remaining 1,000 active borrowers from Wall Heath and the Library at Brook School will have access to extended library services nearby.

The modernisation plan delivers a package designed to arrest the decline in use by extending opening hours across the Borough, including more evening and weekend opening. It also includes the re-provision of library services in areas of need, where patterns of low use have continued despite increased stock and staff

resources since 1993 (when lone working was phased out and extra book fund and changes of book stock introduced to smaller libraries).

Evidence across the country and locally – in Birmingham and Walsall – has shown that refurbishing or relocating libraries has a positive effect on use. We expect Library Links to have that impact. Some people who would never go to a stand alone library are more likely to access a Library Link in a co-located venue in the community.

5.8 Produce a table to show the decline/increase in opening hours at all libraries within Dudley MBC between 1998/9 and 2006/7.

The table **Appendix 8** indicates the consistency in library opening hours from 1998/99 to 2006/07. Reduced use is not attributable to reduced hours as these have remained at virtually the same level. Increases overall have not been affordable within the overall financial context of the Council.

5.9 People visit libraries for a number of reasons either as borrowers, parents of child borrowers, relatives accompanying borrowers, computer users or other visitors. Explain what data has been gathered to differentiate between classes of library user and include people who visit to use reference books within libraries.

All visitors, whatever their reason for visiting, are recorded by electronic ‘people-counters’ as individual visits. This is recorded in the visitor figures for each library as shown in Appendix 1 to the Cabinet Report. “*Providing A Modern Library Service in Dudley MBC - modernisation programme*”.

6. Issue Figures.

6.1 ***Are the Issues Figures (2) published in Appendix 1 of the Cabinet Papers of 12th September 2007 accurate? If not, explain why?***

The issues figures are accurate and are derived from standard reports written by the system developer. There are the same reports that we use for our operational performance information.

6.2 ***How does the mechanism for ordering books by a borrower from a smaller library work when that item is not in stock at the smaller library? Show how such items are booked out from both the requesting library and the main library supplying the item to that library.***

6.3 ***Produce evidence to show the numbers of such items requested by each library within Dudley MBC from a main library, either within Dudley or elsewhere between 1998/9 and 2006/7. Are such items included within the totals listed for main library issues and if so, explain why they have been recorded as an issue on behalf of that main Dudley borough library or external library?***

6.4 ***If such items are included within the totals listed for main library issues are those same issues recorded against all smaller requesting libraries as the instigating library? If so, the issues would be “double counted” and make the main library issue figures appear inflated. Provide accurate and detailed figures with all such requests and issues clearly identified over the period from 1998/9 to 2006/7.***

The library management computerised system (Galaxy) manages this process. When a request for a book at another library is received a “reservation” request is put onto the system for that borrower by library staff. The system sends a message to the library where the book is on the shelf, they find the book and tell the system that they have it – it is then logged by the system as “in transit” to the requesting library. At this point, nothing is formally issued or counts as an issue. When the book is received at the requesting library, they then issue it to the borrower, which completes the reservation on the system and this is when the formal “issue” happens and is counted by Galaxy. In short, the book is only issued to the borrower who requests it at the library they request it at. Thus, smaller libraries are able to obtain issues from stock from around the library system when it is requested by their borrowers. Audit rules preclude the double counting of issues.

The Galaxy system counts the number of reservations made across the service. The figure for reservations across the libraries for the year for 1998/99 were 25,855, for 2006/07 they were 77,966. This includes requests made in libraries and satisfied with their own stock and also with stock from other libraries in Dudley.

In order to give a snapshot of the books moving around the system, a report of the items “in transit” is attached **Appendix 9**.

6.5 Produce an Annual Table to show the individual issue figures relating for each library within Dudley MBC in comparison to the number of recorded Active Borrowers for each library from the years 1998/9 to 2006/7.

The table **Appendix 10** outlines Active Borrowers and Issues from the periods 1998/99, 2005/06 and 2006/07. Active Borrower figures relate to the library where the borrower is registered, but they may use any library across the Borough. Issue figures relate to the library where the item was issued to the borrower.

The figures show a considerable reduction in Active Borrowers by 25,000 across the period and a reduction in Issues of 1,208,070 over the same period.

The slight increase in Active Borrower and Issues for Woodside Library from 2005/06 to 2006/07 is as a consequence of concerted effort to encourage and promote library usage. The increase in proportion to the effort was relatively small.

6.6 Produce an Annual Table to show the types of items borrowed (Book, DVD, CD, other) at each of the libraries within Dudley MBC in comparison to the number of recorded "Active Borrowers" for each library from the years 1998/9 to 2006/7

The figures provided in the table **Appendix 11** are Issue figures by item category 2006/07. We are not able to compare this with Active Borrower figures as we cannot break them down by category of stock.

7. **Environmental Impact Study.**

Has an Environmental Impact Study of any description been carried out into the effects of the proposed library closures? If yes what does it show? If no, why not?

What are the environmental impacts of closing five local libraries including increased car and public transport use? Provide what evidence you have to show how closing smaller libraries would help reduce the carbon footprint of the 65,583 library visitors to those libraries in the areas nominated and the borough as a whole?

Produce evidence to show the current means of transport of library users to all libraries within Dudley MBC.

The Environment Impact Assessment (EIA) requirements are set out in the Town and Country Planning (Environment Impact Assessment) (England and Wales) Regulations 1999. They relate to Planning Applications and Pre-application submissions. No planning application was required for the proposals to improve library services and the EIA regulations set out a strict process of screening applications for impacts related to development proposals only.

The 65,583 library visits are made by the 2,754 Active Borrowers from the libraries referred to. Of these, 1,754 will have Library Links in their local communities are unlikely to have to travel further than they normally do.

People in Pensnett will not have to travel to other libraries as they will have a new Library Link.

8. Road Safety Audit.

8.1 *Has a Road Safety Audit been carried out to assess the possible increased dangers to the elderly, disabled and children users when having to travel further distances to libraries? What were the outcomes of the study? If one has not been conducted, why not?*

8.2 *How will it be regarded as safer for the recorded 65,583 visitors to the proposed five closure libraries to travel safely to replacement facilities?*

Road safety audits are carried out in relation to the development of highway improvement schemes being mandatory for all trunk road and motorway schemes and form part of the governments, "Design Manual for Road and Bridgeworks" (DMRB).

The audit is carried out at various stages of the design process and following construction to identify any potential road safety problems that may affect any highway users and to suggest measures to eliminate or mitigate the problem.

The 65,583 visits equate to 2,754 active borrowers at the five libraries referred to. Out of these, 1,754 active borrowers will have a Library Link within their community. The 1,000 Active borrowers registered to the library at Brook School and Wall Heath live in areas well-served by public transport and have a high percentage of car ownership.

8.3 *What Health and Safety issues have been addressed when arriving at the closure proposals?*

Working conditions, staff facilities and health and safety issues have been taken into account as follows:

- Building condition surveys,
- Disability Discrimination Act legislation,
- Fire Risk Assessments,
- Lone Working,
- Incident reports.

Under Dudley Council's duty of care there are some significant factors which continue to affect the Health and Safety of staff, for example, at Woodside Library the fire risk assessment has recommended many actions which coupled with the deteriorating fabric of the building gives cause for concern.

Lone working has been addressed in libraries and has been also considered under the proposals to provide Library Links. Mindful of Health and Safety issues when providing a Library Link, proposals require partner buildings to be staffed.

9. Viable and Underused.

9.1 Define a “Viable” library and explain the criteria used to arrive at that definition with supporting documentation from within the libraries community to support the definition.

9.2 The Cabinet report of 12/9 Para 10, Page 31 states that “Currently the library service has five underused libraries....” Define “underused” when local libraries, by definition will be in smaller buildings and with a lower number of users, yet meet the needs of and are greatly admired by local communities.

Modernisation proposals were informed by a range of performance information and related factors such as required building works and costs. Library Services are required to report nationally on a range of performance indicators and those used here - issues, borrowers, visits – are indicators that have been used over many years to compare performance within and across Library Services.

Appendix 12 shows the libraries’ performance across a range of indicators, adjusted by number of hours open at each library. These are then ranked to show relative performance for each indicator and the rankings are added together to give a total ranking across the range of indicators. This means that the judgement has been made across a range of performance indicators not any one alone.

There is no doubt that local libraries are often held in great affection by their users and this can be the case even where the use is low, resulting in a particularly personal and attentive service at that location. Regarding ‘Underused Libraries’, this is a judgement which has been made by comparing the libraries within the Borough in terms of performance relating to users, issues and visits and knowledge of the outstanding building work that needs to be done and the costs that this will incur.

