

**Appendix 3**

**Presentation of :**

**Four Options for the Future of the Libraries in Southampton**

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## Purpose of the Paper

The purpose of this paper is to provide the detail relating to four options for the future of the libraries in Southampton. This includes:

- The description of the Option
- The performance of the libraries concerned
- A SWOT (strengths, weaknesses, opportunities and threats) of each option
- A description of the current service and ideas of how this could be enhanced in the future
- Any changes planned to the hours of opening

## Option: A

### Option Title:

**Three SCC (Southampton City Council) Managed Library Model with a Mobile library service** – the remaining libraries available for community lead initiatives or for disposal.

### Description of Option:

- SCC managed services to be operated from Central, Portswood and Bitterne Libraries.
- The Schools Library Service would continue substantially unchanged.
- The Virtual online library service would continue.
- The mobile library would continue to provide services around the city to neighbourhoods and a wide variety of local community buildings such as sheltered homes and nurseries.
- Designated staff within the library service would have a role to recruit, develop and manage volunteer programmes and partnership working to enhance the library service, reach and impact around the city.
- The remaining libraries would be available for community lead initiatives or for disposal.

### Highlights about the Current Performance of Libraries Included in this Option

<u>Central Library</u> (All figures are for 2013/4)	
<u>Number of Visits</u>	A busy popular city centre library which attracted 300,208 visits last year; this is the highest number of visits of all the libraries.
<u>Number of Active Library Users Registered</u>	Of all the active library users (those who have used their card once in the last 12

	months) of which there are around 40,000, 15,623 registered at Central Library, more than any other branch.
<u>Use by Active Library Users</u>	Of the total active library users (40,000) 18,357 used Central in the last 12 months, more than any other library.
<u>Issues or PN sessions to Active Library Users</u>	Central Library also had the highest number of issues or peoples network sessions used by active library users in the last year.
<u>Proportion of items borrowed at Library</u>	After the web (15.7%) Central Library had the greatest proportion of total items borrowed. 15% of all items borrowed were from the Central Library.
<u>Lending per hour</u>	On average Central Library lent 75 items per hour which was again the highest of all libraries.
<u>PN Session utilisation</u>	Central Library had the second highest utilisation of people network (PN) sessions at 54%. Shirley was top with 56%.
<u>Cost per Visit or Issue or PN Session</u>	Cost per visit £1.57 Cost for item borrowed or PN session is £1.59
<u>Most Used Library by Regular Users</u>	24% of all regular users (people who used the library 6 or more times in the last year) used Central Library. This was more than any other library.
<u>Registration Branch by Regular Users</u>	The highest number of regular users registered at Central library 6,458.
<u>Issues and PN sessions by Regular Users</u>	Central Library was by far the highest issuing branch to regular users and also the most popular for regular users with the people's network sessions.
<u>Proportion of items borrowed by Regular Users Across different Libraries</u>	After the web (16.4%) Central Library had the highest proportion of items borrowed at 14.4%.
<u>Regular Users by Each Library</u>	Central library with 9,050 had the highest number of regular users using the library.
<u>Of 55% of Regular users who Only Use one Library</u>	3,144 regular users only used Central Library during the last year; this was the highest of all the branches.

<u>Most Commonly Used Library</u>	Central was the most often used library by regular users with 4,366 using this library most often.
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<u>Bitterne Library</u> (All figures are for 2013/4)	
<u>Number of Visits</u>	Between 2013 and 2014 there were 94,164 visits to Bitterne Library which was fifth behind Central, Shirley, Portswood and Lordshill respectively.
<u>Number of Active Library Users Registered</u>	Bitterne Library was the third most popular library for registering as a library user behind Central Library and Shirley respectively with 5,217 deciding to register at Bitterne.
<u>Use by Active Library Users</u>	Bitterne Library was third only to Central and Shirley Libraries in relation to the number of active library users that used the library with 7,220 active library uses using the library in the last year.
<u>Issues or PN sessions to Active Library Users</u>	Bitterne was fourth (to Central, Shirley and the Web respectively) in relation to the number of issues or peoples network sessions by active library users.
<u>Proportion of items borrowed at Library</u>	11.5% of all items borrowed were borrowed at Bitterne which was fourth behind the Web, Central and Shirley respectively.
<u>Lending per hour</u>	On average 62.48 items were borrowed per hour which was third behind Central and Shirley respectively.
<u>PN Session utilisation</u>	The people's network sessions were utilised 37% of the time at Bitterne Library, this was fifth behind Shirley, Central, Portswood and Weston respectively.
<u>Cost per Visit and Issue or PN Session</u>	Cost per visit £1.59 Cost per issue or peoples network session was 92p (this was the third lowest).
<u>Registration Branch by Regular Users</u>	Bitterne Library was third in terms of the library which most regular library users decided to register at. 2,159 of the regular library users registered at Bitterne which was third to Central and Shirley respectively.
<u>Issues and PN sessions by Regular Users</u>	Bitterne Library was fourth in terms of the

	number of issues and peoples network sessions at each library by regular users. This was fourth to Central, Shirley and the Web respectively.
<u>Proportion of items borrowed by Regular Users Across different Libraries</u>	Of all the items borrowed across all the libraries and the web, 11.2% were borrowed from Bitterne Library. This was fourth only to the Web, Central and Shirley libraries respectively.
<u>Regular Users by Each Library</u>	3,667 regular users used Bitterne Library. This was fourth only to Central, the web site and Shirley respectively.
<u>Of 55% of Regular users who Only Use one Library</u>	Of the 55% regular library users that only use one library 1,429 use Bitterne, this was third only to Central and Shirley respectively.
<u>Most Commonly Used Library</u>	Bitterne Library had 2,212 regular library users deciding to use it most often, this was third behind Central and Shirley respectively

<u>Portswood Library</u>	
<u>Number of Visits</u>	Portswood was the third most visited library with 115,670 visits per year.
<u>Number of Active Library Users Registered</u>	Portswood was the fourth most popular library for registering as a library user with 3,878 active library users choosing to register at Portswood.
<u>Use by Active Library Users</u>	Portswood was fourth in terms of the number of active library users using the library. There were 6,134 active library uses using Portswood library in the last year.
<u>Issues or PN sessions to Active Library Users</u>	Portswood was fifth in terms of the number of issues or peoples network sessions (if the web is included). There were over 100,000 per year by active library users.
<u>Proportion of items borrowed at Library</u>	7.7% of the proportion of total items borrowed was from Portswood.
<u>Lending per hour</u>	Portswood was the fourth with 48.25 items borrowed per hour.

<u>PN Session utilisation</u>	Portswood had the second highest people network session utilisation at 54% only 2% less than Shirley.
<u>Cost per Visit and Issue or PN Session</u>	Portswood had the lowest cost per visit at 84p. The cost per item borrowed or people's network session was also lowest at 83p.
<u>Registration Branch by Regular Users</u>	Portswood was the fourth library of choice for registration by regular library users with 1,814 deciding to register at that library.
<u>PN sessions by Regular Users</u>	In terms of the split between books borrowed and peoples network sessions used; Portswood Library had the fourth highest percentage of peoples network used.
<u>Proportion of items borrowed by Regular Users Across different Libraries</u>	7.7% of the items borrowed by regular users across the libraries were borrowed from Portswood.
<u>Regular Users by Each Library</u>	3,577 of the regular users used Portswood in the last year.
<u>Of 55% of Regular users who Only Use one Library</u>	Of those regular users that only use one library 893 used Portswood.
<u>Most Commonly Used Library</u>	Portswood was the fifth most commonly used library (if the web is termed a library) with 1,663 regular users using this library in the last year.

