

Name of meeting: Cabinet
Date: 22 September 2015

Title of report: Future Library Provision

Is it likely to result in spending or saving £250k or more, or to have a significant effect on two or more electoral wards?	Yes Proposes a budget reduction of £500k in 2016/17 and £1,354k in 2017/18
Is it in the Council's Forward Plan?	Yes
Is it eligible for "call in" by Scrutiny?	Yes
Date signed off by <u>Director</u> & name	14 th September 2015 David Smith
Is it signed off by the Director of Resources?	Yes - 14/09/15
Is it signed off by the Assistant Director – Legal, Governance & Monitoring?	Yes - 09/09/15 Patricia Hannen
Cabinet member portfolio	Cllr Graham Turner

Electoral [wards](#) affected: ALL
Ward councillors consulted: ALL

Public or private: PUBLIC

1:0 Purpose of report

1:1 Over the past five years the library service has reduced its budget by £844k. These savings have been achieved through a review of senior management and modernising the service.

1:2 One of the proposals for the Medium Term Financial Plan (MTFP) for the period 2015/16 to 2017/18 was to reduce the budget for library provision from £5,776k to £2,550k. The administration considered that this proposal was too severe and added back £1,372k into the MTFP. This meant for the period of the MTFP the libraries budget would reduce from £5,776k to £3,922k, with reductions of £500k to be made in 2016/17 and £1,354k to be made in 2017/18.

1:3 The purpose of this report is to put forward a proposal that will deliver Library Services against the budget of £3,922k.

2:0 Key points

2:1 Background

2:1:1 The Council is required to make provision for a comprehensive and efficient library service in line with the Public Libraries & Museums Act of 1964. There is however no definition of what 'comprehensive and efficient' means, so it is for each Council to determine what the provision will be and how it will be delivered.

2:1:2 Over many years Kirklees has maintained a tradition of strong investment in the library service and the current offer includes:

- 26 static libraries based on a wide geographic spread across the borough
- 5 mobile libraries that stop at 207 halts
- 3 smaller vans that offer a book delivery service to residents homes, specifically helping frail and disabled residents
- Specialist services; for example transcription services, talking newspapers, and bibliotherapy.
- Professional librarian service for 'one off' and ongoing projects supporting children and adult learning at a variety of locations including schools.
- Events that meet the Council priorities of Early Intervention and Prevention and Economic Resilience and help support the health and well-being of our citizens are delivered in libraries by library staff, partners and community groups.

The detail of current activity for each library is identified at appendix A.

2:2 How the service has changed

2:2:1 The libraries in Kirklees are no longer places for quiet reading and research. They have changed over the years into places that are most frequently hubs of community activity. The introduction of public access computers in 2000 saw more people coming to the service for reasons other than to borrow books and to undertake research.

2:2:2 In 2004 Kirklees Council made the decision to expand the role of libraries to incorporate the provision of information. This was done by enabling access for staff to a variety of Council IT systems. To allow residents to make enquiries at a place that was convenient for them. This further increased the service offer made by the library service.

2:3 Current Usage & Financial Information

2:3:1 The population of Kirklees at the last census is 428,279. Our statistics provide the following information for the period 2014/15.

- The number who have used their library cards 67,459
- The number who have used their library cards with the mobile service 2,598.
- The number of times a computer was booked 283,697
- The number of enquiries that have been made 1,016,150
- The number of events hosted by our library service 11,234
- The number of book & audio visual issues 1,434,565
- The number of visits to library services 2,026,399
- The number of home visits 13,198

2:3:2 Whilst the information identified above shows that 15.75% of the Kirklees population hold a library card and use it, and activity in the other areas identified is high, there has been a small year on year reduction in the number of people who access the service.

Appendix B details the statistical information for 2014/15.

2:3:3 Financial Information - Appendix B also identifies access of the library services based on 2015/16 budget allocation. It is broken down to its component parts and includes the cost of each library and service it provides.

2:4 Approach to determining the future service

2:4:1 In determining what the future of the library service could look like and in order to meet the Government requirements of a comprehensive and effective service, and along with the 5 nationally agreed library offers*, the following criteria were developed.

The library offer should;

- Meet the equality needs of our communities by having regard to citizens who have disabilities or are disadvantaged because they live in areas of deprivation
- Put forward a proposal that is financially sustainable in the long term by ensuring the service offer matches the needs of communities, is flexible and can be delivered in different ways
- Have regard to how well the existing service is used and what aspect of service is relevant
- Seek to maximise community involvement through volunteers and 'friends of groups'

2:4:2 In addition to assessing future service against criteria, the Council also has regard to the outcome of the extensive consultation that was undertaken between January and April 2015. The broad results of the consultation are outlined below and the executive summary can be found at Appendix C. The full report can be found at <http://www.kirklees.gov.uk/leisure/libraries/pdf/LibrariesReviewReport.pdf>

**5 nationally agreed library offers: Reading, Information, Digital Inclusion, Support for Health & Wellbeing and Learning*

2:4:3 The consultation sought the views on three different types of library model. They are;

1. Town Library
2. Community Supported Library
3. Community Run Library

In addition the consultation sought the views on;

Book Drops

Libraries Outreach

Mobile Library Service

Home Library Service

Transcription Service

The merger of Holmfirth Library and Tourist Information Centre

2:4:4 The findings revealed the following;

- Support did exist for the Council to explore new and different ways of delivering a library service in the future
- Libraries were felt to be the heart of communities and that localised provision was important
- There was generally support for the role of the community in helping to deliver services, although concerns did exist in respect of utilising volunteers
- There was a clear willingness for residents to become library volunteers although this varies across the borough.
- Opinions are mixed about moving from existing premises to other community buildings
- There was clear support for Town Libraries and Community Supported Libraries and little or no appetite for Community Run Libraries
- There was strong support for Libraries Outreach, the Home Service and the Transcription Service. Book Drops were unpopular.
- Whilst the consultees didn't support stopping the Mobile Service, few had actually used it
- There was overwhelming support to merge the Library and Tourist Information office in Holmfirth

3:0 Implications for the Council

3:1 Future Library proposal

3:1:1 Based on the following factors;

- The reduction in the budget;
- The criteria set out in Section 2:4 of this report;
- The results of the public consultation;
- The petitions and deputations received
- The issues raised at the Council debate;

It is proposed that the future Library Service should comprise of Town Libraries – which will be fully staffed by Council employees, and Community Supported Libraries

which will be staffed by one Council employee and supported by community volunteers. The table below identifies which library falls into each category.

TOWN LIBRARIES	COMMUNITY SUPPORTED LIBRARIES
○ Huddersfield	○ Almondbury
○ Dewsbury	○ Birkby/Fartown
○ Batley	○ Chestnut Centre
○ Cleckheaton	○ Denby Dale
○ Mirfield	○ Golcar
○ Birstall	○ Greenwood Centre
○ Heckmondwike	○ Honley
○ Holmfirth	○ Kirkheaton
	○ Kirkburton
	○ Lindley
	○ Marsden
	○ Meltham
	○ Rawthorpe/Dalton
	○ Shepley
	○ Skelmanthorpe
	○ Slaithwaite

3:1:2 For the Town Libraries it is proposed that the council meet the costs for providing the library service in full. Volunteers are required to work with the town libraries to enhance the offer to communities.

3:1:3 For Community Supported Libraries there are instances where the asset could be transferred to a community group. Where the asset is transferred the council will not pay a hosting fee to the group for example for rent or utility costs.

3:1:4 In addition to accessing Library Services, the proposal also identifies that there will be a social inclusion offer. This will continue to offer transcription services, talking newspapers, and the home service. There will be continuing outreach by the service librarians who will be working with schools and other groups to support services for both adults and children.

A full breakdown of the proposed social inclusion, development and librarian development service provision is identified at Appendix D.

3:1:5 For those libraries that have been designated as Community Supported Libraries the service has been working with volunteers and has been helping 'Friends of the Library' to be set up. The 'Friends Groups' continue to strengthen and in the past 12 months we have seen a significant rise in people willing to volunteer to support the library. We have a number of good examples where volunteers play a key role and a comprehensive training programme is in place for volunteers. It is up to each volunteer how much or how little extra training they undertake after they have learned the basics around for example: Health and Safety, library policies,

stock, information security, customer care, answering enquiries and working with children and young people.

3:2 Opening hours

3:2:1 As mentioned earlier in this report, significant savings are to be made from the libraries budget. Whilst the analysis of the service offer has been able to identify where a library service continues, it will not be possible to remain open for the same number of hours as they do currently. There will be an overall reduction in hours across the Libraries of 40%. The staffed hours for the proposed Town libraries & Community Supported libraries are detailed at Appendix E. Should the Council accept the proposal as identified in this report, library staff will work with residents and library users to identify the most convenient opening times for each library.

3:2:2 We have used the level of book issues/enquiries, IT usage and visitors to determine level of staffed opening hours. For Community Supported Libraries we have also considered the level of community involvement so far.

3:2:3 Community Supported Libraries will require the support of volunteers to keep them open. The volunteer support will be regularly monitored to ensure that the library service is being supported appropriately. Where volunteer support for the paid member of staff does not attend during the hours agreed for over 25% of the time in a quarterly period, then a report will be developed for cabinet to consider the closure of the service point.

3:3 Holmfirth Library & TIC

3:3:1 During the consultation the people who used Holmfirth library were asked about co-locating the Tourist Information Centre with the library in an effort to reduce the costs of occupying two buildings.