Where services are relatively underused and will be expensive to maintain into the future, a judgement has been made on whether to continue to deliver those services and if so, how to do that as effectively and efficiently as possible and in the context of needing to achieve Government standards

10. Booktime initiative

***How will the current Booktime Initiative continue when local libraries are closed and primary school classes are invited to visit them?
Produce details of the current Booktime initiative including any proposals for the future on this and any future schools/library plans.***

Booktime is a book gift scheme, which promotes the pleasure of reading by encouraging parents and carers to read aloud with their children and helping to foster a love of books. Children are given the gift of a free book pack shortly after they start school with an illustrated book for them to take home and share with family and friends. This scheme is administered by Booktrust who liaise with Children's Services directly on school rolls & delivery. Booktime packs will continue as long as the funding permits.

Libraries contribute to Booktime by inviting class visits and running family reading events linked to the gift book. This year, in Dudley, Libraries have worked closely with colleagues in Early Years & Foundation Stage to promote the 'Funny bones' book in this years' pack & have invited schools to bring reception classes to libraries for linked events. Uptake from schools has been encouraging with over 20 booked to visit libraries in the Dudley locality & many more elsewhere in the borough. In the future we still anticipate offering local schools the opportunity to visit a library or a library link for story sessions & to join the library. Library staff sometimes visit schools for particular promotions such as Book Weeks & Booktime if schools are unable to visit a library and this will continue.

We intend to work with Early Years and Foundation Stage again in the future on Bookstart & Booktime & with Year 7 pupils in secondary schools to promote reading for pleasure through linking with the Booked up gift of a book from a selection of 10, for all pupils in this year group nationally. We have run a very successful Summer Reading Challenge from July to September 2007. We will work with schools in the future to promote this further so that children get the message of reading for pleasure during school holidays.

11. Options Plus Scheme.

11.1 *What impact has the Options Plus Scheme had on Library membership and use by holders of the Options + Card?*

At present there is no data to indicate that the Options+ scheme has any impact on library membership. As library services are generally free at the point of delivery concessions are offered as 50% reduction on all music and film loan charges. Under modernisation plans, all policies will be reviewed and further ways of working with Options+ will be explored.

11.2 *How many library users are members of and use the Options Plus scheme to access the library service? Break the figures down to each library.*

No data exists to answer this question. It is possible to link the cards through the Dudley Smart Card and this was planned. However, to provide Smart Cards instead of Library tickets has a cost implication that currently cannot be funded. Dudley Libraries offers concessions 50% reduction on all music and film loan charges.

11.3 *What initiatives have been undertaken to encourage the uptake of the revamped Options Plus scheme to access library services?*

The marketing of Options Plus has been undertaken by the Council's Marketing and Communication Team. Marketing has been targeted towards increasing the number of people on the Options+ globally as opposed to promoting specific services. Since February 2007 the uptake of the Options+ Scheme has increased by 18%, but the impact on library services is not apparent.

12. Dudley Library Book Fund.

Provide evidence to show how the Dudley Library Book Fund has been used and/or allocated between the years 1998-9 and 2006-7 including the amount of money allocated to individual libraries and the use of that money by those libraries over the same period. Evidence should also include an Annual breakdown of the amounts of money spent on Books, DVD's, CD's, ICT, property repairs and maintenance and any other usage. Show what proportion as a sum and a percentage of the Dudley Library Book Fund has been spent between 1998/9 and 2006/7 on Reference Books.

The book fund for Dudley Libraries is a resource that is used across the whole service. The lending book stock is available for loan through any library in the Borough and therefore, works across the Borough. Books and other stock are bought and placed in each library so that users see new stock and they are also rotated between libraries so that regular users see a variety of titles over a period of time.

Book fund spend is purely that related to Library service stock and is not used for repairs and maintenance or other such budget headings

Appendix 13(a) and 13(b) show where the items bought were initially placed in 1998/99 and 2006/07 which will give an indication of the spend and the changes that occurred in the way that it was spent during that period. **Appendix 14** gives the reference book expenditure for 1998/99. The reduction in spend on reference books is due to an increase in the central purchase of on-line reference sources, which are available at all libraries and in some cases from home computers.

The table for 2006/07 shows for example a 'central' fund, which has centrally managed budgets which are spent on particular types of stock for use across all the service libraries e.g. basic skills materials, on-line resources, talking books.

13. Wall Heath Library

13.1 *Before deciding on closure how has the Council sought to engage with the community in the area around the library to encourage more usage?*

The staff work very hard at Wall Heath to promote the Library to the users. There are regular story times and bright displays in the window, one-off events to tie in with national events, such as Adult Learners Week, Seasonal activities and coffee mornings. Examples of recent activities at Wall Heath Library are:

- April 07 Easter half term craft event.
- May 19th -25th 07 Adult Learners Week. Alternative Health Display.
- July 7th-7th September 07 Big Wild Read (Summer Reading Scheme)

The customer care at Wall Heath is excellent but the lack of space within this very small library restricts activities.

The levels of use have been a concern at this service point for many years and despite the best efforts of the staff working with the community, the use has not increased significantly.

13.2 *How do you propose to fund the closure of Wall Heath library, refurbish and enlarge Kingswinford library and establish a Pensnett library link now that the Big Lottery Fund application for £750,000 has failed?*

13.3 *What alternative funding streams have been investigated, are they forthcoming and if so, when?*

The Council is required to give 6 months notice on the lease for Wall Heath library and the current lease expires in 18 months time (March 2009). There is also a Council tenant in the flat above the library, and the Council's position and obligations re this tenant are currently being investigated.

As indicated in the Cabinet Report the Kingswinford library Big Lottery Bid of £750,000 was not successful, so the extension and refurbishment will become a priority to be financed from any surplus capital resources that can be identified, although further efforts to secure external funding will be made. Since library links are provided within existing buildings, costs for the Pensnett library link are provided for within the overall planned investment of £2m outlined in the Sept 12 Cabinet report.

13.4 *What alternative local options were investigated to allow library provision to continue in Wall Heath?*

The levels of usage and the close proximity to Kingswinford Library (1.25 miles) were judged to be sufficient reason not to pursue library provision.

14. Amblecote Library.

What evidence is there to show that the Council has sought to engage with the community in the area around the library to encourage more usage? This response should include any initiatives to involve the children from The Brook School, their parents and local residents.

With reference to the Library at Brook School, promotions since opening have been:

- Articles were placed on Library website, Brook School site, and at the old Library to promote the 'new' Library
- Press releases in January 06 to coincide with opening, and again in March 06 for the launch
- Promotion of the 'Vote for a new Library name' on website between January and March 06
- Mailshot to existing Library members in January/February 06 to inform of new Library site and advertise the services available
- Held large 'launch party' jointly with Brook School in March 06 to which library users, Councillors and prominent people from the local community were invited
- Librarian gave talk to parents of Reception children in June 06 - Children's Librarian has since promoted Library several times at special assemblies
- Library staff attended Brook School Summer Fair in June 06 and School Christmas Fair in Dec 06 to man a stall promoting services, leaflet all the parents, and keep the Library open out of hours for parents to have a tour
- Surveyed customers about Opening hours at Summer and Christmas Fair
- Easter half term 07 events including craft events.
- National story telling month May 07, storytelling event.
- 19th-25th May 07 Adult Learners Week, alternative health display.
- Extended Schools Coordinator promoted our service with posters and fliers at an event at the Dell Stadium in Sept 06, and has promoted service recently (May 07) to St. Paul's Community network and Brierley Hill Community forum - She also promotes the Library to her other two Schools (Brockmoor and Hawbush) on an ongoing basis
- Displayed poster promoting The Library at Brook School services in hall used for voting - May 07
- Breathing Places event held in Library and garden to promote BBC initiative aimed at Parents and children using crafts (Spring Bank Holiday week) May 07)
- Wildlife talk 30th May 07
- Staff contacted Amblecote Darby and Joan club and Age Concern to promote Reading group and Library services in general (May - June 07)
- An updated poster to promote The Library at Brook School and distributed to schools and libraries in the local area (April - May 07)
- Big Wild Read promotion (Summer Reading Scheme) July 7th-7th September 07
- Children's User Survey September 24th-29th 07
- Visit and stories by author Clive Cole. for National Bookstart Day 5th October 07

Ongoing promotions:

- Regular story times, craft sessions, Homework sessions, with children by library staff.
- Chatterbooks reading group with children
- Regular meetings between Library Managers and School where joint working is discussed
- Regular slot about Library in School newsletter, which goes to parents
- Library website link on Brook School website

14.2 *Where does this closure leave the Extended School status of The Brook School, which was one of the prime reasons for moving there?*

The criteria for extended schools does not include the provision of a public library.