<u>Mobile Library</u>	
(All figures are for 2013/4)	
<u>Number of Visits</u>	Between 2013 and 2014 there were 12,684 visits to the Mobile Library this is 9 <sup>th</sup> highest above Weston, Thornhill and Millbrook Libraries.
<u>Number of Active Library Users Registered</u>	The Mobile Library was the 11 <sup>th</sup> most popular library for registering as a library user ahead of only Millbrook Library. The mobile library has no public access computers
<u>Use by Active Library Users</u>	The Mobile Library was 11 <sup>th</sup> in relation to the number of active library users that used the

	library with 432 active library uses using the library in the last year.
<u>Issues or PN sessions to Active Library Users</u>	The Mobile Library was the 11 <sup>th</sup> in relation to the number of issues or peoples network sessions by active library users above only Millbrook, Thornhill and Weston Libraries.
<u>Proportion of items borrowed at Library</u>	2.6% of all items borrowed were borrowed at the Mobile Library which was higher than Weston, Woolston and Thornhill Libraries.
<u>Lending per hour</u>	On average 24.02 items were borrowed per hour which 9 <sup>th</sup> ahead of Thornhill, Millbrook and Weston Libraries.
<u>Cost per Visit and Issue or PN Session</u>	Cost per visit £8.09 (This is the second highest behind Millbrook Library) Cost per issue £3.15 (this was the third most expensive behind Millbrook and Weston Libraries .)
<u>Registration Branch by Regular Users</u>	The Mobile Library was 9 <sup>th</sup> in terms of the library which most regular library users decided to register at. 192 of the regular library users registered at the Mobile Library which was only more than Weston, Millbrook and Thornhill Libraries.
<u>Issues by Regular Users</u>	The Mobile Library was 10 <sup>th</sup> in terms of the number of issues at each library by regular users. This was below the web but only more than Thornhill, Millbrook or Weston Libraries.
<u>Proportion of items borrowed by Regular Users Across different Libraries</u>	Of all the items borrowed across all the libraries and the web, 2.7% were borrowed from the Mobile Library. This was more than Weston, Thornhill and Millbrook Libraries.
<u>Regular Users by Each Library</u>	287 regular users used the Mobile Library. This more than Weston and Millbrook only.
<u>Of 55% of Regular users who Only Use one Library</u>	Of the 55% regular library users that only use one library 107 people only use the Mobile Library, this was higher only than Weston, Thornhill and Millbrook Libraries.



## SWOT Analysis of Option A

<u>Strengths</u>	<u>Weaknesses</u>
<p>Library Performance</p> <ul style="list-style-type: none"> <li>• Over the last year these three libraries plus the mobile and web processed 52% of all items borrowed.</li> <li>• Over the last year these three libraries had 510,042 total visits.</li> <li>• plus another 12,684 visits to the mobile. A Total of 522,726.</li> </ul> <p>Location</p> <ul style="list-style-type: none"> <li>• All three libraries are located in easily accessible locations by foot, public transport and by car.</li> <li>• Portswood is particularly well placed centrally in a district centre where people go to do their regular shopping.</li> <li>• All these libraries have good public transport links.</li> <li>• Both Portswood and Bitterne are close to free car parks and Central Library is close to city centre multi storey and on street parking.</li> </ul> <p>The Buildings</p> <ul style="list-style-type: none"> <li>• Bitterne and Central libraries are easily accessed from the street either on the level or via a small ramp.</li> </ul> <p>Mobile Library</p> <ul style="list-style-type: none"> <li>• The mobile library would play a role in helping to mitigate the impact of any closures or changes to services resulting from community management.</li> <li>• The mobile library would be able to be targeted to the areas of greatest need</li> </ul>	<ul style="list-style-type: none"> <li>• The outline Equality Impact Assessments describe the potential impact of reducing the number of libraries managed by SCC from 11 to 3. This information is not repeated in this table.</li> <li>• There would be 8 fewer city council managed libraries in the city. Lordshill, Burgess Road, Cobbett Road, Shirley, Millbrook, Woolston, Thornhill and Weston.</li> <li>• If no other organisations were able to take on these buildings it is possible that this may lead to the closure of up to 8 libraries.</li> <li>• 55% of the regular users of the library service in the city only use one library. This option would remove the only libraries used by 4393 regular users in Southampton. This is based on the number of regular users in the last year.</li> <li>• In order to continue to use a library building these 4393 people would need to travel to another library that may be further from their home. This may incur cost.</li> <li>• Those that do decide to travel to their next nearest library would have to travel up to 22 minutes longer via public transport via a direct route. However for those who would use Weston Library there is no direct bus route to Bitterne, Portswood or Central Library.</li> <li>• On the basis that 48 % of the users walk to libraries one might assume that 48% of 4393 would no longer be able to walk to their local library. However this is an assumption and cannot be proved by the data.</li> <li>• This option would lead to a reduction in the number of people's network sessions in the city from 223,384 to 175,050.</li> <li>• With a reduced number of libraries there would be less space to promote events and activities in libraries.</li> <li>• There would be an impact for those</li> </ul>

	<p>organisations that refer people to libraries or provide support from Libraries such as i.e. City Limits, Quitters, job applicants, nursery and schools if the number of libraries reduce. See Appendix 8 for the list of organisations that make use of libraries.</p> <ul style="list-style-type: none"> <li>• Fewer venues means fewer places where people can get information if the number of libraries reduce.</li> <li>• The mobile library would be significantly stretched and so the regularity of visits to any location would be limited.</li> </ul>
<p><b><u>Opportunities</u></b></p>	<p><b><u>Threats</u></b></p>
<p>Improve the Service</p> <ul style="list-style-type: none"> <li>• Increase the housebound service to seek to mitigate the impact from a potential reduction in libraries.</li> <li>• Increase the service to sheltered homes.</li> <li>• Increase the number of book deposits at community venues around the city including nurseries, community centres, playgroups etc to mitigate the impact of a potential reduction in their local library.</li> <li>• This option would include an amendment to the staffing structure to allow for staff to focus on volunteer recruitment, support, development and management to improve the range of activities and services offered.</li> <li>• This option would include staff dedicated to the role of developing and supporting partnerships including any community library initiatives.</li> </ul> <p>Buildings and Locations</p> <ul style="list-style-type: none"> <li>• Bitterne Library would benefit from modernising so if the opportunity existed in any future development to redevelop the library as part of any other initiative either on this site or others in the Bitterne area this could be explored.</li> </ul>	<ul style="list-style-type: none"> <li>• Adverse community reaction from the reduction in the number of libraries.</li> <li>• Adverse staff reaction anticipated and impact from the reduction in the number of libraries.</li> <li>• The library service may perform less well in the in the annual CIPFA performance tables if there was a reduction in the number of libraries.</li> </ul>