There was significant support from all consulted who thought this was a good idea.

3:4 Service offers to end

3:4:1 In establishing the future service the criteria were applied to each aspect of service provision and there was an assessment of whether or not the criteria were met. Whilst the major objective is to retain as much of the current service as possible the reduction in the budget makes this unfeasible

3:4:2 Thornhill Lees library

3:4:2:1 Thornhill Lees Library is situated in an area of deprivation, the building that it occupies is shared with a children's centre. The children's centre is open for two hours a week. There is a community centre, doctors surgery and pharmacy located within the building complex. There is little appetite for local people to become volunteers to support the library and the service, in comparison with other sites, is not as well used.

3:4:2:2 The conclusion around Thornhill Lees is that it fails to meet the criteria on a number of points due to poor levels of usage, lack of community interest which prevents a flexible approach to delivering a service from this site in the future. Therefore it is proposed that Thornhill Lees library should close by 1st April 2016.

3:4:3 Lepton Library

3:4:3:1 The position regarding Lepton library is very similar to that of Thornhill Lees library, whilst not covering an area that has the same levels of deprivation, the number of people using Lepton is low and reducing. Not enough interest from volunteers to get involved with the library has meant that keeping the library open does not satisfy the criteria.

3:4:3:2 Therefore it is proposed that Lepton library should close by 1 April 2016.

3:4:4 Mobile Library Service

3:4:4:1 There are 5 mobile libraries in use with 1 spare as cover. Mobiles are primarily used for book lending services and are more expensive to run than the static libraries. The way the service is required to be delivered means it fails to be able to be delivered flexibly.

3:4:4:2 Our analysis shows that of the 67,459 active users of the library service 2,598 (3.85%) use the mobile library service. This equates to 0.6% of the population using the mobile service. The analysis also shows that 1437 of users (55.31%) live within a mile radius of a static library, 1149 (44.23%) of users live within a 1 and a 2 mile radius of a static library and 12 (0.46%) of users live outside a two mile radius of a static library. At Appendix F is a map detailing mobile users, halts and proposed static provision.

3:4:4:3 The average cost of an activity in a static library is £1.88 but on the mobile service it is £5.96 per activity. The costs of running a mobile service when compared with the average cost of static library provision means the mobile service doesn't offer value for money. On this basis the proposal is to stop the mobile library service from 1st April 2016.

3:4:4:4 The service will contact all the mobile users who live outside the two mile radius of a static to discuss with them how they might access library services in the future.

3:4:4:5 Those customers that meet the criteria for accessing the home library service will receive appropriate support.

3:5 Current & New service financial information

3:5:1 The financial impact of the proposals identified in 3:1 to 3:4 are detailed in Appendix G. This shows a comparison of the current 2015/16 budget and the budget for the new library service.

3:6 Future location of the library service

3:6:1 Due to the fact that all libraries will operate reduced opening hours, where they are currently situated will need to be reviewed. This cannot be done in isolation and will need to have regard to other services that will be offered in the same location. It is clear from the consultation that residents are keen to retain services and would consider the co-location of services.

3:6:2 Whilst it is understood that the location of the service is important and that residents have an emotional attachment to many of our library buildings their future economic viability has to be considered. Library buildings will be included as part of the Councils wider asset review and consideration will be given as to the most economically viable building to deliver the library service from.

3:7 Staff affected by these proposals

3:7:1 The decisions have an impact on staff in the library service reducing resources from 197.93 to 109.71 a reduction of 88.22 fte (full time equivalent) staff.

3:7:2 The Council's aim in the change process is to ensure we are able to retain the staff who want to continue in the new service and have the skills to do so. While this is likely to involve an assessment process we will ensure appropriate support is offered to individuals.

3:7:3 Options will be discussed on a 1:1 basis with the aim of the reductions in resources being done via the voluntary process available in the redundancy framework.

3:8 Equality impact assessment

3:8:1 The Council has to have due regard to the public sector equality duty when making decisions. Given that the proposals include service closures or a review of opening hours they will impact on service users in some way. The Council will still be operating from 24 static libraries, service users will be able to access services online, the home service will be available to customers who meet the criteria for service (as identified in appendix D) and our development and librarian team will be working with schools and community/friends groups to ensure the national library offer and local priorities are supported appropriately.

3:8:2 With specific regards to the proposal to close the mobile service the service will work with current users. Those that meet the needs for home service will be supported appropriately. Discussions will also be undertaken with customers on the online services they can access and the location of statics and their opening times.

3:8:3 With regards to the closure of Thornhill Lees & Lepton libraries, discussions will be undertaken with users to identify the most appropriate alternative access for them. There are other libraries available within reasonable proximity to both Thornhill Lees and Lepton. Users can also access the library service on line, for example through e-books. There is the opportunity to have a book-drop for the community if there is an appropriate venue identified.

3:8:4 With regards to the revised opening hours the service points will have a paid member of staff in them for the hours quoted in appendix E. For community supported libraries the community and volunteers will be able to open the library when the paid staff are not on site. This could be for users to access IT, borrow a book or run an event. There is also the online service available for all users. All volunteers will be trained appropriately by the library service.

3:8:5 The equality impact assessment for the proposals can be found at appendix H

4:0 Consultees and their opinions

4:1 The Council's budget consultation results from the autumn of 2014 can be found in the following link

<http://democracy.kirklees.gov.uk/Data/Council/201501141800/Agenda/COUNCIL14011552814D.pdf>

4:2 The library consultation 19th January 2015 – 10th April 2015. The results of which can be found in Appendix C and the following link

<http://www.kirklees.gov.uk/leisure/libraries/pdf/LibrariesReviewReport.pdf>

The webcast from the library consultation at 29th July 2015 Council can be found on the following link

http://www.kirklees.public-i.tv/site/mg_bounce.php?mg_m_id=4726

4:3 The petitions received and detailed at Appendix I. These include two petitions presented to the Council meeting on 29th July 2015 as part of undertaking the debate on the outcomes of the library consultation.

4:4 The deputations received and detailed at Appendix I. The deputations were discussed at cabinet on 28th & 29th July 2015.

4:5 The public meetings attended by staff from libraries service detailed at Appendix J.

4:6 The meetings attended by Cllr Turner during and as part of the consultation programme detailed at Appendix I.

5:0 Relevant papers

5:1 The Council budget consultation papers (See 4:1)

5:2 The library consultation papers (See 4:2)

5:3 The library annual statistical report in the following link:

<http://www.kirklees.gov.uk/leisure/libraries/pdf/AnnualReportSummary.pdf>

6:0 Next steps

6:1 This report is submitted to cabinet for a decision as set out in section 7:0 of this report.

7:0 Officer recommendations and reasons

7:1 That the Council delivers a library service from the 8 town libraries and 16 community supported libraries, these will remain in Council control, at the hours set out in appendix E.

7:2 That a social inclusion offer is developed covering the Transcription Service, Kirklees Talking News and the Home Service.

7:3 That the library and the tourist information centre in Holmfirth are merged as soon as practicably possible.

7.4 That by 1st April 2016 the libraries at Thornhill Lees and Lepton are closed and the Mobile library service ceases operation.

7:5 That should the volunteer levels fall below expectations in any of the Community Supported Libraries, where volunteer support for the paid member of staff does not attend during the hours agreed for over 25% of the time in a quarterly period, that a report be developed for cabinet to consider the closure of the service point.

7:6 That for community supported libraries where the asset is transferred the Council will not pay a hosting fee to the group for example for rent or utility costs.

8:0 Cabinet portfolio holder recommendation

8:1 The portfolio holder supports the officer recommendations.

9:0 Contact officers

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Carol Stump Chief Librarian telephone number 01484-221000

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10:0 Assistant Director responsible

Jane Brady Assistant Director Customer & Exchequer Services telephone number

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- Almondbury is currently open 24.5 hours
- There are 3 Public access Computers
- Activities- weekly storytime, regular children's holiday activities including Summer reading challenge, weekly school visits, regular coffee afternoons, self-run readers' group, knit and natter group
- There is an active Friends of Group which has been holding regular committee and public meetings.
- There are currently no active volunteers but there is a list of interested names and a volunteer co-ordinator in place

Budgeted frontline Customer Service Officer costs £31,867. Cost per visit £1.74

LIC Statistics	12/13	13/14	14/15
Visits	37,357	40,433	32,840
Enquiries	14,588	12,244	13,377
IT Usage	2,015	1,698	1,456
Issues	23,098	21,945	18,322
Events	291	222	302
Attendance at events	5939	5532	4585

Ethnic Background	Community (census)	Library Users (Symphony)
White	85.97	48.89
Mixed	3.79	1.11
Asian or Asian British	4.81	1.75
Black or Black British	3.57	1.59
Chinese/Other Ethnic	1.84	2.22
Ethnicity undefined	0	44.44
ALMONDBURY* based on LIC catchment		

Age Structure	Community (census)	Library Users (Symphony)
0-15	18.30	48.41
16-29	21.70	9.52
30-64	42.00	23.33
65+	14.80	13.81
Birth date 0		4.92
ALMONDBURY* based on LIC catchment		