14.3 *Are there any financial penalties incurred as a result of the new Amblecote library being closed following the expensive £300,000 installation only 2 years ago?*

DACHS took measures to engage and consult with our colleagues in Directorate of Children's Services concerning the Brook School library, and ensured that they were aware of the intentions towards the public library. There aren't any financial penalties as a result of this proposal. We understand that the school will revert to having its own library. This will not be accessible to the public and it won't be staffed by a member of the library establishment

The Council has previously approved that improvements carried out to the Brook School to accommodate a local library be financed from the capital receipt obtainable from the sale of the site of the former Amblecote library. This capital receipt has not yet been realised and the cost of refurbishment at the school has been met from Council budgets. When the capital receipt from the sale of the former Amblecote library site is realised, any surplus resources after recompensing Council budgets could be used to undertake a modified scheme at Kingswinford library.

14.4 *Why are the "Active borrower" figures for Amblecote library in 1998/9 for a different library in a different location but are listed alongside the 2006/7 figures for the new Amblecote library without explanation. There can be no direct connection with the two sets of figures produced.*

The library service and business from the old Amblecote library site was transferred to the new site at the Brook School, therefore the statistics are listed for the service, irrespective of location. It is usual practice for library authorities to compare re-located services or a new build library which replaces a redundant site in terms of use.

The distance between the old Amblecote Library site and the library at the Brook School is **1.59 miles (2.56 km)**

14.5 *Provide statistics to show exactly how the Brook School class visits to the Amblecote library are recorded and explain why they are listed as "Class visits on one Class ticket" as opposed to individual visits by each child.*

Class visits to the public library at the Brook School are carried out during lesson times. The pupils and teachers are counted on the people counter and recorded as individual visits.

The issues of material are counted in the issues of the library via the library management system, as are all other issues, as individual issues.

The material that is taken by the children during class visits are issued to a class ticket which is registered with the class teacher. A new ticket is created each academic year as teachers change classes. All material issued in this way is counted as individual issues on a collective record. 50 books can be borrowed on this class ticket.

The material issued on this ticket stays within the school for class use and this was requested by the teachers at the school as they were prepared to be responsible for material issued in this way. They were not prepared to be responsible if the children all took material out on their individual tickets.

All the children who wish to be individual members of the library have an individual ticket and take items out for use at home in addition to those borrowed on a class ticket.

14.6 Justify the reasons why this method of counting visits from these pupils appears to reduce the actual number of “Active Borrowers” at this library. What impact does this method of counting have on the other visitor and borrower records you have produced?

Class tickets were requested by the teachers at the school. All the individuals who visit during a class visit are counted on the people counters and are counted as individual visits, so using a collective class ticket does not affect the total number of visits at all.

15. Quarry Bank Library.

51.1 *What evidence is there that the library service has sought to engage with the community in the area around the library to encourage more usage?*

Despite the efforts of the staff at Quarry Bank to engage and attract users the usage remains low.

Regular events are delivered by library staff, including;

- Rattle and Rhyme sessions
- Storytimes
- Class or nursery visits

Special events have included;

- April 07 Easter Craft Activities
- May 19th-25th 07 Family History taster sessions .Adult Learners Week
- July 7th -September 7th Big Wild Read (Summer Reading Scheme).

15.2 *What alternative local options were considered to allow library provision to continue in Quarry Bank?*

Library provision will continue in Quarry Bank with the provision of a Library Link. No alternative accommodation or new build sites were investigated to directly transfer the current unsustainable model of library service. Re-provision of the library service by way of the local sustainable model of a Library Link is being scoped.

16. External Studies.

Show what Dudley MBC has done to learn from research into previous library closures throughout the country and explain what conclusions have been reached from examining such documents. List the documents researched and supply excerpts from those either giving credibility to library closure or discrediting library closure.

The Assistant Director for Libraries, Archives and Adult Learning is active in the Chartered Institute of Library and Information Professionals (CILIP), the libraries professional body. In addition she was an original board member of The Museum, Library and Archive Council, West Midlands (MLAWM) when it was established as the operational arm of the Department of Culture, Recreation and Sport. In addition the Head of Service, Library Strategy and Development is a member of the West Midlands Branch of CILIP.

These roles are enabling the service to contribute to and have early knowledge of national initiatives and good practice in the provision of library services

The Assistant Director has been approached to write for the MLA about Dudley's pioneering approach for a Library Career Progression Scheme which includes apprenticeships. This approach has been commended by Unions locally.

The changing use of libraries has been well documented for some years, as seen in the Audit Commission report of 2002 "Building Better Library Services":

"Communities, too, are changing. Shopping patterns have shifted as people and businesses have moved out of smaller town and village centres, leaving some library buildings isolated."

More recently, the Local Government White Paper 2006 stated that:

"Managing assets effectively is vital to achieving cost savings for local authorities and helping them to deliver better outcomes for citizens: disposing of, or improving, underperforming assets, and modernising assets that can be expensive to maintain is key to this."

Library closures are difficult decisions which are not proposed lightly. They are often as a result of relatively high or increasing costs coupled with relatively low or reducing performance outputs against a backdrop of the need to demonstrate value for money and achieve government targets and aspirations for the service.

Across the country, library services are facing the same challenging decisions and co-location of services is an accepted method of alternative provision as seen in Framework for the Future 2004 (Department of Culture Media and Sport):

"The modern services libraries should offer increasingly depend on partnerships with education, learning, leisure, health and e-government. Thriving libraries are invariably co-located with other services and increasingly employ teams comprising people from different services."

The 2005/06 Peer Review of Dudley Library services funded by the Museums Libraries and Archives Council (now the Museums, Library and Archive Partnership) made a series of recommendations which have been addressed within the proposed Libraries Modernisation Plan.

17. Staff

17.1 Can you confirm that any staff detailed to move libraries under these proposals will not be asked or told to agree to work on Sundays as a condition of their move, even as volunteers or on a limited basis?

All current staff throughout the whole of the library service are in the process of being asked whether they would be prepared to volunteer to work Sundays on a rota basis as part of their normal working week. It is intended that all new staff joining the library service will have weekend working on a rota basis as part of their normal working week included within their contracts of employment to meet the needs of the service. These arrangements have been agreed in consultation with local Trade Unions.

17.2 Can you confirm that any criticism from the public about the reduced library service should not be channelled to library staff but to Members and senior officers making the decision to reduce the service?

Comments and criticism relating to proposals in the Cabinet report should be directed to senior officers or members. Senior managers were mindful of protecting front-line staff from having to deal with adverse comments regarding the proposals for the modernisation of the library service. A reminder was issued at the beginning of September to all Library Staff reiterating procedures for complaints and comments. This included the Talkback scheme and the Council's feedback procedure and staff were encouraged to give the Assistant Director's contact details to anyone making comments or who wished to discuss the proposals. Staff were also reminded to direct press enquiries to Marketing and Communications.

18. Customer Satisfaction Surveys.

Produce copies of results of library customer satisfaction surveys for all libraries within Dudley Borough from 1998/9 to 2006/7.

Since the 1999 review when major changes were first proposed the service has continued to listen to customers. The responses have fallen into 3 key areas:

1. Opening hours: libraries should be open late nights and weekends and at times to suite modern lifestyles.
2. Building issues: appearance, interior, facilities and access
3. Stock: quality, appearance and display

User survey information for Children 2003 and Adults 2006 show a generally high level of satisfaction with services in line with National Standards.

User survey reports whilst having a purpose are limited in their usefulness in this regard as they are obviously only seeking the views of those who are already library users.

Often those who use small libraries express high levels of satisfaction due to the personal levels of attention they receive from staff as a result of lower levels of usage

Residents' surveys are more telling as they seek views from a wider range of citizens. In January 2006 the 'Tell us what you think survey' sent to residents in the borough had 711 responses with the key areas the same as for the user surveys but adding the need for more activities to encourage wider use.

The last residents' survey- 2006 stated that only 36% of the Dudley population regularly visited a library. 70% of those that had not visited a library over the last 12 months, cited better opening hours and better quality and up-to date material as the two top factors which would encourage them to visit.

There are 2 imminent surveys which will collect further information from:

- Children using library services
- All residents on their cultural interests including libraries.

There is a customer comment system 'Talkback' available in every library which is collated and analysed annually. Proposals for the extended opening hours fit into the responses given.

Copies of completed survey's are protected by the Data Protection Act and, in any event, run to thousands of pages. The comments above summarise the results of the surveys.

19. Library Standards and Proposed changes

If these proposed changes are not implemented how will you achieve the government directive on library standards required for the 21st Century?

The proposals present a coherent library plan for modernising the Dudley Library Service involving significant investment to deliver an excellent and more flexible service, which is more customer-focused and meets local aspirations as well as national library standards. It will also provide a service that is better value for money per visitor and active borrower, than is currently the case see **Appendix 15** for current figures.