<ul style="list-style-type: none"> <li>• A new location for the Portswood library with a level front entrance, with larger flexible spaces would also enhance the service.</li> </ul>	
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<b><u>Central Library</u></b>	
<b><u>Current Service Description</u></b>	<b><u>Potential Service Enhancements</u></b>
<p><b>Developing a Life Long Love of Reading</b></p> <ul style="list-style-type: none"> <li>• Supplying the most comprehensive range of books to borrow and use for information in the City.</li> <li>• Supporting over 60 Reading Groups.</li> <li>• Supplying specialist reading and study needs through Inter library loans.</li> <li>• A programme of reading development and promotion through events, promotions and recommendations and events in the lecture theatre.</li> <li>• Support to local orchestras and dramatic groups as the only supplier of multiple scores and Play sets in the City.</li> <li>• A key regional resource for unique materials including an important collection of Art Books.</li> <li>• Enthusiating children from age 0 upwards to love books and reading with summer reading challenge, rhyme times, story times, two Southampton based Favourite book to Read competitions.</li> <li>• Children's author events.</li> <li>• A regular place to visit by local schools.</li> <li>• Graphic novels and Teen friendly books.</li> <li>• Key trained staff who can help with any book query.</li> <li>• Supporting people with learning difficulties to make the most of their library through the library licence</li> </ul>	<p><b>Developing a Life Long Love of Reading</b></p> <ul style="list-style-type: none"> <li>• An enhanced family area including opportunities for play, a leisure space for families to spend time together and enjoy books.</li> <li>• A Teen zone including creative spaces for joint study and leisure together potentially with access to music, games and a tablet table.</li> <li>• Homework Clubs with support from staff and an enhanced volunteer programme.</li> </ul> <p><b>Extra Help with Information</b></p> <ul style="list-style-type: none"> <li>• Dedicated space for advice and information agencies to provide a wider range of information services to library users.</li> <li>• Maximise Partnership working opportunities.</li> <li>• Improved access to the Archives by incorporating current Archive Local and Maritime collections into a single service in the Central Library.</li> </ul> <p><b>Getting the City Confidently Online</b></p> <ul style="list-style-type: none"> <li>• Centralised computer area supported by trained staff and volunteers</li> <li>• Enhanced Work/Study Spaces for groups and individuals with power, screens, IT facilities and potentially 3D printing.</li> <li>• Working with organisations such as Tinder Foundation to fund and support Job Clubs and volunteer run computer support sessions.</li> </ul> <p><b>Delivering in Partnership</b></p>

<p>scheme.</p> <ul style="list-style-type: none"> <li>• Management of a volunteer programme that takes books to the housebound.</li> </ul> <p><b>Extra Help with Information</b></p> <ul style="list-style-type: none"> <li>• Local history, family history and maritime resources not to be found anywhere else in the Country.</li> <li>• Specialist staff skilled in answering enquiries and finding information- business, legal, employment</li> <li>• A growing venue for other information and advice providers – CAB, Macmillan, City Limits, Steps to Well Being, Small Business Information Desk, Patents Clinics, Careers advisers.</li> <li>• Staff trained to help with children’s queries and a dedicated children’s area.</li> <li>• Key information collections to support Health and social prescribing – Books on Prescription</li> <li>• The place people come for Smart Cities applications, forms and support.</li> </ul> <p><b>Getting the City Confidently on Line</b></p> <ul style="list-style-type: none"> <li>• A dedicated Learning centre supporting over 200 people each year to get online confidently.</li> <li>• Assistive technology for those with special needs.</li> <li>• 57 Computers with internet, latest versions of programs, affordable printing and scanning.</li> <li>• Free public Wi-Fi across the whole library.</li> <li>• Staff trained to offer computer skills support, especially job seekers.</li> </ul> <p><b>Delivering in Partnership</b></p> <ul style="list-style-type: none"> <li>• Community rooms available for hire to other organisations or groups.</li> <li>• Promotional spaces for big and small events – e.g. promoting initiatives such as Foster Caring, Open University, EcoFair etc.</li> <li>• Currently providing a range of volunteer opportunities for 56 people especially in providing the services to the housebound.</li> <li>• Space used by a wide range of</li> </ul>	<ul style="list-style-type: none"> <li>• Explore the potential to provide refreshment facilities if financially viable and a more formal retail offer for books and impulse purchases.</li> <li>• More flexible arrangements on the Ground floor within the library to allow for improved space for library events and activities</li> </ul> <p>It is proposed to</p> <ul style="list-style-type: none"> <li>• Phase out DVDs and CDs over next 2 years due to a reduction in demand.</li> <li>• Continue a stock programme to reflect changes in information use, reducing books in favour of online resources.</li> </ul> <p><u>Future Hours of Opening</u> 48 hours per week</p>
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<p>organisations to provide services from within libraries.</p> <p><b>Other</b></p> <ul style="list-style-type: none"> <li>• Opportunities to purchase relevant items such as glasses.</li> <li>• Opportunity to hire DVDs and Cod's</li> <li>• Quiet areas.</li> <li>• Study areas.</li> </ul> <p><b>Opening Hours</b></p> <p><u>Current Hours of Opening</u></p> <ul style="list-style-type: none"> <li>• Central Library currently open 48 hours per week</li> </ul>	
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<u>Portswood</u>	
<b>Current Service Description</b>	<b>Potential Service Enhancements :</b>
<p><b>Developing a Life Long Love of Reading</b></p> <ul style="list-style-type: none"> <li>• A Good range of books to borrow with free access to the whole City collection delivered to local libraries.</li> <li>• Services to children: summer reading challenge, rhyme times, story times.</li> <li>• Children's specialists to support children's reading activities.</li> <li>• Small area for children including computers.</li> <li>• Reading development and promotion activities.</li> <li>• Reading Groups.</li> </ul> <p><b>Getting the City Confidently on Line.</b></p> <ul style="list-style-type: none"> <li>• 10 Computers with internet, latest versions of programs, affordable printing and scanning.</li> <li>• Free public Wi-Fi across the whole library.</li> <li>• Assistive technology for those with special needs.</li> </ul> <p><b>Extra Help with Information</b></p> <ul style="list-style-type: none"> <li>• Staff trained to help with all queries and a dedicated children's area.</li> </ul>	<p><b>Developing a Life Long Love of Reading</b></p> <ul style="list-style-type: none"> <li>• Development of the children's library including creative spaces for joint study and leisure</li> <li>• Homework Clubs with support from staff and an enhanced volunteer programme</li> <li>• An enhanced family area</li> </ul> <p><b>Getting the City Confidently On Line</b></p> <ul style="list-style-type: none"> <li>• Enhanced Work/Study Spaces for groups and individuals with power, screens, IT facilities</li> <li>• Job Clubs/digital hubs</li> </ul> <p><b>Delivering in Partnership</b></p> <ul style="list-style-type: none"> <li>• Explore the potential to provide refreshment facilities if financially viable and a more formal retail offer for books and impulse purchases</li> <li>• More flexible arrangements regarding shelving and seating to provide more flexible use for other activities</li> <li>• Explore opening up more space within the libraries for partners to make use of</li> </ul>