- Batley is open 48.5 hours per week
- There are 10 public access computers
- Activities- weekly storytime, regular children’s holiday activities including Summer reading challenge, school visits, regular coffee plus afternoons, Bookchat, creative writing group, crochet club, Conversation Café, Step by Step job club, Lego club, food bank and uniform collection point
- There is a recently formed Friends of Group which has held a committee meeting and is planning further public meetings.
- There are currently 8 active volunteers assisting with specific projects

Budgeted frontline Customer Service Officer costs £122,982. Cost per visit £1.31

LIC Statistics	12/13	13/14	14/15
Visits	168,126	163,150	154,357
Enquiries	66,794	75,199	64,316
IT Usage	19,062	21,344	20,820
Issues	94,825	87,885	73,004
Events	381	470	702
Attendance at events	6,028	7,089	8,718

Ethnic Background	Community (census)	Library Users (Symphony)
White	59.34	32.32
Mixed	1.42	0.32
Asian or Asian British	38.43	31.82
Black or Black British	0.35	0.50
Chinese/Other Ethnic	0.44	3.71
Ethnicity undefined		31.31

Age Structure	Community (census)	Library Users (Symphony)
0-15	23.70	31.70
16-29	19.70	19.99
30-64	43.30	36.68
Over 65's	13.20	11.00
Birth date 0		0.63

- Birkby is currently open 25 hours
- There are 6 Public access Computers
- Activities- weekly storytime, regular children's holiday activities including Summer reading challenge, weekly school visits, coffee afternoons with sewing and crafts, Talk English sessions
- No Friends of Group yet, meetings have been set up to try to organise one.

Budgeted frontline Customer Service Officer costs £34,294. Cost per visit £1.40

LIC Statistics	12/13	13/14	14/15
Visits	48,203	50,953	44,616
Enquiries	19,008	15,654	11,184
IT Usage	7,332	5,992	5,425
Issues	21,086	19,423	14,269
Events	173	323	302
Attendance at events	4,854	6,061	4,376

Ethnic Background	Community (census)	Library Users (Symphony)
White	42.03	10.34
Mixed	5.15	1.88
Asian or Asian British	41.28	61.10
Black or Black British	8.17	4.00
Chinese/Other Ethnic	3.36	11.75
Ethnicity undefined		10.93
BIRKBY FARTOWN* based on LIC catchment		

Age Structure	Community (census)	Library Users (Symphony)
0-15	23.10	56.05
16-29	24.80	14.81
30-64	49.90	24.44
Over 65's	17.50	1.18
Birth date 0		3.53
BIRKBY FARTOWN* based on LIC catchment		

- Birstall is open 45.5 hours per week
- There are 4 public access computers
- Activities- weekly storytime, regular children's holiday activities including Summer reading challenge, school visits, Coffee+, Poetry and Readers groups, creative writing group, healthy walks, knit and natter group, Step by Step Job Club delivered by PVT. Children's craft and drawing groups.
- There is a constituted Friends of Group, holding regular committee and public meetings
- There are 10 volunteers supporting specific projects and day to day tasks

Budgeted frontline Customer Service Officer costs £68,997. Cost per visit £1.05

LIC Statistics	12/13	13/14	14/15
Visits	128,476	118,485	117,113
Enquiries	28,085	28,697	45,655
IT Usage	7,625	7,247	6,814
Issues	51,212	47,105	40,058
Events	611	705	673
Attendance at events	7,863	6,797	7,846

Ethnic Background	Community (census)	Library Users (Symphony)
White	94.49	72.84
Mixed	1.44	0.44
Asian or Asian British	3.16	1.18
Black or Black British	0.40	0.79
Chinese/Other Ethnic	0.51	3.15
Ethnicity undefined	0	21.59

Age Structure	Community (census)	Library Users (Symphony)
0-15	18.90	36.27
16-29	16.30	11.21
30-64	45.10	34.82
Over 65's	17.40	17.04
Birth date 0		0.66

- The Chestnut Centre is currently open 66 hours
- There are 6 Public access Computers
- Activities- weekly storytime, regular children's holiday activities including Summer reading challenge, weekly school visits, supported CV/Job Search, Talk English sessions
- No Friends of Group, no volunteers

The service is run via an SLA with Fresh Horizons (2014/15) £84,565. Cost per visit £1.13

LIC Statistics	12/13	13/14	14/15
Visits	99,381	104,605	103,123
Enquiries	40,706	37,696	37,065
IT Usage	11,241	11,834	11,414
Issues	16,041	15,984	11,110
Events	233	272	268
Attendance at events	2,904	3,584	4,171

Ethnic Background	Community (census)	Library Users (Symphony)
White	58.43	35.42
Mixed	9.99	6.10
Asian or Asian British	13.52	7.24
Black or Black British	15.48	21.73
Chinese/Other Ethnic	2.56	10.07
Ethnicity undefined		19.43
CHESTNUT CENTRE* based on LIC catchment		

Age Structure	Community (census)	Library Users (Symphony)
0-15	24.80	37.10
16-29	19.50	20.58
30-64	49.50	37.81
Over 65's	17.40	1.33
Birth date 0		3.18
CHESTNUT CENTRE* based on LIC catchment		

- Cleckheaton is open 51 hours per week
- There are 10 public access computers
- Activities- weekly storytime, regular children’s holiday activities including Summer reading challenge, school visits, Gaming (Warhammer) Group, Lego club, Coffee+, Scrabble, Craft and Creative Writing groups, Book Chat, Reading and Poetry Groups, Job club delivered by EVH as well as Family History drop in. The 50+ group run Wii fit, indoor curling sessions and Nordic Walking groups.
- Constituted Friends of Group hold regular committee and public meetings
- Volunteers supporting specific projects e.g. Cleckheaton Literature Festival, Lego club

Budgeted frontline Customer Service Officer costs £114,183. Cost per visit £1.78

LIC Statistics	12/13	13/14	14/15
Visits	117,284	115,373	106,501
Enquiries	36,264	34,963	23,350
IT Usage	11,894	13,311	12,068
Issues	124,842	113,923	105,291
Events	787	918	1,026
Attendance at events	9,026	9,632	11,216

Ethnic Background	Community (census)	Library Users (Symphony)
White	95.84	69.88
Mixed	1.11	0.47
Asian or Asian British	2.17	2.04
Black or Black British	0.47	0.52
Chinese/Other Ethnic	0.40	1.97
Ethnicity undefined		25.11

Age Structure	Community (census)	Library Users (Symphony)
0-15	18.70	30.12
16-29	15.50	10.72
30-64	46.70	36.87
Over 65's	16.90	21.27
Birth date 0		1.02

- Denby Dale is currently open 23 hours
- There are 4 Public access Computers
- Activities- weekly storytime, regular children's holiday activities including Summer reading challenge, weekly school visits, weekly coffee afternoons, 2 readers groups, science group and a craft group.
- Denby Dale Community Project co-ordinating volunteers to support the member of staff. Approx. 25 volunteers doing regular sessions in the library

Budgeted frontline Customer Service Officer costs £14,534

Since 02/06/14 has been operating on one member of staff with volunteer support (saving of £16k)

Cost per visit £3.02

LIC Statistics	12/13	13/14	14/15
Visits	20,341	19,445	17,894
Enquiries	3,164	3,847	2,415
IT Usage	1,403	1,476	1,181
Issues	24,817	23,110	21,311
Events	170	169	204
Attendance at events	1,635	1,696	1,682

Ethnic Background	Community (census)	Library Users (Symphony)
White	98.28	50.13
Mixed	0.78	0.13
Asian or Asian British	0.62	0.39
Black or Black British	0.23	0.00
Chinese/Other Ethnic	0.11	0.65
Ethnicity undefined		48.70
DENBY DALE* based on LIC catchment		

Age Structure	Community (census)	Library Users (Symphony)
0-15	18.60	41.97
16-29	13.00	8.03
30-64	48.10	28.89
Over 65's	17.80	17.88
Birth date 0		3.24
DENBY DALE* based on LIC catchment		

- Dewsbury is open 52.5 hours per week
- There are 26 public access computers
- Activities- weekly storytime, regular children’s holiday activities including Summer reading challenge, school visits, Coffee+ and Knit and Natter groups, Bookchat and Readers group as well as Family History workshops and Magic Chairs (chair bound exercise class)
- No Friends of Group
- 2 volunteers supporting day to day tasks

Budgeted frontline Customer Service Officer costs £184,901. Cost per visit £2.33

LIC Statistics	12/13	13/14	14/15
Visits	213,396	213,971	203,996
Enquiries	187,336	125,062	128,089
IT Usage	54,106	51,802	54,340
Issues	138,513	113,787	103,978
Events	348	602	733
Attendance at events	6,516	8,202	9,883

Ethnic Background	Community (census)	Library Users (Symphony)
White	56.25	38.52
Mixed	1.65	0.34
Asian or Asian British	4.11	29.98
Black or Black British	0.46	1.42
Chinese/Other Ethnic	0.52	6.46
Ethnicity undefined		23.28

Age Structure	Community (census)	Library Users (Symphony)
0-15	25.20	25.91
16-29	20.80	25.05
30-64	43.50	39.79
Over 65's	12.30	8.49
Birth date 0		0.75

- Golcar is currently open 24 hours
- There are 4 Public access Computers
- Activities- weekly storytime, regular children’s holiday activities including Summer reading challenge, weekly school visits, knit ‘n’ natter and self-run readers’ group.
- Active Friends of Group and 20 library volunteers currently undergoing training