Currently Dudley Libraries fail to meet 4 out of the 10 National Library Standards, including those for opening hours, and number of visits.

If these proposals are not implemented, we will not be able to achieve our aspirations and improvements to services our customers have requested as we will not be able to invest in changing the way services are delivered or achieve the extensions to service delivery.

Furthermore, resources are not available to fund the building works which have been identified as necessary.

In 2004, the Department for Culture, Media and Sport published their vision for the public library service in "Framework for the Future". The documents states:

"Libraries are places: their tangible look and feel still matters hugely to people. Libraries need to be conveniently located, in buildings which are well appointed and which open when people need them, including weekends and evenings.

Successful library services communicate their mission to users through their look, feel, image and outreach work. Libraries need to be seen as open, welcoming places, which is why the presence of cafés, toilets, areas for families and young children are so vital

In 1999, DCMS published Libraries for All. This set out guidelines for local authorities on how to deliver an inclusive public library service. One route to reach non-users is through closer collaboration with other public services, for example, by co-locating libraries. Libraries deliver on their potential as community catalysts when they actively and imaginatively seek out the views of users and crucially, non-users, and translate those views into new services. Successful library services invariably work in a network of alliances and partnerships with schools, social services, the police, museums and leisure services. Walsall's eight libraries, for example, are co-located with two museums, a theatre, housing services, two schools and community centres. Other authorities have established links with clinics and health centres."

The modernisation plan is designed to answer these challenges and provide a service Dudley can be proud of.

20 Resources and upgrading

What is the cost of upgrading the 5 libraries and from where is the money to be found?

Appendix 2 shows the cost of upgrading the five libraries is in the region of £2.6m. There are no identified funds to resource/prioritise such a scheme of work and, even if found, this would not allow for any further development elsewhere. The Library Modernisation proposals, fully ring-fence all library capital receipts for re-investment in a new capital programme which includes a new library and community resource in Brierley Hill with Stourbridge college and both major and smaller refurbishments, plus the creation of four Library Links

21 Senior Citizens and Disabled Residents

What consideration has been made for senior citizens and disabled residents?

Three libraries are to be re-provided near their current location as Library Links, so impact will be minimal. Pensnett will be provided with a local resource for the first time. It is envisaged that the vast majority of the 1,000 Active Borrowers of Wall Heath and The Library at Brook School will be able to access extended nearby library services.

The Home Library Service provides a tailored library service to individuals who are not physically able to access their local library service. This service will be made immediately available to any residents in the areas affected by the proposals, who may not be able to access the new Library Links or the other alternative library services.

22 Present recommendations in Comparison to previous Proposals

What is the comparison of the present recommendations with the previous proposals presented to Cabinet/Council in 1990 by the previous administration?

The present recommendations are designed to create a library service fit for the 21st Century. The service will have the capacity to work more effectively with partners and the community which was also identified as a key area to develop in 1998/99. The 1998/99 report identified:

“The disparity of premises costs between individual service point...monitoring of costs and benchmarking need to continue to ensure Dudley retains it's costs effective operation”

The monitoring has continued and the current information is shown in **Appendix 15**.

In addition in the 1998/99 report refers to the need for:

“active strategies which free librarians from their library prisons allowing them to take on involvement in the communities they serve”

The creation of the strategy and development team will allow this to happen and has already shown benefits in the promotional work undertaken at the festival of Light and Sound and Dudley Zoo.

The current proposals have therefore, built on and developed further the recommendations from 1998/99 taking into account the new National policy context and challenges for libraries in the 21st Century. The modernisation plan has been developed to create a forward thinking service by introducing a new, more flexible, model of library links for areas where a traditional library service is not viable. This will include providing the much requested library service for Pensnett.

The libraries modernisation plan presents to Dudley Council a coherent, comprehensive and cost effective change programme, which will ensure that the Borough develops a high quality service appropriate to the needs of the population, within resources available that is “Open and accessible to all”.

Appendix 1(a)

Libraries - Actual Costs for 2006/07						
<i>Larger Libraries & Housebound</i>						
	Stourbridge	Dudley	Halesowen	Brierley Hill	Housebound	Total Outturn
	£	£	£	£	£	£
Total Direct Salaries	435,576	487,630	384,417	217,795	155,299	1,680,716
Total Running Costs	70,495	52,823	63,043	112,080	23,591	322,032
Total Other Spend	10,999	38,458	32,994	8,330	925	91,705
Total Income	-48385	-51898	-48954	-11470	0	-180886
Total Capital Charges	0	0	0	0	0	0
Sub-total Revenue Costs	468,704	527,013	431,499	326,736	179,815	1,933,767
Sub-Total Central/Shared Costs	176,452	225,995	177,514	135,436	96,387	811,783
Total Costs After Adjustments	645,156	753,007	609,013	462,172	276,202	2,745,550
Libraries - Actual Costs for 1998/99						
<i>Larger Libraries & Housebound</i>						
	Stourbridge	Dudley	Halesowen	Brierley Hill	Housebound	Total budget
	£	£	£	£	£	£
Total Direct Salaries	363,711	466,820	263,751	155,642	39,241	1,289,165
Total Running Costs	80,313	48,841	56,779	108,185	2,002	296,120
Total Equipment	17,599	27,055	25,993	16,906	10,794	98,347
Total Controllable Revenue Costs	461,623	542,715	346,523	280,733	52,037	1,683,632
Income	-78080	-73175	-51445	-14551	0	-215,231
Net Cost	385,563	469,540	295,078	266,182	52,037	1,468,401

Libraries - Actual Costs for 2006/07								
<i>South Group Libraries</i>								
	Cradley	Kingswinford	Quarry Bank	Wall Heath	Lye	Wordsley	Amblecote	Total Outturn
	£	£	£	£	£	£	£	£
Total Direct Salaries	43,295	127,944	35,758	29,031	50,073	59,402	22,483	367,986
Total Running Costs	5584	7,490	3,496	10,168	4,479	6,344	13,514	51,074
Total Other Spend	482	1,623	574	1,308	673	1,045	319	6,024
Total Income	-1,282	-7,977	-710	-706	-1,624	-3,223	-283	-15,804
Total Capital Charges	4880	4630	0	0	0	5610	1680	16800
Sub-Total Revenue Costs	52,959	133,709	39,118	39,801	53,802	69,178	37,713	426,080
Sub-total Central/Shared Costs	38,612	42,953	31,415	31,964	22,408	22,849	28,938	219,139
Total Costs After Adjust	91,571	176,662	70,533	71,765	76,010	92,027	66,651	645,219

Libraries - Actual Costs for 1998/99								
	Cradley	Kingswinford	Quarry Bank	Wall Heath	Lye	Wordsley	Amblecote	Total budget
	£	£	£	£	£	£	£	£
Total Direct Salaries	19,771	91,764	15,531	13,006	37,657	39,321	7,738	224,789
Total Running Costs	2,088	9,644	4,767	8,861	5,439	7,692	2,094	40,583
Total Equipment	3,098	1,776	1,271	611	1,063	881	611	9,311
Total Controllable Revenue Costs	24,957	103,183	21,569	22,478	44,159	47,894	10,443	274,683
Income	-2144	-14573	-562	-836	-2268	-3078	-546	-24,006
Net Cost	22,814	88,610	21,008	21,642	41,891	44,816	9,897	250,677

Appendix 1(c)

Libraries - Actual Costs for 2006/07								
<i>North Group Libraries</i>								
	Sedgley £	Gornal £	Coseley £	Woodside £	Netherton £	Dudley Wood £	Long Lane £	Total Outturn £
Total Direct Salaries	130,149	56,469	39,139	30,816	35,094	24,308	70,005	385,979
Total Running Costs	23,570	8,826	11,837	6,562	0	3,094	8,985	62,875
Total Other Spend	782	620	677	243	18,846	299	752	22,220
Total Income	-9,024	-2,049	-2,797	-398	-1,475	-297	-3,674	-19,714
Direct Capital/Asset Rental Charges	0	0	0	7,440	0	2,460	6,700	16,600
Sub-total Revenue Costs	145,477	63,866	48,857	44,862	52,464	29,866	82,768	467,959
Shared Staff Costs	-26,608	-2,523	17,621	13,425	12,358	9,884	3,200	27,357
Central Library Costs	58,103	25,508	19,513	14,867	13,685	10,946	30,381	173,004
Management Costs	4,180	1,835	1,404	1,070	985	788	2,186	12,447
	35,675	24,820	38,539	29,361	27,028	21,618	35,767	212,808
Total Costs After Adjustments	181,152	88,686	87,396	74,023	79,493	51,483	118,535	680,768