<ul style="list-style-type: none"> <li>• Key information collections to support Health and social prescribing – Books on Prescription.</li> <li>• The place people come for Smart Cities applications, forms and support.</li> </ul> <p><b>Delivering in Partnership</b></p> <ul style="list-style-type: none"> <li>• Promotional spaces small scale</li> <li>• Volunteering opportunities</li> <li>• Knit and natter</li> <li>• community groups</li> <li>• Friends of Portswood library group</li> </ul> <p>AV services DVDs and CDs Retail</p> <p><b>Current Hours of Opening 38</b></p>	<p>Removing DVDs and CDs over next 2 years due to a reduction in demand.</p> <p><b>Future Hours of Opening 38</b></p>
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<b><u>Bitterne</u></b>	
<b><u>Current Service Description</u></b>	<b><u>Potential Service Enhancements</u></b>
<p><b>Developing a Life Long Love of Reading</b></p> <ul style="list-style-type: none"> <li>• A good range of books to borrow with free access to the whole City collection delivered to local libraries.</li> <li>• Services to children: summer reading challenge, rhyme times, story times.</li> <li>• Children’s specialists to support children’s reading activities.</li> <li>• Dedicated area for children including computers.</li> <li>• Reading development and promotion activities.</li> <li>• Teen zone areas.</li> <li>• Reading Groups.</li> </ul> <p><b>Getting the City Confidently on Line.</b></p> <ul style="list-style-type: none"> <li>• 15 Computers with internet, latest versions of programs, affordable printing and scanning.</li> <li>• Free public Wi-Fi across the whole library.</li> <li>• Assistive technology for those with special needs.</li> </ul> <p><b>Extra Help with Information</b></p> <ul style="list-style-type: none"> <li>• Small scale Information and advice venue i.e. City Limits etc.</li> <li>• Staff trained to help with all queries and a dedicated children’s area.</li> <li>• Key information collections to support Health and social prescribing – Books on Prescription.</li> <li>• The place people come for Smart Cities applications, forms and support.</li> </ul> <p><b>Delivering in Partnership</b></p> <ul style="list-style-type: none"> <li>• Community rooms for hire – needs expanding.</li> <li>• Promotional spaces small scale.</li> <li>• Volunteering opportunities.</li> </ul>	<p>With these enhancements:</p> <p><b>Developing a Life Long Love of Reading</b></p> <ul style="list-style-type: none"> <li>• Further development of the Teen zones including creative spaces for joint study and leisure together potentially with access to music, games and a tablet table.</li> <li>• Homework Clubs with support from staff and an enhanced volunteer programme</li> <li>• Explore the potential to extend space into garden for extending children’s library and family space</li> <li>• An enhanced family area including opportunities for play, a leisure space for families to spend time together and enjoy books.</li> </ul> <p><b>Getting the City Confidently On Line</b></p> <ul style="list-style-type: none"> <li>• Enhanced Work/Study Spaces for groups and individuals with power, screens, IT facilities</li> <li>• Job Clubs/digital hubs</li> <li>• More PC provision</li> </ul> <p><b>Delivering in Partnership</b></p> <ul style="list-style-type: none"> <li>• Explore the potential to provide refreshment facilities if financially viable and a more formal retail offer for books and impulse purchases</li> <li>• More flexible arrangements regarding shelving and seating to provide more flexible use for other activities</li> <li>• Explore opening up more space within the libraries for partners to make use of</li> </ul> <p>Removing DVDs and CDs over next 2 years due to a reduction in demand.</p> <p><b>Future Opening Hours</b></p>

<ul style="list-style-type: none"> <li>• Knit and natter.</li> <li>• Family history and other community groups.</li> </ul> <p>AV services DVDs and CDs Retail</p> <p><b>Current Opening Hours</b></p> <ul style="list-style-type: none"> <li>• Bitterne Library currently open 44 hours per week</li> </ul>	As current
<u>The Mobile Library</u>	
<u>Current Service</u>	<u>Potential Enhancements</u>
<ul style="list-style-type: none"> <li>• 4 weekly timetable</li> <li>• Serving 40 nurseries, 20 sheltered homes and street stops</li> <li>• Citywide service mainly away from existing library buildings.</li> </ul>	<ul style="list-style-type: none"> <li>• 4 weekly timetable serving extended range of street stops across the City concentrating on areas without library provision.</li> <li>• Continue to serve nurseries and sheltered homes.</li> </ul>

<u>The Virtual Library</u>	
<u>Current Service</u>	<u>Potential Enhancements</u>
<p>Strong web use with regular users making web catalogue most used branch to renew books.</p> <p>Dated look and feel, limited functionality.</p>	<p><b>Total web and mobile experience</b></p> <p>Join, Search, Find, Order, Download, Pay</p> <p>Use any device – be paperless. Phones become the library card</p>
<p>Free to use online reservation service which delivers books in stock to local libraries.</p>	<p><b>Click and collect</b></p> <p>Order and Pick up at library or drop off point</p> <p>To explore a premium service of Books Delivered to your desk or door or computer.</p>
<p>Increasingly popular online resources to stream or download free: including hundreds of daily newspapers, e-books, e audio, e magazines, downloadable and</p>	<p><b>Don't leave home - Get it Anytime</b></p> <p>The best e resources expanded :</p>



streaming music. Over 35,000 uses last year	E books, Music downloads , audio books, magazines, newspapers
Twitter account	<p><b>Conversations, sharing and engagement-</b></p> <p>Reading games and interactive books for children</p> <p>Online communities of readers, writers and Tweepers.</p>
Local history resources collected as paper or ephemera.	<p><b>Creative hub &amp; e publishing</b></p> <p>Explore publishing local authors as e books</p> <p>Explore building online local history resources with local people.</p>

## **Option: B**

### Option Title:

**Four SCC Managed Libraries Model** – the remaining libraries available for community lead initiatives or for disposal.

### Description of Option:

- SCC managed services to be operated from Central Library, Bitterne, Portswood and Shirley Library.
- The Schools Library Service would continue unchanged.
- The Virtual online library service would continue
- Designated staff within the library service would have a role to recruit, develop and manage volunteer programmes and partnership working to enhance the library service reach and impact around the city.
- The remaining libraries would be available for community lead initiatives or for disposal.
- This service would not include the provision of a mobile library service but a more limited service from a library van delivering deposit collections where required around the city.

### Highlights about the Current Performance of Libraries Included in this Option

Please see option A for information about Central, Portswood and Bitterne .

<u>Shirley Library</u> (All figures are for 2013/4)	
<u>Number of Visits</u>	Shirley was the second most visited library after Central Library with 246,514 visits per year.
<u>Number of Active Library Users Registered</u>	Shirley Library was the second most popular library for registering as a library user behind Central Library with 8,267 active library users choosing to register at Shirley.
<u>Use by Active Library Users</u>	Shirley Library was second only to Central Library in the number of active library users using the library. There were 11,687 active library users using the library last year.
<u>Issues or PN sessions to Active Library Users</u>	Shirley was second only to Central Library in terms of the number of issues or peoples network sessions. There were over 200,000 per year by active library users.
<u>Proportion of items borrowed at Library</u>	At 14.2% Shirley was third behind the Web (15.7%) and Central Library (15.15) for the

	proportion of total items borrowed.
<u>Lending per hour</u>	Shirley was second to Central Library (74.77) with the number of items borrowed per hour at 73.49.
<u>PN Session utilisation</u>	Shirley Library had the highest people network session utilisation at 56%.
<u>Cost per Visit and Issue or PN Session</u>	Shirley Library had the second to lowest cost per visit at 89p. The cost per item borrowed/ people's network session is £1.02.
<u>Registration Branch by Regular Users</u>	Shirley was the second library of choice for registration by regular library users with 3,327 deciding to register at that library.
<u>PN sessions by Regular Users</u>	Shirley was the second most popular library to use for peoples network sessions. Second to Central Library.
<u>Proportion of items borrowed by Regular Users Across different Libraries</u>	Shirley was third only to the Web and Central in terms of the proportion of items borrowed by regular users across the libraries.
<u>Regular Users by Each Library</u>	5834 of the regular users used Shirley in the last year; this was second only to Central Library and the website.
<u>Of 55% of Regular users who Only Use one Library</u>	Of those regular users that only used one library 1,999 used Shirley Library.
<u>Most Commonly Used Library</u>	Shirley was the second only to Central Library in terms of the library most often used by regular users with 3,327 regular users using this library in the last year.