Budgeted frontline Customer Service Officer costs £31,550 Cost per visit £2.33

LIC Statistics	12/13	13/14	14/15
Visits	29,096	29,092	23,590
Enquiries	7,672	8,227	5,467
IT Usage	1,860	2,018	1,684
Issues	23,740	23,854	19,433
Events	139	204	175
Attendance at events	3,754	2,914	2,730

Ethnic Background	Community (census)	Library Users (Symphony)
White	95.37	69.08
Mixed	2.17	0.80
Asian or Asian British	1.10	0.23
Black or Black British	0.80	0.23
Chinese/Other Ethnic	0.35	1.84
Ethnicity Undefined		27.82

Age Structure	Community (census)	Library Users (Symphony)
0-15	18.60%	45.52
16-29	16.70%	10.00
30-64	47.90%	30.11
Over 65's	15.30%	11.49
Birth date 0		2.87

- The Greenwood Centre is open 25 hours per week
- There are 10 public access computers
- Activities- craft and conversation group, conversation café, regular children’s holiday activities including Summer reading challenge, school visits, Step by Step Job club and creative writing group.
- No Friends of Group
- 4 volunteers supporting specific projects: creative writing group, herb garden and craft sessions

Budgeted frontline Customer Service Officer costs £33,783. Cost per visit £1.06

LIC Statistics	12/13	13/14	14/15
Visits	45,194	45,185	53,379
Enquiries	24,057	20,829	16,457
IT Usage	17,440	17,253	14,263
Issues	15,862	14,147	11,302
Events	474	473	472
Attendance at events	8,553	6,066	6,275

Ethnic Background	Community (census)	Library Users (Symphony)
White	50.11	11.21
Mixed	2.15	0.06
Asian or Asian British	46.62	56.83
Black or Black British	0.55	1.61
Chinese/Other Ethnic	0.58	11.53
Ethnicity undefined		18.75

Age Structure	Community (census)	Library Users (Symphony)
0-15	25.20	43.30
16-29	20.80	24.74
30-64	43.50	27.19
Over 65's	12.30	3.35
Birth date 0		1.35

- Heckmondwike is open 45 hours per week
- There are 6 public access computers
- Activities- weekly storytime, regular children’s holiday activities including Summer reading challenge, school visits, Coffee+ and Craft groups
- Friends of Group hold regular committee and public meetings
- Volunteers help with specific projects e.g. Alice in Wonderland event, Read a Book Day

Budgeted frontline Customer Service Officer costs £64,500. Cost per visit £2.25

LIC Statistics	12/13	13/14	14/15
Visits	49,017	49,612	47,731
Enquiries	15,892,	20,045	33,809
IT Usage	8,880	11,612	10,903
Issues	35,405	33,295	32,119
Events	121	218	474
Attendance at events	1,537	2,772	3,342

Ethnic Background	Community (census)	Library Users (Symphony)
White	80.41	48.26
Mixed	1.40	0.50
Asian or Asian British	15.78	26.86
Black or Black British	0.38	1.22
Chinese/Other Ethnic	0.47	2.88
Ethnicity undefined		20.28

Age Structure	Community (census)	Library Users (Symphony)
0-15	21.20	34.79
16-29	18.10	18.88
30-64	46.00	34.02
Over 65's	16.10	11.81
Birth date 0		0.45
HECKMONDWIKE		

- Holmfirth is currently open 51 hours
- There are 13 Public access Computers
- Activities- weekly storytime, regular children's holiday activities including Summer reading challenge, weekly school visits, regular coffee mornings in partnership with Action on Hearing Loss, self-run readers' groups, U3A group, writers group, knitting group, Mental Health Matters support, sharing memories partnership and family history advice sessions.
- An active Holmfirth Library Friends of Group and 14 library volunteers are due to commence training

Budgeted frontline Customer Service Officer costs £116,170 Cost per visit £2.29

LIC Statistics	12/13	13/14	14/15
Visits	87,371	87,224	84,944
Enquiries	47,370	51,580	53,852
IT Usage	9,958	8,912	8,254
Issues	85,011	89,448	82,457
Events	393	410	594
Attendance at events	4,682	7,651	8,975

Ethnic Background	Community (census)	Library Users (Symphony)
White	97.87	56.91
Mixed	1.1	0.21
Asian or Asian British	0.5	0.21
Black or Black British	0.26	0.21
Chinese/Other Ethnic	0.16	1.26
Ethnicity Undefined		41.16

Age Structure	Community (census)	Library Users (Symphony)
0-15	19%	35.08
16-29	12.5%	8.57
30-64	48.4%	34.88
Over 65's	18.3%	19.51
Birth date 0		1.97

- The home library service geographically serves residents in the whole of Kirklees.
- The home library service is available to any Kirklees resident who is unable to visit a library due to reasons of age, infirmity or disability.
- Information about services such as benefits advice, health promotions and safety information is shared with customers by trained and knowledgeable staff.
- The Service currently serves 655 house bound people aged between 40 to 90+ on a fortnightly basis. On average we provide a service for up to 60 people each day which involves staff selecting anything from 2 -15 items per person.
- We currently operate up to three runs per day Monday to Friday from 8.30am till 4.00pm (Includes some of the preparatory work required for the runs, e.g. stock selection.)
- Each run currently serves approximately 20 - 25 customers. Runs are allocated based on areas to prevent overlap and to ensure that we are delivering a cost effective service. We currently have three Home Service Vehicles.
- There are currently no active volunteers

The Home Library Service is available to anybody who is unable to:

1. leave their home
2. travel to a library due to disability, short term incapacity or long term illness
3. carry items to or from a library
4. visit a library due to caring responsibilities

Budgeted running costs £315,360. (includes the majority of operational deliveries costs, vehicles and staff)
Cost per visit £36.29.

HLS Statistics	12/13	13/14	14/15
Visits	13,252	14,235	13,198
Enquiries	1,719	1,996	1,312
Issues	197,388	188,563	172,475
Events	-	1	-
Attendees at events	-	20	-

- Honley is currently open 28 hours
- There are 4 Public access Computers
- Activities- weekly storytime, regular children’s holiday activities including Summer reading challenge, weekly school visits, Family History Advice sessions, knit ‘n’ natter, self-run readers’ group and Carers Support partnership
- There is an active Friends of Group
- Volunteers have been trained and are supporting library staff for over half of the current opening hours

Budgeted frontline Customer Service Officer costs £38,410 Cost per visit £2.43

LIC Statistics	12/13	13/14	14/15
Visits	29,390	28,344	27,352
Enquiries	9,113	6,621	6,024
IT Usage	3,147	3,021	2,450
Issues	29,099	27,548	24,581
Events	172	176	200
Attendance at events	1,917	1,298	1,757

Ethnic Background	Community (census)	Library Users (Symphony)
White	95.96	62.77
Mixed	1.59	0.63
Asian or Asian British	1.20	0.83
Black or Black British	0.77	0.42
Chinese/Other Ethnic	0.46	2.29
Ethnicity Undefined		33.06

Age Structure	Community (census)	Library Users (Symphony)
0-15	17.40%	35.97
16-29	13.50%	9.18
30-64	46.90%	30.14
Over 65's	18.50%	21.27
Birth date 0		3.44

- Huddersfield is currently open 55 hours
- There are 38 Public Access Computers
- Activities- weekly storytime, regular children’s holiday activities including Summer reading challenge, weekly school visits, regular digital support sessions; a reference and business information service, including access to on-line business tools and other electronic resources, Local Studies lunch clubs; regular coffee morning which includes either a health related activity or information-giving; a local studies and family history service, including access to on-line resources; regular readers groups and events, including a specialist reading group for the visually impaired; games club; Raspberry PI coding club
- No Friends of Group yet, there is a list of interested volunteers

Budgeted frontline Customer Service Officer costs £638,744 Attendants £95,941. Cost per visit £2.50

LIC Statistics	12/13	13/14	14/15
Visits	611,047	523,593	508,982
Enquiries	309,350	319,334	357,692
IT Usage	109,112	87,635	90,937
Issues	334,315	302,341	271,519
Events	721	870	1,201
Attendance at events	11,341	12,993	13,386

Ethnic Background	Community (census)	Library Users (Symphony)
White	75.93	25.23
Mixed	3.79	0.62
Asian or Asian British	14.17	8.09
Black or Black British	4.18	2.97
Chinese/Other Ethnic	1.93	6.63
Ethnicity undefined		56.74
HUDDERSFIELD		

Age Structure	Community (census)	Library Users (Symphony)
0-15	19.30	18.99
16-29	20.90	19.40
30-64	45.80	43.34
Over 65's	16.50	17.14
Birth date 0		1.12
HUDDERSFIELD		

- Kirkburton is currently open 32 hours
- There are 4 Public Access Computers
- Activities- weekly storytime, regular children's holiday activities including Summer reading challenge, weekly school visits, regular coffee afternoons, a local history group, family history sessions, self- run Readers' group and a knit and natter group
- There is a Friends of Group
- Volunteers to start training in October 2015

Budgeted frontline Customer Service Officer costs £45,939. Cost per visit £3.16

LIC Statistics	12/13	13/14	14/15
Visits	29,936	28,198	25,534
Enquiries	8,059	5,811	5,024
IT Usage	1,954	2,277	1,930
Issues	38,916	36,261	33,206
Events	241	263	285
Attendance at events	5,233	6,789	5,548