Libraries - Actual Costs for 1998/99								
	Sedgley £	Gornal £	Coseley £	Woodside £	Netherton £	Dudley Wood £	Long Lane £	Total Outturn £
Total Direct Salaries	73,679	36,441	27,003	14,721	8,931	12,495	48,307	221,577
Total Running Costs	6,298	7,044	17,368	3,811	6,640	3,457	5,696	50,314
Total Equipment	3,552	3,280	623	2,424	144	1,003	5,790	16,815
Total Controllable Revenue Costs	83,529	46,765	44,995	20,956	15,715	16,956	59,792	288,707
Income	-7,887	-2,492	-2,288	-530	-1,389	-405	-3,888	-18,878
Net Cost	75,641	44,273	42,707	20,426	14,326	16,551	55,904	269,829

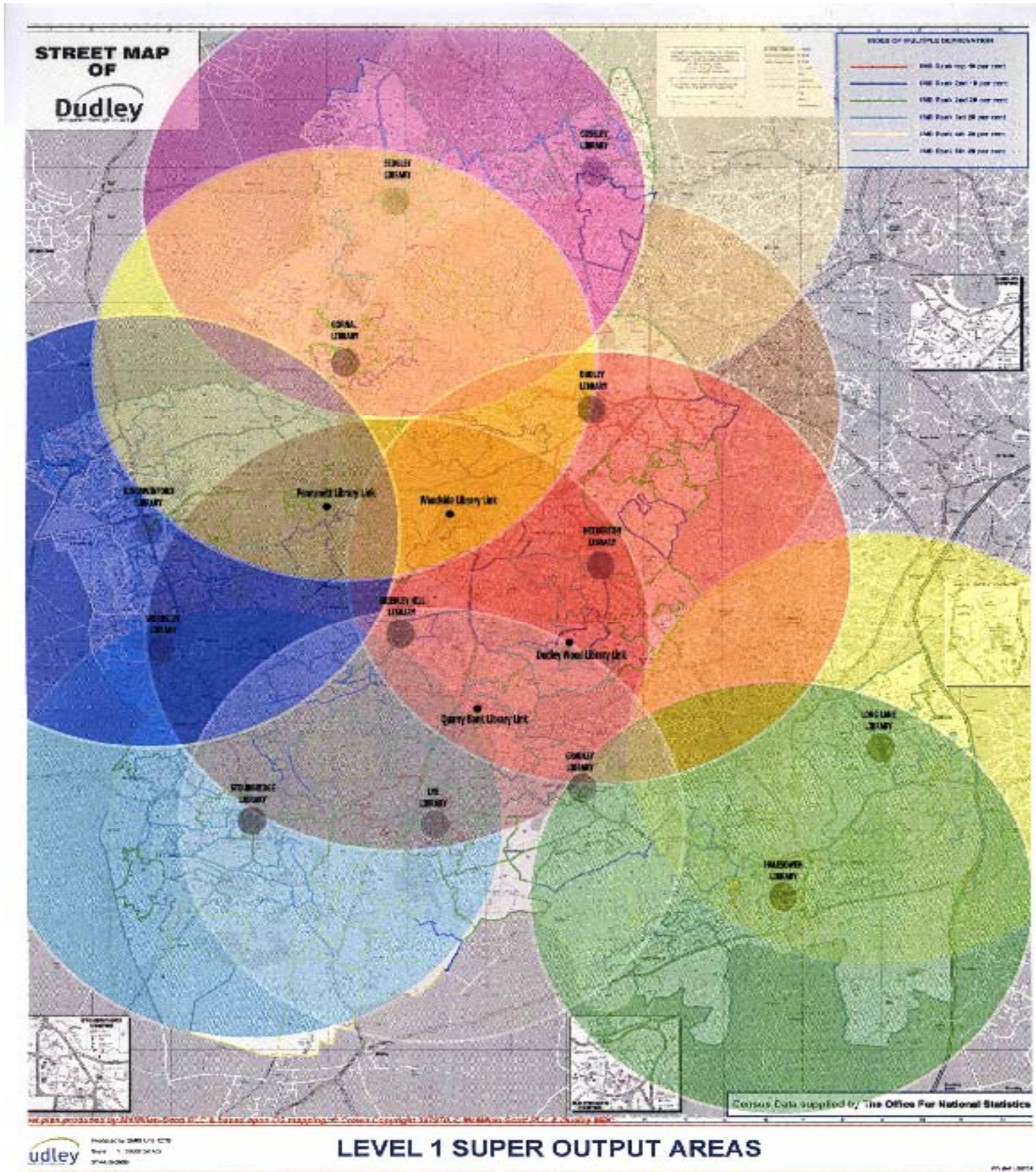
Estimated Cost of Refurbishment and Improvements		
Library	Detail of Works	Total Estimated Cost
Dudley Wood Library	Extension and layout alterations for staff area, kitchen area and toilet	£ 38,930
	Alterations to form disabled person's WC	£ 7,455
	Mechanical & Electrical installations	£ 55,586
	Wall, floor & ceiling finishes/ redecoration	£ 18,848
	Reception Counter, Furniture & Equipment	£ 26,885
	Improvements to security	£ 15,751
	General builders work / repairs	£ 19,294
	External works & Drainage	£ 17,851
	RFID	£ 150,000
Dudley Wood Library Total		£ 350,600
Quarry Bank Library	Alterations to form disabled person's WC	£ 8,545
	Internal layout alterations	£ 7,661
	Mechanical & Electrical installations	£ 105,068
	Wall, floor & ceiling finishes/ redecoration	£ 33,099
	Windows and doors	£ 49,925
	Roofing	£ 44,114
	Reception Counter, Furniture & Equipment	£ 40,047
	Improvements to security	£ 15,849
	General builders work / repairs	£ 17,104
	External works & Drainage	£ 21,265
	First floor flat refurbishment	£ 109,096
		Accoustic / fire treatment
	RFID	£ 150,000
Quarry Bank Library Total		£ 613,330
Wall Heath Library	Alterations to form disabled person's WC	£ 7,061
	Internal layout alterations	£ 5,246
	Mechanical & Electrical installations	£ 40,408
	Wall, floor & ceiling finishes/ redecoration	£ 14,017
	Reception Counter, Furniture & Equipment	£ 20,553
	Improvements to security	£ 15,898
	General builders work / repairs	£ 6,041
	External works & Drainage	£ 3,975
	RFID	£ 150,000
Wall Heath Library Total		£ 263,200
Woodside Library	Extension and layout alterations for kitchen area, toilets disabled persons' WC and Lift	£ 153,071
	Mechanical & Electrical installations	£ 83,709
	Wall, floor & ceiling finishes/ redecoration	£ 24,836
	External bridge/fire escape	£ 39,485
	Miscellaneous repairs including stonework	£ 526,471
	Windows	£ 27,640
	Reception Counter, Furniture & Equipment	£ 67,687
	Improvements to security	£ 15,794
	General builders work / repairs	£ 6,318
	External works & Drainage	£ 42,118
	First floor refurbishment	£ 188,871
	RFID	£ 150,000
Woodside Library Total		£1,326,000
Grand Total		£2,553,130