### **SWOT Analysis of Option B**

Strengths	Weaknesses
<p>Library Performance</p> <ul style="list-style-type: none"> <li>Using the needs assessment priority calculations this option includes the top four libraries.</li> <li>Over the last year these four libraries and web will have processed 64% of all items borrowed.</li> <li>Over the last year these four libraries will have had 83% of all the peoples</li> </ul>	<ul style="list-style-type: none"> <li>The outline Equality Impact Assessments describe the potential impact of reducing the number of libraries managed by SCC from 11 to 4. This information is not repeated in this table.</li> <li>There would be 7 fewer city council managed libraries in the city. Lordshill, Burgess Road, Cobbett</li> </ul>

<p>network sessions used.</p> <p>Location</p> <ul style="list-style-type: none"> <li>• This option will provide a better geographical cover across the city (compared to the previous option) of SCC managed libraries with one in the city centre, one on the west one in the north and one on the east.</li> <li>• All four libraries are in located in easily accessible locations by foot, public transport and by car.</li> <li>• All libraries either in or close to district centres.</li> <li>• This would leave only two district centres (Lordshill and Woolston) without a SCC managed library.</li> <li>• All these libraries have good public transport links.</li> <li>• Shirley, Bitterne, Portswood and Woolston are all close to free car parks.</li> <li>• Shirley and Portswood are well place in a district centre where people go for shopping</li> </ul> <p>The Buildings</p> <ul style="list-style-type: none"> <li>• Four of the libraries are easily accessed from the street either on the level or via a small ramp.</li> <li>• Shirley is a new library and flexible in design to be used for other activities</li> <li>• Woolston will be a new library and flexible in design to allow use for other activities.</li> </ul> <p>Organisations that use the library service buildings.</p> <ul style="list-style-type: none"> <li>• Less impact on those who are dependent on libraries as most of the co dependencies depend on the libraries in these options.</li> </ul>	<p>Road, Millbrook, Woolston, Thornhill and Weston.</p> <ul style="list-style-type: none"> <li>• If no other organisations were able to take on these buildings it is possible that this may lead to the closure of up to 7 libraries.</li> <li>• 55% of the users of the library service in the city only use one library. This option would remove the only libraries used by 2,501 people in Southampton. This is based on the number of regular users in the last year.</li> <li>• In order to continue to use a library building these 2,501 people would need to travel to another library that may be further from their home. This may incur cost.</li> <li>• On the basis that 48 % of the users walk to libraries one might assume that 1,200 would no longer be able to walk to their local library. However this is an assumption and cannot be proved by the data.</li> <li>• This option would lead to a reduction in the number of people's network sessions in the city from 225,000 to 187,600.</li> <li>• With a reduced number of libraries there would be less space to promote events and activities in libraries.</li> <li>• There would be some impact for those organisations that refer people to libraries or provide support from Libraries such as i.e. City Limits, Quitters, job applicants, nursery and schools if the number of libraries reduces. See Appendix 8 for the list of organisations that make use of libraries.</li> <li>• Fewer venues means less places where people can get information if the number of libraries reduce</li> <li>• Bitterne and Central libraries are less well located to Shirley which is in the middle of a shopping area</li> <li>• The mobile library would not be available to mitigate the impact of reducing the geographical coverage of the city.</li> <li>• Portswood is not an ideal building in which to locate a library with its requirement for a platform lift at the entrance and the limitation on space.</li> </ul>
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	<p>Portswood has limited space for events partnerships and activities.</p> <ul style="list-style-type: none"> <li>• This option would not provide a service from those libraries in the city identified to have catchment areas with the greatest demographic need identified by the criteria used in the needs assessment ranking exercise which are Thornhill and Weston.</li> </ul>
<p>Opportunities</p>	<p>Threats</p>
<p>Improve the Service</p> <ul style="list-style-type: none"> <li>• Increase the housebound service to seek to mitigate the impact from a potential reduction in libraries.</li> <li>• Increase the service to sheltered homes.</li> <li>• Increase the number of book deposits at community venues around the city including nurseries, community centres, playgroups etc to mitigate the impact of a potential reduction in their local library.</li> <li>• This option would include an amendment to the staffing structure to allow for staff to focus on volunteer recruitment, support, development and management to improve the range of activities and services offered.</li> <li>• This option would include staff dedicated to the role of developing and supporting partnerships including any community library initiatives.</li> </ul> <p>Buildings and Locations</p> <ul style="list-style-type: none"> <li>• Bitterne Library would benefit from modernising, so if the opportunity existed in any future development to redevelop the library as part of any other initiative either on this site or others in the Bitterne areas this could be explored.</li> <li>• A new location for the Portswood library with a level front entrance, with larger flexible spaces would also enhance the service.</li> </ul>	<ul style="list-style-type: none"> <li>• Adverse community reaction from the reduction in the number of libraries.</li> <li>• Adverse staff reaction anticipated and impact from the reduction in the number of libraries</li> <li>• The library service may perform less well in the in the annual CIPFA performance tables if there was a reduction in the number of libraries</li> </ul>

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Current Service Description	Potential Service Enhancements
<u>Central Library</u> <u>Portswood Library</u> <u>Bitterne Library</u> <u>Virtual Library</u>  As detailed in option A	As detailed in option A

<u>Shirley</u>	
<u>Current Service Description</u>	<u>Potential Service Enhancements</u>
<p><b>Developing a Life Long Love of Reading</b></p> <ul style="list-style-type: none"> <li>• A good range of books to borrow with free access to the whole City collection delivered to local libraries.</li> <li>• Services to children: summer reading challenge, rhyme times, story times.</li> <li>• Children’s specialists to support children’s reading activities.</li> <li>• Dedicated area for children including computers.</li> <li>• Reading development and promotion activities.</li> <li>• Teen zone areas.</li> <li>• Reading Groups.</li> </ul> <p><b>Getting the City Confidently on Line.</b></p> <ul style="list-style-type: none"> <li>• 13 Computers with internet, latest versions of programs, affordable printing and scanning.</li> <li>• Free public Wi-Fi across the whole library.</li> <li>• Assistive technology for those with special needs.</li> </ul> <p><b>Extra Help with Information</b></p> <ul style="list-style-type: none"> <li>• Small scale Information and advice venue i.e. City Limits etc.</li> </ul>	<p>With these enhancements:</p> <p><b>Developing a Life Long Love of Reading</b></p> <ul style="list-style-type: none"> <li>• Further development of the Teen zones including creative spaces for joint study and leisure together potentially with access to music, games and a tablet table.</li> <li>• Homework Clubs with support from staff and an enhanced volunteer programme</li> <li>• An enhanced family area including opportunities for play, a leisure space for families to spend time together and enjoy books.</li> </ul> <p><b>Getting the City Confidently On Line</b></p> <ul style="list-style-type: none"> <li>• Enhanced Work/Study Spaces for groups and individuals with power, screens, IT facilities</li> <li>• Job Clubs/digital hubs</li> <li>• More PC provision</li> </ul> <p><b>Delivering in Partnership</b></p> <ul style="list-style-type: none"> <li>• Explore the potential to provide refreshment facilities if financially viable and a more formal retail offer for books and impulse purchases</li> <li>• More flexible arrangements regarding shelving and seating to provide more</li> </ul>

<ul style="list-style-type: none"> <li>• Staff trained to help with all queries and a dedicated children’s area.</li> <li>• Key information collections to support Health and social prescribing – Books on Prescription.</li> <li>• The place people come for Smart Cities applications, forms and support.</li> </ul> <p><b>Delivering in Partnership</b></p> <ul style="list-style-type: none"> <li>• Community rooms for hire – needs expanding.</li> <li>• Promotional spaces small scale.</li> <li>• Volunteering opportunities.</li> <li>• Knit and natter.</li> <li>• Family history and other community groups.</li> </ul> <p>AV services DVDs and CDs Retail</p> <p><b>Current Opening Hours</b></p> <ul style="list-style-type: none"> <li>• Shirley Library currently open 44 hours per week</li> </ul>	<p>flexible use for other activities</p> <ul style="list-style-type: none"> <li>• Explore opening up more space within the libraries for partners to make use of</li> </ul> <p>Removing DVDs and CDs over next 2 years due to a reduction in demand.</p> <p><b>Future Opening Hours</b> As current</p>
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### **Option: C**

#### Option Title:

**Five SCC Managed Libraries Model** – remaining libraries available for community lead initiatives or for disposal

#### Description of Option:

- SCC managed services to be operated from Central Library, Shirley Library, Bitterne Library, Woolston and Portswood
- The Schools Library Service would continue unchanged.
- The Virtual online library service would continue
- The remaining libraries to be available for community lead initiatives or for disposal.
- This service would not include the provision of a mobile library service but a more limited service from a library van delivering deposit collections where required around the city.
- Designated staff within the library service would have a role to recruit, develop and manage volunteer programmes and partnership working to enhance the library service reach and impact around the city.