Ethnic Background	Community (census)	Library Users (Symphony)
White	96.71	48.41
Mixed	1.22	0.65
Asian or Asian British	0.97	0.49
Black or Black British	0.41	0.16
Chinese/Other Ethnic	0.69	1.14
Ethnicity undefined		49.14
KIRKBURTON* based on LIC catchment		

Age Structure	Community (census)	Library Users (Symphony)
0-15	17.40	38.61
16-29	19.50	8.41
30-64	44.40	35.10
Over 65's	16.30	17.22
Birth date 0		0.57
KIRKBURTON* based on LIC catchment		

- Kirkheaton is open 15 hours per week
- There are 3 public access computers
- Activities- weekly storytime, regular children's holiday activities including Summer reading challenge, school visits, regular coffee afternoons, Knit and natter group. Reading group and History group
- No Friends of Group
- 12 volunteers work on a rota basis to support one member of staff with day to day tasks

Budgeted frontline Customer Service Officer costs £21,519

Since January 2014 has been operating on one member of staff with volunteer support (saving of £10.5k) Cost per visit £3.14

LIC Statistics	12/13	13/14	14/15
Visits	7,654	8,702	10,948
Enquiries	4,909	3,892	3,695
IT Usage	1,496	935	851
Issues	9,681	9,124	10,180
Events	36	138	203
Attendance at events	912	1,391	2,343

Ethnic Background	Community (census)	Library Users (Symphony)
White	95.48	73.06
Mixed	2.36	0.46
Asian or Asian British	1.18	2.97
Black or Black British	0.81	1.14
Chinese/Other Ethnic	0.14	2.05
Ethnicity undefined		20.32

Age Structure	Community (census)	Library Users (Symphony)
0-15	17.10	48.17
16-29	13.60	7.53
30-64	45.00	26.26
Over 65's	17.40	12.56
Birth date 0		5.48

- Kirklees Transcription Service is open 37 hours per week, 9.00 am till 4.30 pm Monday to Friday.
- The service is delivered from Huddersfield Library from which staff offer a drop in support and information service.
- The service is responsible for providing documentation in alternative formats for people with a visual impairment. The department produces documents in Braille, large print and audio format for those people who cannot access print. This includes producing Council Tax bills in large print and the creation of tactile images such as maps, plans, diagrams.
- The department provide a competitively priced service accessed not only by people with a visual impairment but also businesses, services and organisations with visually impaired customers and clients, e.g. Council Services, theatres, colleges and universities, voluntary organisations and restaurants.
- The service also produces the KR Talking News which is a free fortnightly audio newspaper produced by the department on CD and cassette, delivered to customers through the post or available as an online podcast. The KR Talking News includes views and features from local newspapers circulating within Kirklees.
- Activities - Deliver signposting and awareness raising events, organise exhibitions to introduce new technologies to vulnerable customers in a safe, supportive and non-commercial environment. Partnership work with national, local, voluntary and statutory organisations. Facilitate networking sessions for services, support for the Blind and Low Vision Group with their visual impairment strategy, organise coffee mornings and deliver outreach sessions in schools.
- The service currently works with 1 volunteer who supports with the distribution of the KR Talking Newspaper, 10 volunteers who record the audio transcription work and 35 volunteers who read on a fortnightly basis for the KR Talking Newspaper.

Budgeted frontline staff costs £80,408.

KTS Statistics	12/13	13/14	14/15
Customer Contacts	8,832	13,038	12,151
Enquiries	989	949	1,024
Jobs Completed	226	226	261
Net Income	-	£3,118	£4,419
Volunteer Hours	127	212	176
Events	-	-	17
Attendees at events	-	-	333

- Lepton is currently open 22 hours
- There are 5 Public Access Computers
- Activities- weekly storytime, regular children's holiday activities including Summer reading challenge, weekly school visits, weekly coffee mornings readers group and family history sessions.
- Early stages of setting up a Friends of Group, some meetings have been held

Budgeted frontline Customer Service Officer costs £28,263. Cost per visit £4.22

LIC Statistics	12/13	13/14	14/15
Visits	12,295	12,349	10,594
Enquiries	7,111	6,094	3,229
IT Usage	2,023	1,913	1,737
Issues	15,838	15,603	14,291
Events	79	129	133
Attendance at events	500	949	1,504

Ethnic Background	Community (census)	Library Users (Symphony)
White	93.43	51.42
Mixed	1.67	1.09
Asian or Asian British	2.49	1.96
Black or Black British	0.73	1.09
Chinese/Other Ethnic	0.31	1.09
Ethnicity undefined		43.36
LEPTON* based on LIC catchment		

Age Structure	Community (census)	Library Users (Symphony)
0-15	18.50	44.88
16-26	14.00	11.98
30-64	49.60	28.10
Over 65's	19.40	13.73
Birth date 0		1.09
LEPTON* based on LIC catchment		

- Lindley is currently open 37.5 hours
- There are 8 Public Access Computers
- Activities- weekly storytime, regular children's holiday activities including Summer reading challenge, weekly school visits, weekly walkers group, Nordic Walkers, current affairs discussion group, readers groups, poetry group and a knitting group
- There is an active Friends of Group which has officers and constitution. Volunteer co-ordinator in place
- Regular Friends of Group meetings taking place.

Budgeted frontline Customer Service Officer costs £44,936. Cost per visit £1.14

LIC Statistics	12/13	13/14	14/15
Visits	69,828	71,245	64,948
Enquiries	24,424	26,180	23,994
IT Usage	7,487	8,142	7,134
Issues	79,294	74,747	69,292
Events	352	484	488
Attendance at events	7,708	8,981	6,419

Ethnic Background	Community (census)	Library Users (Symphony)
White	81.29	51.76
Mixed	3.07	1.07
Asian or Asian British	12.09	5.80
Black or Black British	2.14	1.22
Chinese/Other Ethnic	1.41	3.83
Ethnicity undefined		36.32
LINDLEY* based on LIC catchment		

Age Structure	Community (census)	Library Users (Symphony)
0-15	18.30	41.57
16-29	16.70	9.67
30-64	47.80	29.61
Over 65's	19.70	17.61
Birth date 0		1.54
LINDLEY* based on LIC catchment		

- Marsden is currently open 30.5 hours
- There are 4 Public Access Computers
- Activities- weekly storytime, regular children’s holiday activities including Summer reading challenge, weekly school visits and a home educators group, readers’ groups, book chat, family history advice sessions, CAB surgery and the storytelling group
- A friends of group is in the early stages of forming and 16 library volunteers are due to commence training

Budgeted frontline Customer Service Officer costs £46,180 Cost per visit £1.99

LIC Statistics	12/13	13/14	14/15
Visits	42,437	50,624	40,416
Enquiries	13,730	16,873	12,794
IT Usage	3,318	3,679	3,178
Issues	20,805	18,332	16,058
Events	392	359	240
Attendance at events	4,373	4,046	3,056

Ethnic Background	Community (census)	Library Users (Symphony)
White	97.80	54.72
Mixed	0.92	0.22
Asian or Asian British	0.28	0.45
Black or Black British	0.64	0.22
Chinese/Other Ethnic	0.33	0.56
Ethnicity Undefined		43.82

Age Structure	Community (census)	Library Users (Symphony)
0-15	17.90%	36.63
16-29	13.30%	8.76
30-64	41.30%	34.04
Over 65's	12.10%	15.84
Birth date 0		4.72

- Meltham is currently open 28.5 hours
- There are 4 Public Access Computers
- Activities- weekly storytime, regular children's holiday activities including Summer reading challenge, weekly school visits, a regular readers' group
- An active Meltham Library Friends of Group and 13 volunteers currently undergoing training

Budgeted frontline Customer Service Officer costs £43,695 Cost per visit 2.25

LIC Statistics	12/13	13/14	14/15
Visits	29,052	34,682	34,005
Enquiries	10,103	14,972	14,830
IT Usage	2,732	3,418	2,731
Issues	26,877	26,524	24,343
Events	86	117	118
Attendance at events	2,449	2,015	1,750

Ethnic Background	Community (census)	Library Users (Symphony)
White	95.62	42.98
Mixed	1.28	0.83
Asian or Asian British	2.54	0.09
Black or Black British	0.27	0.09
Chinese/Other Ethnic	0.30	2.59
Ethnicity Undefined		53.42

Age Structure	Community (census)	Library Users (Symphony)
0-15	17.70%	33.55
16-29	13.60%	11.74
30-64	45.60%	29.11
Over 65's	19.00%	24.03
Birth date 0		1.57

- Mirfield is open 51 hours per week
- There are 10 public access computers
- Activities- weekly storytime, regular children's holiday activities including Summer reading challenge, school visits, weekly walking group, armchair exercises, Family History drop in, 3 reading groups and recently formed Knit and Natter group, Chess Club and Dementia Cafe
- Has an active Friends of Group holding regular committee and public meetings
- 12 volunteers are supporting specific projects and day to day tasks

Budgeted frontline Customer Service Officer costs £114,361. Cost per visit £2.49

LIC Statistics	12/13	13/14	14/15
Visits	97,936	93,080	79,881
Enquiries	33,021	30,989	29,478
IT Usage	10,776	9,692	9,472
Issues	98,317	95,868	87,027
Events	361	453	398
Attendance at events	3,719	6,418	4,849