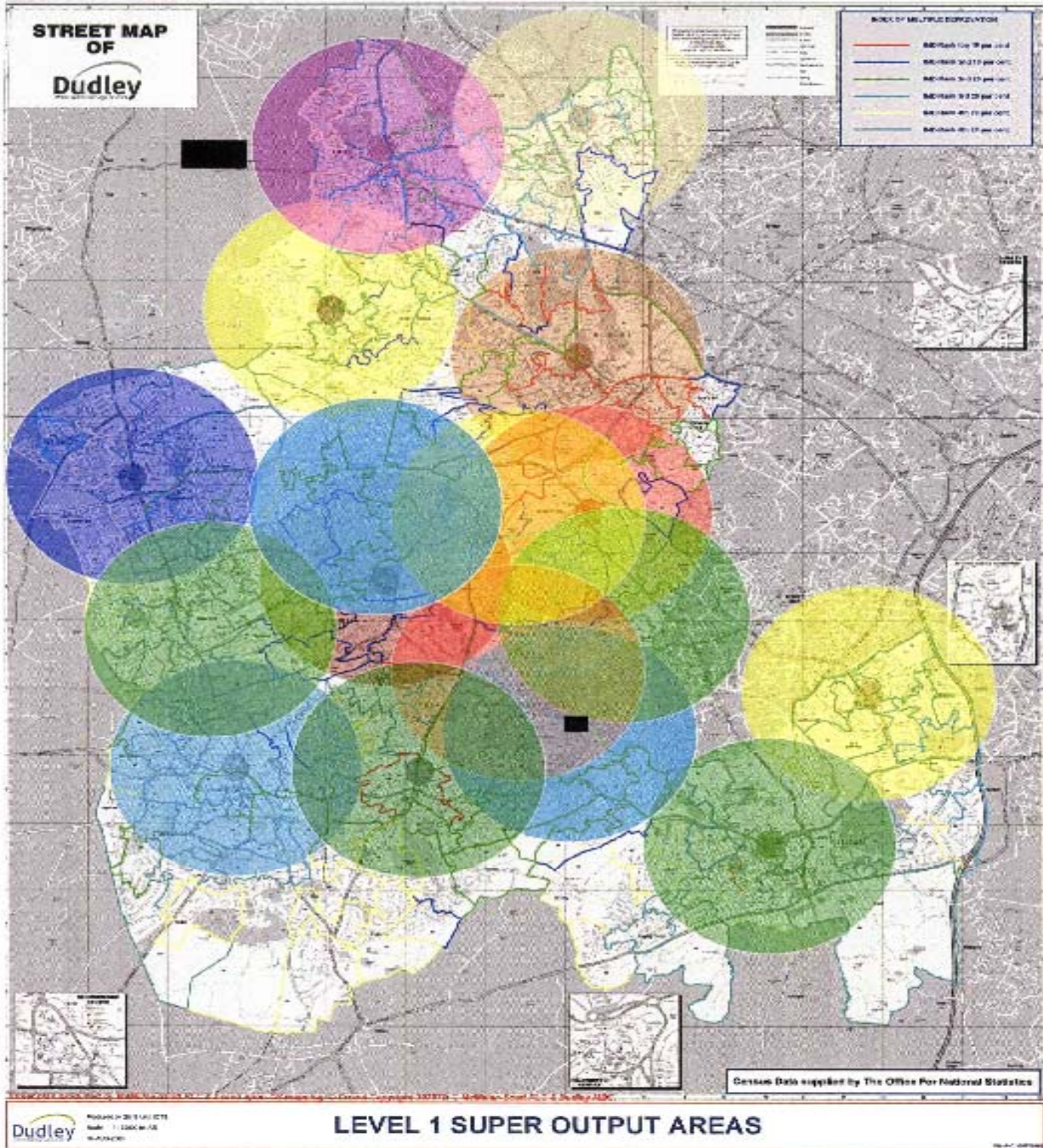
Public Access Computer Utilization 2006 - 2007 by Library					
Library	Number of PC's	Number of Sessions Used	Minutes Used	Availability (Mins)	% Utilization
Amblecote Library	2	806	30,639	138,000	22.20%
Brierley Hill Library	38	45,660	1,753,480	5,314,725	32.99%
Coseley Library	5	7,143	269,572	516,075	52.24%
Cradley Library	5	6,579	239,945	516,075	46.49%
Dudley Library	25	69,835	2,642,797	4,323,480	61.13%
Dudley Wood Library	2	959	34,258	125,790	27.23%
Gornal Library	4	4,860	160,831	412,920	38.95%
Halesowen Library	29	52,460	1,949,476	4,620,600	42.19%
Kingswinford Library	4	6,917	234,301	543,240	43.13%
Long Lane Library	5	8,520	306,737	546,675	56.11%
Lye Library	3	6,210	212,029	329,535	64.34%
Netherton Library	3	3,504	127,368	274,095	46.47%
Quarry Bank Library	2	1,422	49,445	145,410	34.00%
Sedgley Library	5	9,572	340,683	683,700	49.83%
Stourbridge Library	26	58,977	2,107,576	4,488,210	46.96%
Wall Heath Library	2	1,484	45,445	142,830	31.82%
Woodside Library	2	2,049	68,890	147,090	46.84%
Wordsley Library	4	4,786	179,411	548,925	32.68%
Total for 2006/07	166	291,743	10,752,883	23,817,375	45.15%
<i>The above table reflects the total minutes used at all pc's for each library</i>					

Public Access Computer Utilisation 2006-2007

Library	Apr-06	May-06	Jun-06	Jul-06	Aug-06	Sep-06	Oct-06	Nov-06	Dec-06	Jan-07	Feb-07	Mar-07
Amblecote Library	26%	22%	22%	20%	24%	20%	39%	32%	11%	20%	26%	26%
Brierley Hill Library	31%	30%	30%	33%	34%	32%	38%	37%	29%	33%	37%	36%
Coseley Library	52%	44%	53%	52%	62%	53%	53%	51%	36%	50%	55%	57%
Cradley Library	47%	46%	47%	53%	52%	48%	52%	45%	27%	41%	45%	44%
Dudley Library	60%	63%	63%	61%	62%	63%	66%	66%	57%	62%	63%	65%
Dudley Council Plus Centre	14%	15%	16%	20%	20%	18%	16%	16%	12%	17%	14%	20%
Dudley Wood Library	19%	25%	26%	35%	31%	28%	25%	18%	25%	28%	25%	36%
Gornal Library	38%	42%	35%	47%	46%	36%	41%	41%	23%	36%	42%	35%
Halesowen Library	45%	43%	43%	42%	46%	42%	46%	42%	34%	45%	46%	43%
Kingswinford Library	38%	40%	40%	40%	44%	45%	50%	45%	33%	44%	48%	43%
Long Lane Library	53%	58%	60%	64%	58%	51%	60%	54%	40%	53%	58%	53%
Lye Library	61%	60%	64%	60%	66%	57%	65%	63%	59%	63%	80%	61%
Netherton Library	40%	46%	49%	41%	39%	49%	53%	51%	33%	50%	52%	48%
Quarry Bank Library	33%	33%	35%	35%	34%	38%	31%	36%	29%	25%	36%	35%
Sedgley Library	46%	47%	43%	47%	58%	52%	56%	48%	40%	48%	53%	50%
Stourbridge Library	49%	45%	46%	52%	55%	49%	53%	50%	39%	45%	47%	46%
Wall Heath Library	29%	24%	34%	36%	38%	26%	31%	30%	23%	36%	36%	30%
Woodside Library	51%	52%	55%	57%	50%	47%	55%	47%	32%	44%	40%	28%
Wordsley Library	44%	43%	43%	45%	48%	44%	49%	46%	37%	44%	46%	45%
Average for Month	41%	41%	42%	44%	46%	42%	46%	43%	33%	41%	45%	42%

The above percentages are reflection of the total PC time available at each library by month





Libraries with Links

Active Borrower Comparison Figures 1998/99 - 2006/07				
Library	1998/99	2005/06	2006/07	% change
Halesowen Library	3,900	9,234	8,525	118.6%
Lye Library	1,500	1,377	1,352	-9.9%
Long Lane Library	2,900	2,470	2,583	-10.9%
Wordsley Library	2,300	2,073	1,986	-13.7%
Woodside Library	600	455	504	-16.0%
Wall Heath Library	800	683	664	-17.0%
Netherton Library	1,600	1,231	1,211	-24.3%
Gornal Library	2,600	1,999	1,894	-27.2%
Coseley Library	2,700	2,151	1,949	-27.8%
Stourbridge Library	22,200	15,285	14,077	-31.1%
Sedgley Library	5,800	4,126	3,932	-32.2%
Amblecote Library	500	375	336	-32.8%
Dudley Library	19,700	13,738	12,725	-35.4%
Brierley Hill Library	8,500	6,109	5,420	-36.2%
Kingswinford Library	6,600	4,133	3,962	-40.0%
Cradley Library	2,400	1,205	1,126	-53.1%
Dudley Wood Library	1,000	523	465	-53.5%
Quarry Bank Library	2,900	849	785	-72.9%
Total	88,500	68,016	63,496	-28.3%
Housebound Services	-	680	695	2.2%
PC (Pharos) Users	-	1567	1267	-19.1%
Total		2,247	1,962	-12.7%
Grand Total	88,500	70,263	65,458	-6.8%
<i>Active Borrower Figures for 05-07 as at 31/03/06 and 31/03/07</i>				
<i>Figures do not include Central Services and School Services</i>				
<i>PC (Pharos) Figures reflect borrowers that have used a public access PC at least once in the period above but did not borrow an item (eg Book, DVD etc) from the library</i>				

Branch Opening Hours 1998/99 - 2006/07				
	Weekly Opening Hours			
Library	1998/99	2004/05	2005/06	2006/07
Amblecote Library	22.0	22.0	22.0	22.0
Brierley Hill Library	45.5	45.5	45.5	45.5
Coseley Library	36.0	36.0	36.0	36.0
Cradley Library	36.0	36.0	36.0	36.0
Dudley Library	55.5	55.5	55.5	55.5
Dudley Wood Library	18.0	22.0	22.0	22.0
Gornal Library	35.0	35.0	35.0	35.0
Halesowen Library	51.5	51.5	51.5	51.5
Kingswinford Library	46.0	45.5	45.5	45.5
Long Lane Library	41.0	38.0	38.0	38.0
Lye Library	41.0	38.0	38.0	38.0
Netherton Library	34.0	32.0	32.0	32.0
Quarry Bank Library	26.0	25.0	25.0	25.0
Sedgley Library	46.0	46.0	46.0	46.0
Stourbridge Library	55.5	55.5	55.5	55.5
Wall Heath Library	25.0	25.0	25.0	25.0
Woodside Library	26.0	26.0	26.0	26.0
Wordsley Library	39.0	38.0	38.0	38.0
Total	679.0	672.5	672.5	672.5