#### Highlights about the Current Performance of Libraries Included in this Option

Please see the option A and B for performance information about Central, Shirley, Bitterne, and Portswood.

<u>Woolston Library</u>	
<u>Number of Visits</u>	Woolston Library attracted 6710 total visits last year which was sixth from top.
<u>Number of Active Library Users Registered</u>	Woolston Library was the sixth most popular library with 2,554 active library users choosing to register at Woolston.
<u>Use by Active Library Users</u>	Woolston Library was sixth library in terms of the number of active library users using the library. There were 3,754 active library users using the library in the last year.
<u>Issues or PN sessions to Active Library Users</u>	Woolston Library was sixth in terms of the number of issues or peoples network sessions last year.
<u>Proportion of items borrowed at Library</u>	At 7.8% Woolston was the sixth highest library (including the web) for the proportion of total items borrowed.



<u>Lending per hour</u>	Woolston was fourth with 48.92 items borrowed per hour.
<u>PN Session utilisation</u>	Woolston had the sixth highest people network session utilisation at 33%.
<u>Cost per Visit and Issue or PN Session</u>	Woolston had the fifth lowest cost per visit at £2.10. The cost per item borrowed or peoples network session was £1.32.
<u>Registration Branch by Regular Users</u>	Woolston was the sixth library of choice for registration by regular library users with 1,116 deciding to register at that library.
<u>PN sessions by Regular Users</u>	Woolston was the least popular library to use for peoples network sessions.
<u>Proportion of items borrowed by Regular Users Across different Libraries</u>	Woolston at 8% was the sixth highest Library (including the web) in terms of the proportion of items borrowed by regular users across the libraries.
<u>Regular Users by Each Library</u>	2015 of the regular users used Woolston in the last year.
<u>Of 55% of Regular users who Only Use one Library</u>	Of those regular users that only use one library 771 only use Woolston.
<u>Most Commonly Used Library</u>	Woolston was seventh in terms of the library most often used by regular users with 2,015 regular users using this library in the last year.

### **SWOT Analysis for Option C**

Strengths	Weaknesses
<p>Library Performance</p> <ul style="list-style-type: none"> <li>Using the needs assessment priority calculations this option includes the top five libraries.</li> <li>Over the last year these five libraries and web will have processed 71% of all items borrowed by regular users across the service.</li> <li>Over the last year these five libraries will have had 87% of all the peoples network sessions used.</li> </ul>	<ul style="list-style-type: none"> <li>The outline Equality Impact Assessments describe the potential impact of reducing the number of libraries managed by SCC from 11 to 5. This information is not repeated in this table.</li> <li>There would be 6 fewer city council managed libraries in the city. Lordshill, Burgess Road, Cobbett Road, Millbrook, Woolston, Thornhill and Weston.</li> <li>If no other organisations were able to take on these buildings it is possible</li> </ul>

<p>Location</p> <ul style="list-style-type: none"> <li>• This option will provide a better geographical cover across the city (compared to the previous option) of SCC managed libraries with one in the city centre, one on the west, one in the north and two on the east.</li> <li>• All five libraries are in located in easily accessible locations by foot, public transport and by car.</li> <li>• All libraries either in or close to district centres.</li> <li>• Only one district centre (Lordshill ) without a SCC managed library</li> <li>• All these libraries have good public transport links.</li> <li>• Shirley, Portswood, Bitterne and Woolston are all close to free car parks.</li> <li>• Shirley and Portswood are well placed in district centres where people go for shopping.</li> </ul> <p>The Buildings</p> <ul style="list-style-type: none"> <li>• Three of the five libraries are easily accessed from the street either on the level or via a small ramp (Portswood is the exception). Woolston new library will have fully DDA complaint access.</li> <li>• Shirley is a new library and flexible in design to be used for other activities</li> <li>• Woolston will be a new library and flexible in design to allow use for other activities</li> </ul> <p>Organisations that depend on the library service buildings.</p> <ul style="list-style-type: none"> <li>• Less impact on those who are dependent on libraries as most of the co dependencies depend on the libraries in these options i.e. City Limits, Quitters, job applicants, nursery and schools if the number of libraries reduces.</li> </ul>	<p>that this may lead to the closure of 6 libraries.</p> <ul style="list-style-type: none"> <li>• 55% of the users of the library service in the city only use one library. This option would remove the only libraries used by 1,730 people in Southampton. This is based on the number of regular users in the last year.</li> <li>• In order to continue to use a library building these 1,730 people would need to travel to another library that may be further from their home. This may incur cost.</li> <li>• On the basis that 48 % of the users walk to libraries one might assume that 48% of 830 would no longer be able to walk to their local library. However this is an assumption and cannot be proved by the data.</li> <li>• This option would lead to a reduction in the number of peoples network sessions in the city from 225,000 to 196,000.</li> <li>• With a reduced number of libraries there would be less space to promote events and activities in libraries.</li> <li>• There would be some impact for those organisations that refer people to libraries or provide support from Libraries such as i.e. City Limits, Quitters, job applicants, nursery and schools if the number of libraries reduces. See Appendix 8 for the list of organisations that make use of libraries.</li> <li>• Fewer venues means less places where people can get information if the number of libraries reduce</li> <li>• Bitterne and Central libraries are less well located to Shirley which is in the middle of a shopping area</li> <li>• The mobile library would not be available to mitigate the impact of reducing the geographical coverage of the city.</li> <li>• Portswood is not the ideal building with a chair lift at the entrance and limitations on space and flexibility.</li> <li>• This option would not provide a service from those libraries in the city identified to have catchment areas with the greatest demographic need identified by the criteria used in the</li> </ul>
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	needs assessment ranking exercise which are Thornhill and Weston.
Opportunities	Threats
<p>Improve the Service</p> <ul style="list-style-type: none"> <li>• Increase the housebound service to seek to mitigate the impact from a potential reduction in libraries.</li> <li>• Increase the service to sheltered homes.</li> <li>• Increase the number of book deposits at community venues around the city including nurseries, community centres, playgroups etc to mitigate the impact of a potential reduction in their local library.</li> <li>• This option would include an amendment to the staffing structure to allow for staff to focus on volunteer recruitment, support, development and management to improve the range of activities and services offered.</li> <li>• This option would include staff dedicated to the role of developing and supporting partnerships including any community library initiatives.</li> </ul> <p>Buildings and Locations</p> <ul style="list-style-type: none"> <li>• Bitterne Library would benefit from modernising so if the opportunity existed in any future development to redevelop the library as part of any other initiative either on this site or others in the Bitterne areas this could be explored.</li> <li>• Similarly in Portswood a more accessible, flexible and spacious building would more meet the needs of the community.</li> </ul>	<ul style="list-style-type: none"> <li>• Adverse community reaction from the reduction in the number of libraries</li> <li>• Adverse staff reaction anticipated and impact from the reduction in the number of libraries</li> <li>• The library service may perform less well in the in the annual CIPFA performance tables if there was a reduction in the number of libraries</li> </ul>