Ethnic Background	Community (census)	Library Users (Symphony)
White	96.34	52.60
Mixed	1.47	0.35
Asian or Asian British	1.47	0.96
Black or Black British	1.47	0.41
Chinese/Other Ethnic	0.40	1.62
Ethnicity undefined	0.31	44.07

Age Structure	Community (census)	Library Users (Symphony)
0-15	16.80	28.52
16-29	14.50	8.47
30-64	41.20	35.04
Over 65's	16.70	25.91
Birth date 0		2.03

- The mobile library service geographically serves the whole of Kirklees.
- Mobile libraries have a presence in every single council ward from the urban areas of north Kirklees such as Dewsbury, Batley and Thornhill, to the rural areas of south Kirklees such as Home Valley and Colne Valley.
- The two Mobile Library and Information Centre (LIC) vehicles have a satellite link, public access computers and office space. These Mobile LICs visit the same ten routes across Kirklees on a weekly basis.
- In addition the three Mobile library vehicles visit up to three routes daily across Kirklees on a fortnightly basis. The Mobile libraries visit a total of 27 routes over the fortnight with an additional outreach service on a termly basis to schools across Kirklees.
- In total the Mobile library & LIC vehicles visit 207 different halts (stops) over a two week period.
- The total number of hours the mobiles vehicles are at stops equates to 136 hours per week.
- Activities – regular children’s holiday activities including Summer reading challenge, school visits which include storytime, presence at local community events, partnership work with local businesses – Cummins, Electoral Services - Voter Registration promotion.
- There are currently no active volunteers

Budgeted running costs £392,764. Cost per visit £18.97.

Mobile Statistics	12/13	13/14	14/15
Visits	34,933	38,682	30,666
Enquiries	9,081	10,880	8,283
IT Usage	364	208	12
Issues	95,234	88,940	89,393
Events	219	187	218
Attendees at events	10,225	9,764	8,004

- Rawthorpe is currently open 25 hours
- There are 6 Public Access Computers
- Activities- weekly storytime, regular children’s holiday activities including Summer reading challenge, weekly school visits, Midwives surgery, Health Visitors Child wellbeing clinic, weekly coffee afternoons and a walking group
- No Friends of Group, but 2 volunteers in training

Budgeted frontline Customer Service Officer costs £32,347. Cost per visit £1.95

LIC Statistics	12/13	13/14	14/15
Visits	37,168	38,191	30,438
Enquiries	11,339	13,228	5,686
IT Usage	5,370	5,554	5,017
Issues	12,383	12,731	11,252
Events	157	138	136
Attendance at events	1,080	1,657	1,169

Ethnic Background	Community (census)	Library Users (Symphony)
White	80.08	55.76
Mixed	4.54	4.58
Asian or Asian British	7.74	5.27
Black or Black British	5.91	12.07
Chinese/Other Ethnic	1.75	7.21
Ethnicity undefined		15.12
RAWTHORPE DALTON* LIC catchment		

Age Structure	Community (census)	Library Users (Symphony)
0-15	19.80	53.54
16-29	18.60	13.87
30-64	40.40	26.35
Over 65's	13.00	2.77
Birth date 0		3.47
RAWTHORPE DALTON* LIC catchment		

- Shepley is currently open 19 hours
- There are 5 Public Access Computers
- Activities- weekly storytime, regular children's holiday activities including Summer reading challenge, weekly school visits, weekly coffee afternoons, weekly healthy walk group, readers' group. Venue for community meetings outside of LIC opening hours e.g. WI, Good Companions, Bird and Wildlife group
- Shepley Hub Community Incorporated Charity formed, looking at asset transfer
- One trained volunteer regularly working with staff, a storytime volunteer and a second in training

Budgeted frontline Customer Service Officer costs £23,571. Cost per visit £2.29

LIC Statistics	12/13	13/14	14/15
Visits	24,779	22,371	20,613
Enquiries	10,461	10,030	9,366
IT Usage	1,322	1,115	875
Issues	21,498	19,472	17,626
Events	378	417	385
Attendance at events	6,035	5,029	5,682

Ethnic Background	Community (census)	Library Users (Symphony)
White	98.40	84.24
Mixed	0.74	0.36
Asian or Asian British	0.45	0.54
Black or Black British	0.13	0
Chinese/Other Ethnic	0.26	1.45
Ethnicity undefined		13.41
SHEPLEY*based on LIC catchment		

Age Structure	Community (census)	Library Users (Symphony)
0-15	20.40	40.58
16-29	11.60	5.62
30-64	45.30	28.44
Over 65's	18.70	23.55
Birth date 0		1.81
SHEPLEY*based on LIC catchment		

- Skelmanthorpe is currently open 37 hours
- There are 2 Public Access Computers
- Activities- weekly storytime, regular children’s holiday activities including Summer reading challenge, weekly school visits, family history sessions, 2 readers groups and a craft group. Room hire venue for community groups e.g. U3A, Alzheimer’s carers, Children’s Centre Baby Massage.
- Established Friends of Group with officers and Constitution, regular meetings being held.
- Volunteers in training ready to support staff in the library

Budgeted frontline Customer Service Officer costs £43,994. Cost per visit £2.47

LIC Statistics	12/13	13/14	14/15
Visits	36,737	35,571	34,160
Enquiries	7,777	7,280	7,457
IT Usage	1,620	1,637	1,578
Issues	23,635	22,621	19,897
Events	413	379	511
Attendance at events	3,431	3,229	4,186

Ethnic Background	Community (census)	Library Users (Symphony)
White	98.43	72.61
Mixed	0.56	0.56
Asian or Asian British	0.50	0.45
Black or Black British	0.18	0.22
Chinese/Other Ethnic	0.12	1.00
Ethnicity undefined		25.17
SKELMANTHORPE* based on LIC catchment		

Age Structure	Community (census)	Library Users (Symphony)
0-15	18.20	40.31
16-29	13.90	7.80
30-64	46.60	29.62
Over 65's	17.40	21.27
Birth date 0		1.00
SKELMANTHORPE* based on LIC catchment		

- Slaithwaite is currently open 24.5 hours
- There are 4 Public Access Computers
- Activities- weekly storytime, regular children's holiday activities including Summer reading challenge, weekly school visits, Coffee Plus, readers' group, writers group and Action on Hearing Loss partnership
- There is currently no friends of group.
- One regular volunteer who helps out at coffee mornings

Budgeted frontline Customer Service Officer costs £34,951 Cost per visit £2.83

LIC Statistics	12/13	13/14	14/15
Visits	31,654	34,388	21,505
Enquiries	7,744	9,598	6,176
IT Usage	3,079	2,648	2,098
Issues	19,907	19,467	16,382
Events	322	258	228
Attendance at events	3,034	2,452	2,240

Ethnic Background	Community (census)	Library Users (Symphony)
White	96.92	45.70
Mixed	1.36	0.66
Asian or Asian British	0.76	0.55
Black or Black British	0.67	0.77
Chinese/Other Ethnic	0.98	1.55
Ethnicity Undefined		50.77

Age Structure	Community (census)	Library Users (Symphony)
0-15	18.60%	39.62
16-29	15.50%	8.28
30-64	45.70%	35.21
Over 65's	14.30%	16.00
Birth date 0		0.88

- Thornhill Lees is open 25 hours per week
- There are 4 public access computers
- Activities- weekly storytime, regular children’s holiday activities including Summer reading challenge, weekly children’s craft activities, monthly Coffee+, regular Craft group sessions and two Conversation Cafes, Step by Step job club
- No Friends of Group
- 1 volunteer supporting specific projects

Budgeted frontline Customer Service Officer costs £36,452. Cost per visit £3.06

LIC Statistics	12/13	13/14	14/15
Visits	37,697	36,506	21,577
Enquiries	12,023	8,217	6,771
IT Usage	3,457	3,909	5,075
Issues	14,894	11,815	11,701
Events	334	131	341
Attendance at events	3,731	2,895	4,352

Ethnic Background	Community (census)	Library Users (Symphony)
White	42.30	21.16
Mixed	1.41	0.30
Asian or Asian British	55.14	54.69
Black or Black British	0.47	0.30
Chinese/Other Ethnic	0.68	6.26
Ethnicity undefined		17.29

Age Structure	Community (census)	Library Users (Symphony)
0-15	29.20	60.66
16-29	20.10	12.67
30-64	49.00	22.50
Over 65's	15.30	2.24
Birth date 0		1.94

LIC's 2015 Data Analysis

(2014/15 annual statistical report & 2015/16 budget - includes inflationary increase)