Items in Transit		
Branch	No of Items	% of total in transit
Stourbridge Library	31	11.3%
Dudley Library	31	11.3%
Coseley Library	22	8.0%
Long Lane Library	20	7.3%
Sedgley Library	17	6.2%
Amblecote Library	17	6.2%
Kingswinford Library	16	5.8%
Schools Service	16	5.8%
Wordsley Library	15	5.5%
Gornal Library	14	5.1%
Brierley Hill Library	14	5.1%
Halesowen Library	11	4.0%
Netherton Library	9	3.3%
Cradley Library	8	2.9%
Central Services	7	2.5%
Woodside Library	6	2.2%
Quarry Bank Library	6	2.2%
Lye Library	6	2.2%
Housebound	5	1.8%
Dudley Wood Library	2	0.7%
Wall Heath Library	2	0.7%
Grand Total	275	100.0%
<p><i>Above figures reflect the number of items in transit within one week of 10/10/07. The branch shown is the library where the item will be collected by the borrower.</i></p>		
MIT 10/10/07		

Active Borrower / Issue Figures by Library for 1998/99 to 2006/07

Library	Active Borrowers 1998/99	Rank	Issues 1998/99	Rank	Active Borrowers 2005/06	Rank	Issues 2005/06	Rank	Active Borrowers 2006/07	Rank	Issues 2006/07	Rank
Stourbridge Library	22,200	1	646,000	1	15,285	1	382,041	1	14,077	1	322,469	1
Dudley Library	19,700	2	529,000	2	13,738	2	302,605	2	12,725	2	257,323	2
Halesowen Library	3,900	6	367,000	3	9,234	3	213,664	3	8,525	3	187,932	3
Brierley Hill Library	8,500	3	221,000	4	6,109	4	127,375	4	5,420	4	110,005	4
Kingswinford Library	6,600	4	159,000	5	4,133	5	101,802	6	3,962	5	96,488	6
Sedgley Library	5,800	5	159,000	6	4,126	6	108,234	5	3,932	6	98,100	5
Long Lane Library	2,900	7	83,000	7	2,470	7	66,421	7	2,583	7	61,569	7
Wordsley Library	2,300	12	80,000	8	2,073	9	63,678	9	1,986	8	57,163	9
Coseley Library	2,700	9	71,000	9	2,151	8	65,527	8	1,949	9	57,675	8
Gornal Library	2,600	10	70,000	10	1,999	10	51,623	10	1,894	10	44,865	10
Lye Library	1,500	14	65,000	11	1,377	11	34,838	13	1,352	11	32,499	13
Netherton Library	1,600	13	56,000	12	1,231	12	34,977	12	1,211	12	33,671	12
Cradley Library	2,400	11	54,000	13	1,205	13	38,961	11	1,126	13	34,386	11
Quarry Bank Library	2,900	8	37,000	14	849	14	22,942	15	785	14	20,097	16
Wall Heath Library	800	16	31,000	15	683	15	27,081	14	664	15	23,770	14
Woodside Library	600	17	25,000	16	455	17	19,567	16	504	16	20,392	15
Amblecote Library	500	18	24,850	17	375	18	17,460	17	336	18	18,375	17
Dudley Wood Library	1,000	15	17,000	18	523	16	11,324	18	465	17	9,998	18
Total	88,500		2,694,850		68,016		1,690,120		63,496		1,486,777	
Housebound Services					680		76,804		695		69,107	
PC (Pharos) Users					1567				1267			
Total					2,247		76,804		1,962		69,107	
Grand Total	88500		2,694,850		70,263		1,766,924		65,458		1,555,884	

Issue Figures include Issues and Renewals

Figures do not include Central Services and Schools Services

Active Borrower figures relate to the library where the borrower was registered

Issue figures relate to the library where the item was issued to the borrower.

There may not be a comparison between them as a borrower may borrow items from library branches other than where they were registered.

Issue Figures by Item Category 2006/07

Library	Book Issues						Audio, Visual, Electronic and Other Issues						Books & Audio/Visual - Community Languages	Total
	Books - Adult Fiction	Books - Adult Non Fiction	Books - Childrens Fiction	Books - Children's Non-fiction	Books - Adult Reference	Books - Children's Reference	Sound Recordings - Music	Sound Recordings Adult Talking Books	Sound Recordings - Children's Talking Books	Video (inc film) and DVDs	Multi-media and Open Learning packs (Inc Language Packs)	CD - ROMs, Software etc		
Amblecote Library	5,998	2,603	6,952	2,212	6	15	219	81	231	40	13		5	18,375
Brierley Hill Library	54,454	24,257	17,686	5,497	23	30	1,594	2,384	549	2,729	125	16	661	110,005
Coseley Library	31,143	10,221	12,369	2,239	2	0	722	534	196	154	62		33	57,675
Cradley Library	18,487	5,005	8,109	1,592	1	20	44	792	239	22	35		40	34,386
Dudley Library	96,042	75,858	34,644	12,267	22	2	19,651	5,868	844	8,809	386	26	2,904	257,323
Dudley Wood Library	5,042	934	3,259	561	0	4	12	66	88	10	12	1	9	9,998
Gornal Library	23,754	6,767	10,397	2,538	1	0	211	851	241	56	30		19	44,865
Halesowen Library	84,714	44,597	30,065	8,241	16	12	6,218	5,854	932	6,543	294	1	445	187,932
Kingswinford Library	47,467	20,429	17,517	3,525	7	0	1,851	2,280	590	2,672	75	1	74	96,488
Long Lane Library	29,139	8,888	16,649	4,299	2	12	729	819	441	186	46	280	79	61,569
Lye Library	13,839	4,641	10,073	1,984	2	8	386	241	174	137	15	9	990	32,499
Netherton Library	17,662	4,803	8,246	1,848	0	0	82	636	111	101	35	27	120	33,671
Quarry Bank Library	9,969	2,546	5,597	1,042	0	1	515	257	87	36	4	10	33	20,097
Sedgley Library	48,743	20,942	18,267	3,836	7	0	1,583	1,987	381	2,130	91	1	132	98,100
Stourbridge Library	128,193	95,604	44,666	14,050	51	18	13,834	10,085	1,845	12,484	403	407	829	322,469
Wall Heath Library	13,199	3,133	5,350	994	0	5	81	641	136	203	18		10	23,770
Woodside Library	10,784	2,249	5,307	1,034	3	3	59	592	250	70	21		20	20,392
Wordsley Library	29,072	9,419	13,297	2,678	4	3	913	1,210	201	288	54		24	57,163
Total	667,701	342,896	268,450	70,437	147	133	48,704	35,178	7,536	36,670	1,719	779	6,427	1,486,777
Central Services	1,610	1,318	153	144	1		99	43	3	44			26	
Housebound Service	53,175	5,499	410	133			1,761	7,612	43	111			363	
Schools Service	31	214	216	99			1			1	2			
Total	54,816	7,031	779	376	1	0	1,861	7,655	46	156	2	0	389	0
Grand Total	722,517	349,927	269,229	70,813	148	133	50,565	42,833	7,582	36,826	1,721	779	6,816	1,559,889

Ranking of activity data				
Library	Issues per hour	Visitors per hour	Active borrowers per Hour	Total ranking
Stourbridge	1	1	1	3
Dudley	2	3	2	7
Halesowen	3	2	3	8
Brierley Hill	4	4	4	12
Kingswinford	6	5	5	16
Sedgley	5	6	6	17
Long Lane	7	9	7	23
Wordsley Green	9	8	10	27
Gornal	10	10	8.5	28.5
Coseley	8	13	8.5	29.5
Lye	14	7	12	33
Netherton	11	12	11	34
Cradley	12	11	13.5	36.5
Wall Heath	13	16	15	44
Quarry Bank	16	15	13.5	44.5
Library at Brook	15	14	18	47
Woodside	17	17	17	51
Dudley Wood	18	18	16	52