Current Service Description	Potential Service Enhancements
Central Library Shirley Bitterne	Central Library Shirley Bitterne

Portswood Virtual Library  Please see the detail in option A and B	Portswood Virtual Library  Please see the detail in option A and B
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<u>Woolston</u>	
<u>Current Service Description</u>	<u>Potential Service Enhancements</u>
<p><b>Developing a Life Long Love of Reading</b></p> <ul style="list-style-type: none"> <li>• A Good range of books to borrow with free access to the whole City collection delivered to your local library.</li> <li>• Services to children: summer reading challenge, rhyme times, story times.</li> <li>• Children’s specialists to support children’s reading activities</li> <li>• Dedicated area for children including computers.</li> <li>• Reading development and promotion activities.</li> <li>• Teen zone areas.</li> <li>• Reading Groups.</li> </ul> <p><b>Getting the City Confidently on Line.</b></p> <ul style="list-style-type: none"> <li>• 10 Computers with internet, latest versions of programs, affordable printing and scanning.</li> <li>• Assistive technology for those with special needs.</li> </ul> <p><b>Extra Help with Information</b></p> <ul style="list-style-type: none"> <li>• Small scale Information and advice venue i.e. City Limits etc.</li> <li>• Staff trained to help with all queries and a dedicated children’s area.</li> <li>• Key information collections to support Health and social prescribing – Books on Prescription.</li> <li>• The place people come for Smart Cities applications, forms and support.</li> </ul> <p><b>Delivering in Partnership</b></p> <ul style="list-style-type: none"> <li>• Community rooms for hire – needs expanding</li> </ul>	<p>In 2015 a new Woolston Library will open within Centenary Quay with improved facilities and opportunities and DDA compliance.</p> <p><b>Developing a Life Long Love of Reading</b></p> <ul style="list-style-type: none"> <li>• Further development of the Teen zones including creative spaces for joint study and leisure together potentially with access to music, games and a tablet table.</li> <li>• Homework Clubs with support from staff and an enhanced volunteer programme</li> <li>• An enhanced family area including opportunities for play, a leisure space for families to spend time together and enjoy books.</li> </ul> <p><b>Getting the City Confidently On Line</b></p> <ul style="list-style-type: none"> <li>• Enhanced Work/Study Spaces for groups and individuals with power, screens, IT facilities</li> <li>• Job Clubs/digital hubs</li> <li>• Free public Wi-Fi across the whole library.</li> </ul> <p><b>Delivering in Partnership</b></p> <ul style="list-style-type: none"> <li>• Explore the potential to provide refreshment facilities if financially viable and a more formal retail offer for books and impulse purchases</li> <li>• More flexible arrangements regarding shelving and seating to provide more flexible use for other activities</li> <li>• Explore opening up more space within the libraries for partners to make use of</li> </ul>

<ul style="list-style-type: none"> <li>• Promotional spaces small scale</li> <li>• Volunteering opportunities</li> <li>• Knit and natter</li> <li>• Family history and other community groups</li> </ul> <p>AV services DVDs and CDs Retail</p> <p><b>Current Hours of Opening</b> Woolston 38 hours</p>	<p>Removing DVDs and CDs over next 2 years due to a reduction in demand.</p> <p><b>Future Hours of Opening</b> <b>38 hours</b></p>
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## **Option: D**

### Option Title:

**Six SCC Managed Libraries Model**– remaining libraries available for community lead initiatives or for disposal

### Description of Option:

- SCC managed services to be operated from Central Library, Shirley Library, Bitterne Library, Portswood, Woolston and Lordshill
- The Schools Library Service would continue unchanged.
- The Virtual online library service would continue
- The remaining libraries to be available for community lead initiatives or for disposal
- This service would not include the provision of a mobile library service but a more limited service from a library van delivering deposit collections where required around the city.
- Designated staff within the library service would have a role to recruit, develop and manage volunteer programmes and partnership working to enhance the library service reach and impact around the city.

### Highlights about the Current Performance of Libraries Included in this Option

Please see the option A, B and C for performance information about Central, Shirley, Bitterne, Portswood and Woolston Libraries.

<u>Lordshill Library</u>	
<u>Number of Visits</u>	Lordshill was the fourth most visited library after Central Library with 114,007 visits per year.
<u>Number of Active Library Users Registered</u>	Lordshill was the fifth most popular library for registering as a library user with 3,359 library users choosing to register at Lordshill.
<u>Use by Active Library Users</u>	Lordshill was fifth in terms of the number of active library users using the library with 4,620 active library uses using the library in the last year.
<u>Issues or PN sessions to Active Library Users</u>	Lordshill was seventh in terms of the number of issues or peoples network sessions used by active library users.
<u>Proportion of items borrowed at Library</u>	At 6.8% Lordshill was seventh for the proportion of total items borrowed
<u>Lending per hour</u>	Lordshill was in sixth place with 43.82 items

	on average borrowed per hour.
<u>PN Session utilisation</u>	Lordshill was seventh in terms of peoples network utilisation with 30% of the sessions available utilised.
<u>Cost per Visit and Issue or PN Session</u>	Lordshill had one of the lowest costs per visit at £1.15. The cost per item borrowed or peoples network session was £1.32.
<u>Registration Branch by Regular Users</u>	Lordshill was the fifth most popular library of choice for registration, with 1,408 deciding to register at that library.
<u>PN sessions by Regular Users</u>	Lordshill was the sixth most popular library to use for peoples network sessions by regular library users.
<u>Proportion of items borrowed by Regular Users Across different Libraries</u>	At 6.6% Lordshill was eight in terms of the proportion of items borrowed by regular users across the libraries.
<u>Regular Users by Each Library</u>	2,322 regular users used Lordshill in the last year.
<u>Of 55% of Regular users who Only Use one Library</u>	Of those regular users that only use one library 839 used only Lordshill Library.

### **SWOT Analysis for Option D**

Strengths	Weaknesses
<p>Library Performance</p> <ul style="list-style-type: none"> <li>Using the needs assessment priority calculations this option includes the top six libraries.</li> <li>Over the last year these six libraries and web will have processed 78% of all items borrowed by regular users.</li> <li>Over the last year these six libraries will have had 93% of all the peoples network sessions used.</li> </ul> <p>Location</p> <ul style="list-style-type: none"> <li>This option will provide a better geographical cover across the city (compared to previous options ) of SCC managed libraries with one in the city centre, two on the west and two on the east and one in the north.</li> </ul>	<ul style="list-style-type: none"> <li>The outline Equality Impact Assessments describe the potential impact of reducing the number of libraries managed by SCC from 11 to 6. This information is not repeated in this table.</li> <li>There would be 5 fewer city council managed libraries in the city. Burgess Road, Cobbett Road, Millbrook, Thornhill and Weston.</li> <li>If no other organisations were able to take on these buildings it is possible that this may lead to the closure of up to 5 libraries.</li> <li>55% of the users of the library service in the city only use one library. This option would remove the only libraries used by 891 people in</li> </ul>