APPENDIX B

Servicepoint/Ward	Hours Open	Active Borrowers	Enquiries	IT usage	Total Issues	Total Activities	Activity per hour	No Visits 2014/15	No of visits per hour	Customer & Exchequer 2015/16 Original Budget							
										Annual Expenditure Budget	Annual Income Budget	Annual Relief Budget	Annual Manag't Budget	Total Budget	Budgeted Cost per hour	Budgeted Cost per visit	Budgeted Cost per activity
Almondbury	24.50	600	13,377	1,456	18,322	33,155	26	32,840	26	32,689	-918	8,336	16,960	£57,067	£44.79	£1.74	£1.72
Batley	48.50	4,966	64,316	20,820	73,004	158,140	63	154,357	61	120,750	-11,450	30,791	62,648	£202,739	£80.39	£1.31	£1.28
Birkby	25.00	844	11,184	5,425	14,269	30,878	24	44,616	34	35,630	-961	9,086	18,486	£62,240	£47.88	£1.40	£2.02
Birstall	45.50	2,281	45,655	6,814	40,058	92,527	39	117,113	49	70,651	-2,921	18,016	36,656	£122,402	£51.73	£1.05	£1.32
Chestnut centre	66.00	1,118	37,065	11,414	11,110	59,589	17	103,123	30	91,082	-1,159		26,681	£116,604	£33.98	£1.13	£1.96
Cleckheaton	51.00	4,300	23,350	12,068	105,291	140,709	53	106,501	40	112,940	-10,821	28,800	58,596	£189,515	£71.46	£1.78	£1.35
Denby Dale	23.00	784	2,415	1,181	21,311	24,907	21	17,894	15	31,390	-1,582	8,004	16,286	£54,098	£45.23	£3.02	£2.17
Dewsbury	52.50	9,080	125,089	54,340	103,978	283,407	104	203,996	75	188,213	-20,528	47,994	97,650	£313,329	£114.77	£1.54	£1.11
Golcar	24.00	880	5,467	1,684	19,433	26,584	21	23,590	19	31,550	-976	8,045	16,369	£54,988	£44.06	£2.33	£2.07
Greenwood Centre	25.00	1,535	16,457	14,263	11,302	42,022	32	53,379	41	34,177	-4,076	8,715	17,732	£56,548	£43.50	£1.06	£1.35
Heckmondwike	45.00	2,225	33,809	10,903	32,119	76,831	33	47,731	20	62,824	-3,952	16,020	32,595	£107,487	£45.93	£2.25	£1.40
Holmfirth	51.00	3,429	53,852	8,254	82,457	144,563	55	84,944	32	116,170	-11,622	29,623	60,272	£194,443	£73.32	£2.29	£1.35
Honley	28.00	970	6,024	2,450	24,581	33,055	23	27,352	19	38,410	-1,594	9,794	19,928	£66,539	£45.70	£2.43	£2.01
Huddersfield	52.50	17,218	357,692	90,937	271,519	720,148	264	508,982	186	760,668	-77,833	193,969	394,655	£1,271,459	£465.74	£2.50	£1.77
Kirkburton	32.00	1,244	5,024	1,930	33,206	40,160	24	25,534	15	47,404	-3,427	12,088	24,594	£80,659	£48.47	£3.16	£2.01
Kirkheaton	15.00	427	3,695	851	10,180	14,726	19	10,948	14	20,391	-1,765	5,200	10,579	£34,405	£44.11	£3.14	£2.34
Lepton	22.00	450	3,229	1,737	14,291	19,257	17	10,594	9	29,053	-6,778	7,408	15,073	£44,757	£39.12	£4.22	£2.32
Lindley	37.50	2,546	23,994	7,134	69,292	100,420	51	64,948	33	46,356	-8,473	11,821	24,051	£73,754	£37.82	£1.14	£0.73
Marsden	24.00	882	12,794	3,178	16,058	32,030	26	40,416	32	46,180	-1,599	11,776	23,959	£80,316	£64.36	£1.99	£2.51
Meltham	30.50	1,086	14,830	2,731	24,343	41,904	26	34,005	21	43,695	-1,048	11,142	22,670	£76,459	£48.21	£2.25	£1.82
Mirfield	51.00	3,491	29,478	9,472	87,027	125,977	48	79,881	30	117,925	-10,223	30,071	61,183	£198,955	£75.02	£2.49	£1.58
Rawthorpe/Dalton	25.00	715	5,686	5,017	11,252	21,955	17	30,438	23	34,161	-1,230	8,711	17,724	£59,366	£45.67	£1.95	£2.70
Shepley	19.00	566	9,366	875	17,626	27,867	28	20,613	21	27,986	-2,463	7,136	14,520	£47,179	£47.75	£2.29	£1.69
Skelmanthorpe	37.00	903	7,457	1,578	19,897	28,932	15	34,160	18	48,576	-1,828	12,387	25,203	£84,337	£43.83	£2.47	£2.92
Slaithwaite	24.50	906	6,176	2,098	16,382	24,656	19	21,505	17	34,951	-1,059	8,912	18,134	£60,938	£47.83	£2.83	£2.47
Thornhill Lees	25.50	640	6,771	5,075	11,701	23,547	18	21,577	16	37,563	-669	9,579	19,489	£65,961	£49.74	£3.06	£2.80
Holmfirth TIC	52.00		29,051			29,051	11	61,498	23	55,203	-8,442		28,641	£75,402	£27.89	£1.23	£2.60
Home Service		651	1,312		172,475	173,787		13,198		315,360	0		163,617	£478,977		£36.29	£2.76
Mobile Service		2,598	8,283	12	89,393	97,688		30,666		392,764	-14,744		203,777	£581,797		£18.97	£5.96
Batley CSC	42.50		30,404			30,404	39			23,638	0		12,264	£35,902			
Cleckheaton CSC	42.50		18,907			18,907	17			37,292	-5,234		19,348	£51,406			
Transcription Service						0				80,408	-5,231		41,718	£116,895			
Red Doles Lane		124	3,941		12,688	16,629				94,528	0		49,044	£143,572			
Book Fund										578,598				£578,598			
Totals		67,459	1,016,150	283,697	1,434,565	2,734,412		2,026,399		3,839,176	-224,606	553,424	1,671,102	£5,839,096			

Annual Management cost Includes Librarian, Development librarian Customer Service Managers and Senior Managers

Library Review Research 2015 – Executive Summary

For Kirklees Council

11 June 2015



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The document outlines the Executive Summary for the Kirklees Library Review Research undertaken in 2015. A full report is also available which details the findings from the research.

Background and Methodology

- It's anticipated that the Kirklees Library Service will need to contribute a budget saving over the next three years and it's clear that considerable changes to the existing service are likely to be needed. Therefore, the Council was keen to undertake a wide-scale consultation with local residents, stakeholders and library service staff to evaluate how the service may be delivered going forward.
- A key requirement of the consultation was to ensure that the views of a robust and representative sample of residents (including both users and non-users of the library service) were gathered, while at the same time providing the opportunity for other residents, key stakeholders, Library Service staff and others to take part in the consultation. Consequently, a multi-method approach was undertaken, with some elements carried out by Qa Research and others by the Council.
- Key aspects of the consultation analysed in this report include;
 - Face-to-face sample survey amongst a representative sample of 1,072 residents
 - Self-completion postal/online survey made available to all residents and completed by 4,675 respondents – note that respondents to this survey were entirely self-selecting and were overwhelmingly library users and as such, the survey should be seen as representing the views of library users
 - 2 focus groups with Library Service users and 2 with staff
 - Telephone survey with 50 users of the Transcription Service
 - 8 focus groups carried out by the Council with stakeholders
 - Survey of 162 children and young people carried out by the Council.

Summary of Key Findings

The table below summarises response to key questions amongst respondents to the sample survey and the self-completion survey;

	Quantitative survey	
	Face-to-face survey	Self-completion survey
How far do you agree or disagree with the following statements?		
<i>The local community should take a more active role in running their local library</i>		
Agree ('strongly agree' or 'agree')	57%	40%
Disagree ('strongly disagree' or 'disagree')	13%	33%
<i>Access to a quality library service is more important to me than the number of library buildings the service operates</i>		
Agree ('strongly agree' or 'agree')	49%	40%
Disagree ('strongly disagree' or 'disagree')	21%	43%
<i>I'd prefer to access the library service online rather than visit a library</i>		
Agree ('strongly agree' or 'agree')	29%	7%
Disagree ('strongly disagree' or 'disagree')	52%	85%
<i>I am willing to travel to get access to better quality library services</i>		
Agree ('strongly agree' or 'agree')	21%	20%

Disagree ('strongly disagree' or 'disagree')	61%	67%
How far would you support the following approaches to delivering library services in your local area? Please give your answer on a 10 point scale, where 1 is do not support at all and 10 is fully support.		
<i>Providing services in other community locations such as schools, community halls and Children's Centres rather than in a dedicated library building</i>		
Supportive (score of 7-10)	35%	21%
Unsupportive (score of 1-4)	38%	60%
<i>Transferring the running of your local Library and Information Centre to local volunteers</i>		
Supportive (score of 7-10)	34%	16%
Unsupportive (score of 1-4)	30%	62%
<i>Providing a much reduced service, such as only providing book drops, while online services would still be available</i>		
Supportive (score of 7-10)	11%	4%
Unsupportive (score of 1-4)	68%	89%
<i>Stopping the Mobile Library service completely so that more of the available budget could be used to provide library services at fixed sites</i>		
Supportive (score of 7-10)	8%	22%
Unsupportive (score of 1-4)	71%	57%
<i>Closing your Local Library and Information Centre and using the money this saves to reduce the budget cuts to other local services</i>		
Supportive (score of 7-10)	3%	3%
Unsupportive (score of 1-4)	83%	92%
<i>Merging the Tourist Information Centre and the library in order to save money. This would not necessarily mean a reduction in service.¹</i>		
Supportive (score of 7-10)	89%	71%
Unsupportive (score of 1-4)	5%	16%
How far do you support the following for your local library? Please give your answer on a 10 point scale, where 1 is do not support at all and 10 is fully support.		
<i>Community Supported Libraries</i>		
Supportive (score of 7-10)	59%	36%
Unsupportive (score of 1-4)	16%	42%
<i>Town Library</i>		
Supportive (score of 7-10)	52%	32%
Unsupportive (score of 1-4)	22%	48%
<i>Community Run Libraries</i>		
Supportive (score of 7-10)	24%	8%
Unsupportive (score of 1-4)	48%	79%
How likely would you be to give unpaid help, by volunteering to deliver library services in your local area in future		
Likely ('very likely' or 'quite likely')	18%	25%
Unlikely ('not very likely' or 'not at all likely')	70%	61%
Base:	All respondents (1,072)	All valid responses (variable)

¹ Figures shown here are amongst respondents from Holmfirth only.