Library materials fund allocations & expenditure 1998-1999											
Branch	Allocation	Adult lending	Adult reference	Children's lending	Children's reference	Talking books	CD	cassette	Video	DVD	TOTAL
	£	£	£	£	£	£	£	£	£	£	£
Amblecote	6,300.00	4,708.30	151.27	787.59	0.00	0.00	0.00	0.00	0.00	0.00	5,647.16
Brierley Hill	39,055.00	23,564.80	6,256.99	4,797.21	120.15	722.75	1,764.11	281.61	0.00	0.00	37,507.62
Coseley	11,374.00	7,615.87	155.32	3,271.91	26.82	3.83					11,073.75
Cradley	8,186.00	4,933.79	114.55	2,458.74	0.00	0.00	0.00	0.00	0.00	0.00	7,507.08
Central	16,500.00	7,584.96	6,575.25	24.88	40.00	468.84	596.92	132.99	182.31	0.00	15,606.15
Dudley	105,566.00	45,006.65	29,218.79	8,734.11	181.01	1,960.45	11,401.93	3,568.56	1,243.86		101,315.36
Dudley Wood	4,557.00	2,771.50	107.81	1,314.06	0.00	0.00	0.00	0.00	0.00	0.00	4,193.37
Gornal	12,194.00	8,237.34	141.96	2,468.05	94.56	157.18	446.42	53.59	0.00	0.00	11,599.10
Halesowen	69,783.00	38,460.51	13,686.67	7,434.45	162.01	3,172.67	3,163.26	282.01	965.10	0.00	67,326.68
Housebound	13,250.00	10,466.34	0.00	0.00	0.00	2,506.16	0.00	0.00	0.00	0.00	12,972.50
Kingswinford	24,982.00	15,349.57	2,319.92	3,569.26	137.55	782.01	1,056.88	237.67	0.00	0.00	23,452.86
Long Lane	10,668.00	6,421.72	426.10	3,260.37	12.78	4.95	0.00	0.00	0.00	0.00	10,125.92
LYE	11,100.00	8,168.01	357.19	1,751.06	26.82	0.00	0.00	0.00	0.00	0.00	10,303.08
Netherton	7,936.00	4,621.45	107.81	2,594.50	33.20	0.00	0.00	0.00	0.00	0.00	7,356.96
Quarry Bank	6,113.00	4,042.05	130.59	1,279.34	0.00	0.00	0.00	0.00	0.00	0.00	5,451.98
Sedgley	25,106.00	16,499.69	1,587.79	4,329.35	110.38	222.66	1,065.36	38.69	0.00	0.00	23,853.92
Stourbridge	105,060.00	55,609.18	18,678.55	10,178.86	69.05	3,270.49	5,903.26	736.20	3,025.31	0.00	97,470.90
Wordsley Green	9,850.00	6,637.72	321.17	1,811.94	8.79	55.72	19.72	0.00	0.00	0.00	8,855.06
Wall Heath	4,949.00	3,346.70	146.31	927.80	14.50	0.00	0.00	0.00	0.00	0.00	4,435.31
Woodside	4,221.00	2,857.91	123.93	805.61	0.00	0.00	0.00	0.00	0.00	0.00	3,787.45
TOTAL	496,750.00	276,904.06	80,607.97	61,799.09	1,037.62	13,327.71	25,417.86	5,331.32	5,416.58	0.00	469,842.21

Library stock fund allocations & expenditure 2006-2007												
Branch	Allocation	Adult lending	Adult reference	Children's lending	Children's reference	Talking books	CD	cassette	Video	DVD	Misc	TOTAL
	£	£	£	£	£	£	£	£	£	£	£	£
Library at Brook	1,441.13	584.99	0.00	638.23	7.59	0.00	0.00	0.00	0.00	0.00	0.00	1,230.81
Brierley Hill	12,998.67	6,803.84	400.07	4,771.75	61.86	0.00	0.00	0.00	0.00	0.00	0.00	12,037.52
Coseley	3,423.75	1,295.98	0.00	1,658.93	0.00	0.00	0.00	0.00	0.00	0.00	0.00	2,954.91
Cradley	2,905.21	1,343.51	0.00	1,287.87	0.00	0.00	0.00	0.00	0.00	0.00	0.00	2,631.38
Dudley	29,411.08	17,827.29	834.85	8,713.89	23.94	0.00	0.00	0.00	0.00	0.00	0.00	27,399.97
Dudley Wood	1,235.42	328.90	0.00	684.05	19.50	0.00	0.00	0.00	0.00	0.00	0.00	1,032.45
Gornal	3,367.56	1,656.07	0.00	1,371.70	0.00	0.00	0.00	0.00	0.00	0.00	0.00	3,027.77
Halesowen	20,143.38	12,895.09	450.71	5,730.93	42.34	0.00	0.00	0.00	0.00	0.00	0.00	19,119.07
Housebound	9,530.84	3,502.81	0.00	0.00	0.00	5,375.33	0.00	0.00	0.00	0.00	0.00	8,878.14
Kingswinford	9,935.85	5,584.54	188.34	3,549.89	7.59	0.00	0.00	0.00	0.00	0.00	0.00	9,330.36
Long Lane	4,123.13	1,942.29	0.00	1,742.25	19.50	0.00	0.00	0.00	0.00	0.00	0.00	3,704.04
LYE	2,414.78	1,054.40	0.00	1,078.77	0.00	0.00	0.00	0.00	0.00	0.00	0.00	2,133.17
Netherton	2,783.62	1,112.59	0.00	1,115.97	0.00	0.00	0.00	0.00	0.00	0.00	0.00	2,228.56
Quarry Bank	1,522.81	612.47	0.00	731.58	0.00	0.00	0.00	0.00	0.00	0.00	0.00	1,344.05
Sedgley	9,835.02	5,084.57	100.60	3,816.17	11.19	0.00	0.00	0.00	0.00	0.00	0.00	9,012.53
Stourbridge	31,115.66	14,489.26	3,221.69	10,785.59	46.33	0.00	0.00	0.00	0.00	0.00	0.00	28,542.87
Wordsley Green	5,196.11	2,397.61	0.00	2,465.34	7.59	0.00	0.00	0.00	0.00	0.00	0.00	4,870.54
Wall Heath	1,120.51	350.46	0.00	583.47	7.59	0.00	0.00	0.00	6.00	0.00	0.00	947.52
Woodside	1,341.29	426.84	0.00	708.65	8.31	0.00	0.00	0.00	0.00	0.00	0.00	1,143.80
Central	£472,680.95	203,878.58	39,828.15	33,809.08	0.00	68,982.65	27,217.07	0.00	169.12	23,881.74	24,266.88	422,033.27
total	626,526.77	283,172.09	45,024.41	85,244.11	263.33	68,419.11	27,217.07	0.00	175.12	23,881.74	24,266.88	557,663.86

Appendix 14

Summary of Libraries' reference book expenditure 1998-2007			
Year	Total allocation	Reference expenditure	% Reference expenditure
1998-99	£496,750.00	£81,645.59	16.44%
1999-00	£482,500.00	£70,448.00	14.60%
2000-01	£458,560.00	£75,134.00	16.38%
2001-02	£351,900.00	£60,628.00	17.23%
2002-03	£516,856.00	£51,093.00	9.89%
2003-04	£551,206.00	£68,263.00	12.38%
2004-05	£544,150.00	£63,183.00	11.61%
2005-06	£647,348.00	£45,576.00	7.04%
2006-07	£626,526.77	£45,287.74	7.23%
Totals	£4,675,796.77	£561,258.33	12.00%

Library unit costs 2006/07 outturn							
Cost per Active Borrower -				Cost per Visitor - Ranked			
Library	cost	rank		Library	cost	rank	
Coseley	£ 43.33	1		Lye	£ 1.67	1	
Kingswinford	£ 43.88	2		Kingswinford	£ 1.92	2	
Stourbridge	£ 44.71	3		Wordsley	£ 2.10	3	
Sedgley	£ 44.88	4		Stourbridge	£ 2.16	4	
Wordsley	£ 45.88	5		Sedgley	£ 2.24	5	
Gornal	£ 46.07	6		Halesowen	£ 2.25	6	
Long Lane	£ 46.89	7		Gornal	£ 2.55	7	
Lye	£ 55.97	8		Coseley	£ 2.72	8	
Dudley	£ 57.80	9		Dudley	£ 2.75	9	
Netherton	£ 65.48	10		Netherton	£ 2.75	10	
Halesowen	£ 69.72	11		Long Lane	£ 2.76	11	
Cradley	£ 79.70	12		Cradley	£ 2.79	12	
Brierley Hill	£ 82.12	13		Brierley Hill	£ 4.41	13	
Quarry Bank	£ 87.51	14		Quarry Bank	£ 4.72	14	
Wall Heath	£ 107.43	15		Wall Heath	£ 4.82	15	
Dudley Wood	£ 108.39	16		Amblecote	£ 4.87	16	
Woodside	£ 149.54	17		Dudley Wood	£ 5.58	17	
Amblecote	£ 186.70	18		Woodside	£ 5.92	18	
Housebound	£ 395.14	19		Housebound	n/a	19	