<ul style="list-style-type: none"> <li>• All six libraries are in located in easily accessible locations by foot, public transport and by car. Ports</li> <li>• All libraries either in or close to district centres.</li> <li>• All district centres would have a library.</li> <li>• All these libraries have good public transport links.</li> <li>• Shirley, Lordshill, Bitterne, Woolston and Portswood are all close to free car parks.</li> <li>• Shirley, Lordshill and Portswood are well place in a district centre where people go for shopping.</li> <li>• There is good access routes by road and bus from those who live in the Burgess Road catchment and Cobbett Road catchments</li> <li>• Woolston is going to be a new flexible library space.</li> </ul> <p>The Buildings</p> <ul style="list-style-type: none"> <li>• Five libraries are easily accessed from the street either on the level or via a small ramp; Portswood is not easily accessed with steps or a platform lift.</li> <li>• Shirley is a new library and flexible in design to be used for other activities</li> <li>• Woolston will be a new library and flexible in design to allow use for other activities</li> </ul> <p>Organisations that use on the library service buildings.</p> <ul style="list-style-type: none"> <li>• Limited impact on those who are dependent on libraries as most of the co dependencies depend on the libraries in these options i.e. City Limits, Quitters, job applicants, nursery and schools if the number of libraries reduces.</li> </ul>	<p>Southampton. This is based on the number of regular users in the last year.</p> <ul style="list-style-type: none"> <li>• In order to continue to use a library building these 891 people would need to travel to another library that may be further from their home. This may incur cost.</li> <li>• On the basis that 48 % of the users walk to libraries one might assume that 48% of 427 would no longer be able to walk to their local library. However this is an assumption and cannot be proved by the data.</li> <li>• Increased travel time and cost to reach a library from some parts of the city – for those who usually used the libraries not listed in this option if the number of libraries reduce</li> <li>• This option would lead to a reduction in the number of peoples network sessions in the city from 225000 to 210000.</li> <li>• With a reduced number of libraries there would be less space to promote events and activities in libraries.</li> <li>• There would be some impact for those organisations that refer people to libraries or provide support from Libraries such as i.e. City Limits, Quitters, job applicants, nursery and schools if the number of libraries reduces. See Appendix 8 for the list of organisations that make use of libraries.</li> <li>• Fewer venues means less places where people can get information if the number of libraries reduce</li> <li>• The mobile library would not be available to mitigate the impact of reducing the geographical coverage of the city.</li> <li>• Portswood library is small, inflexible with limited community facilities and difficult access for pushchairs and those with mobility problems.</li> </ul>
<p>Opportunities</p>	<p>Threats</p>
<p>Improve the Service</p> <ul style="list-style-type: none"> <li>• Increase the housebound service to seek to mitigate the impact from a potential reduction in libraries.</li> </ul>	<ul style="list-style-type: none"> <li>• Adverse community reaction from the reduction in the number of libraries</li> <li>• Adverse staff reaction anticipated and impact from the reduction in the</li> </ul>



<ul style="list-style-type: none"> <li>• Increase the service to sheltered homes.</li> <li>• Increase the number of book deposits at community venues around the city including nurseries, community centres, playgroups etc to mitigate the impact of a potential reduction in their local library.</li> <li>• This option would include an amendment to the staffing structure to allow for staff to focus on volunteer recruitment, support, development and management to improve the range of activities and services offered.</li> <li>• This option would include staff dedicated to the role of developing and supporting partnerships including any community library initiatives.</li> </ul> <p>Buildings and Locations</p> <ul style="list-style-type: none"> <li>• Bitterne Library would benefit from modernising so if the opportunity existed in any future development to redevelop the library as part of any other initiative either on this site or others in the Bitterne areas this could be explored.</li> <li>• Portswood is a building that would benefit from being larger, more easily accessible and more flexible in design. However the location is good. If there is an opportunity in the future to relocate to building which more effectively meets the needs of the local community that this should be fully explored.</li> </ul>	<p>number of libraries</p> <ul style="list-style-type: none"> <li>• The library service may perform less well in the in the annual CIPFA performance tables if there was a reduction in the number of libraries</li> </ul>
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Current Service Description	Potential Service Enhancements
Central Library Shirley Bitterne Portswood	Central Library Shirley Bitterne Portswood

Woolston Virtual Library	Woolston Virtual Library
Please see the detail in option A, B and C	Please see the detail in option A, B and C

<b><u>Lordshill</u></b>	
<b><u>Current Service Description</u></b>	<b><u>Potential Service Enhancements</u></b>
<p><b>Developing a Life Long Love of Reading</b></p> <ul style="list-style-type: none"> <li>• A good range of books to borrow with free access to the whole City collection delivered to your local library.</li> <li>• Services to children: summer reading challenge, rhyme times, story times.</li> <li>• Children’s specialists to support children’s reading activities.</li> <li>• Dedicated area for children including computers.</li> <li>• Reading development and promotion activities.</li> <li>• Teen zone areas.</li> <li>• Reading Groups.</li> </ul> <p><b>Getting the City Confidently on Line.</b></p> <ul style="list-style-type: none"> <li>• 11 Computers with internet, latest versions of programs, affordable printing and scanning.</li> <li>• Free public Wi-Fi across the whole library.</li> <li>• Assistive technology for those with special needs.</li> </ul> <p><b>Extra Help with Information</b></p> <ul style="list-style-type: none"> <li>• Small scale Information and advice venue i.e. City Limits etc.</li> <li>• Staff trained to help with all queries and a dedicated children’s area.</li> <li>• Key information collections to support Health and social prescribing – Books on Prescription.</li> <li>• The place people come for Smart Cities applications, forms and support.</li> </ul> <p><b>Delivering in Partnership</b></p> <ul style="list-style-type: none"> <li>• Community rooms for hire – needs expanding.</li> </ul>	<p>With these enhancements:</p> <p><b>Developing a Life Long Love of Reading</b></p> <ul style="list-style-type: none"> <li>• Further development of the Teen zones including creative spaces for joint study and leisure together potentially with access to music, games and a tablet table.</li> <li>• Homework Clubs with support from staff and an enhanced volunteer programme</li> <li>• An enhanced family area including opportunities for play, a leisure space for families to spend time together and enjoy books.</li> </ul> <p><b>Getting the City Confidently On Line</b></p> <ul style="list-style-type: none"> <li>• Enhanced Work/Study Spaces for groups and individuals with power, screens, IT facilities</li> <li>• Job Clubs/digital hubs</li> </ul> <p><b>Delivering in Partnership</b></p> <ul style="list-style-type: none"> <li>• Explore the potential to provide refreshment facilities if financially viable and a more formal retail offer for books and impulse purchases</li> <li>• More flexible arrangements regarding shelving and seating to provide more flexible use for other activities</li> <li>• Explore opening up more space within the libraries for partners to make use of</li> </ul> <p>Removing DVDs and CDs over next 2 years due to a reduction in demand.</p> <p><b>Future Hours of Opening 37 hours</b></p>

<ul style="list-style-type: none"> <li>• Promotional spaces small scale.</li> <li>• Volunteering opportunities.</li> <li>• Knit and natter.</li> <li>• Family history and other community groups.</li> </ul> <p>AV services DVDs and CDs Retail</p> <p><b>Current Hours of Opening</b> <b>37 hours</b></p>	
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Definitions –

- Visits – people through the library door
- Active Library User – user that has either borrowed an item or used the peoples network at least once in the financial year 2013/14
- Regular Library User – user that has either borrowed an item or used the peoples network at least six times in the financial year 2013/14
- Registered – to join the library service and obtain a card
- Lending per hour – this is per hour that the library is open
- Local libraries – Thornhill, Millbrook and Weston
- Peoples Network Session – this is a session of internet use on a computer for around 30 – 60 mins free of charge
- SWOT – Strengths Weaknessses, Opportunities and Threats