Conclusions

Conclusion 1: This broad consultation covers the views of a range of interested parties and highlights that support exists for the Council to explore new ways of delivering library services in future.

This consultation provides a comprehensive assessment of the views of the district regarding the future provision of library services. It explores findings amongst more than 5,000 residents including library users and non-users, as well as Library Service staff, children and young people and other stakeholders and interested parties. The research highlights that existing users of libraries and information centres and the other services provided by the Library Service are generally very satisfied with the current service. In line with this, residents don't want to see a complete loss of service in their area and would rather accept reduced facilities, services and hours instead.

It's clear from this research and the Budget Consultation carried out by Kirklees Council that there is recognition of the need to find alternative ways of providing library services and to work within future budgets and residents are generally positive towards the Council finding alternatives. But, it should be stressed that the research consistently highlights that having physical library buildings in the local area that are staffed by experienced Library Service staff is the ideal for most and migrating services to new forms of delivery will need careful management, particularly amongst existing users who are the most resistant to change.

Conclusion 2: Libraries and information centres are felt to be at the heart of communities throughout the district and the localised provision of services is important to maximise use of library services.

The qualitative research in particular highlights that libraries are often at the heart of the community, especially in areas where no community centre exists, and data from the self-completion survey especially identifies the wide range of activities that these buildings are used for. Consequently, it's important to note that the loss of a library building and (potentially) the services provided there would be compounded by the associated loss of other community resources such as a meeting place and storage for equipment/resources used by local groups.

Reflecting this, consistently within the different strands of the research, the view was expressed that libraries should be 'local' reflecting the fact that users primarily visit their nearest Library and Information Centre run by Kirklees Council. Generally, residents are not willing to travel 'to get access to better quality library services' with 61% disagreeing that they'd do this and there were wider concerns expressed about how realistic it was to expect older residents and those with disabilities to travel.

When asked specifically, 46% of respondents to the self-completion survey (nearly all of whom are library users) said that if their local library were to close they would simply 'use the Library Service less', suggesting that any changes to the number of libraries operated would result in lower usage of library services overall across the district. Children in particular felt that if their local library were to close, they would use the library services less, although around half felt that they would travel to access services or use online services instead, while recognising that being able to travel was dependent on their parent's help. Of course, the replacement of 'traditional' Library and Information Centres with newer models of delivering services is likely to mitigate this, assuming they can be successfully implemented.

Conclusion 3: There is generally support for the role of the community in helping to deliver services, although concerns exist about the practicalities of successfully integrating volunteers.

The majority (57%) of all residents, whether library users or not, agree that *'the local community should take a more active role in running their local library'* and there is clearly support for this approach. This support is also evident amongst Library Service staff who highlight that volunteers may bring new skills and ideas to the delivery of services and will be important given reduced budgets. Generally, it was also recognised that volunteering in this way could, and should, offer tangible benefits for those prepared to take part, such as providing a reference for a future employer or some form of certificate or accreditation as well as quantifiable 'work experience'. Older children in particular could see the attraction of this.

Ironically, while offering this level of personal development would probably help attract volunteers, it may also lead to issues over retention, and the challenge of not only recruiting but also maintaining a core of suitable volunteers was mentioned by residents and staff alike when considering how this would work in practice.

Additionally, concerns were expressed by both frequent library users and Library Service staff about the calibre of volunteers and the need to train and co-ordinate them. Staff felt that there are already backlogs in training new employees and that reduced staff numbers would transpose this problem to volunteers. Issues around reliability, long-term commitment and volume of 'suitable' volunteers were all raised.

Conclusion 4: There is a clear willingness amongst some to volunteer to deliver library services, but further detailed and localised research would be required to determine the level of commitment and skills that volunteers are able to offer.

Amongst all residents, almost a fifth (18%) said that they'd be willing to volunteer to provide library services. As a note of caution, only one-in-twenty (5%) said they'd be *'very likely'* to do this, although this proportion increases to 14% amongst those that have used a library in the last 12 months. Positively, 65% of children and young people said they'd be willing to volunteer. It's clear that there is support for helping, but it's also clear from the research that volunteers are likely to need a lot of direction and management to be effective, with many unable to say how they could help and many staff unsure as to the actual contribution that they could make. It should be recognised that not all communities are likely to be able to offer the same level of support.

Conclusion 5: Opinions are mixed as to whether moving services into community facilities would be acceptable or not, but the findings suggest that residents will only be able to make a true assessment of this when the detail of what would happen in their local area is available to them.

Attitudes in the face-to-face survey were polarised towards *'providing services in other community locations...rather than a dedicated library building'* with almost equal proportions expressing support and not supporting this, although those in the Huddersfield and Rural District Committee areas were most supportive. This might reflect the fact that little detail of where services could be located was made available to respondents and it's clear that the detail is important for residents when considering this approach.

For example, most Library Service staff and library users interviewed qualitatively supported the idea of a *'one-stop shop'* and could see advantages for residents in being able to access different services from the same place. However, children were less supportive and this was driven by concerns about the resultant lack of space to work in and concerns around noise levels. Also, some children and young people didn't like the idea of moving services into schools as an environment that they already spend a lot of time in.

Conclusion 6: There are seen to be different advantages and disadvantages to each of the three approaches to delivering library services tested in the research and not all are considered workable in all areas. It's evident that there is a desire for new models of service delivery to include professional support to some degree.

The three possible approaches to running libraries were met with different levels of support, reflecting different concerns regarding the implementation of each one. It should be stressed, that a theme throughout this research and one emphasised by Library Service staff in particular, was that different communities have different needs and a 'one size fits all' approach was not seen as desirable or workable. It was felt that in areas with a strong community and excellent social capital a community run or supported approach would be more likely to succeed, but the opposite is likely to be true in other areas, although others felt that the very act of the community taking on the delivery of library services would be community building in itself. Details of each approach are as follows;

- **Community Supported Libraries** – Amongst face-to-face respondents, this was the approach that had the highest level of support, with 59% giving a score of 7-10 out of 10 and the majority of both users and non-users were supportive.
- Notably, this approach also had the highest level of support amongst those who said that they'd be prepared to volunteer to deliver library services, suggesting that of the three approaches tested in the research, it would be easiest to recruit volunteers for this one. This is likely to reflect the fact that under this model library services will remain local (and therefore not require volunteers to travel) and also that professional support will be available, two aspects that were mentioned favourably by qualitative respondents.
- **Town Libraries** – More than half (52%) of all respondents in the face-to-face survey indicated that they would support this option and this approach was supported most by staff, reflecting that more staff members would be employed under this model. Staff also felt that retaining Town Libraries would enable hub services to be established more easily in future when austerity is reduced. Additionally, it was recognised by stakeholders especially that this approach provides trained and experienced staff to help deliver services and would help to ensure that specialist services continue to be provided, something it was felt might not happen with the two other approaches.
- The main drawback of Town Libraries was seen as the need for users to travel to them, given the lack of willingness to do so amongst many users and potential users. Consequently, it was felt that they would lead to lower service usage overall.
- **Community Run Libraries** – This was the least supported option amongst face-to-face respondents with only 24% considering this approach to be acceptable, while only 8% of self-completion survey respondents felt the same. Explaining this, concerns were expressed in the qualitative research about the need for volunteers to manage a building and budget rather than just library services and about how realistic it was to expect to find volunteers capable of doing so in all communities. Also, concerns were expressed that moving to this approach would mean the loss of essential or specialist services, such as benefit advice, in some areas.
- More positively, this type of library was seen by stakeholders as a means of generating a community spirit and some felt that it may be possible for an entirely community led library to attract more funding from alternative revenue streams and also that the use of volunteers in this way could lead to more flexibility in the provision of services.

Conclusion 7: While there's little support for book drops, Librarian Outreach is considered more favourably and both the Home Library Service and the Transcription Service are generally seen as very important.

Overall, residents do not support 'providing a much reduced service, such as only providing book drops...' and while this is tied into the desire to retain services in as wide a form as possible, some specifics about book drops and specialist services were noted in the research as follows;

- **Book Drop** - Library users were dismissive of book drops, expressing concerns about the logistics of the process and about how much choice (in books) there would be and whether they'd actually be returned. Also the importance of access to IT and the service libraries offer in ensuring digital inclusion is evident within this research and it was felt that book drops alone would not provide this.
- **Librarian Outreach** – There was support for this amongst qualitative respondents and some saw it as a potential alternative to Mobile Libraries. It was also considered to be a way of potentially promoting library services, but concerns were expressed about where services would be targeted and how the district as a whole could benefit.
- **Mobile Library Services** – Generally, respondents favoured preserving this service, although the suggestion from this research is that it's not well used. In total, 71% of all face-to-face survey respondents didn't support stopping this service, although few had actually used it. Amongst those self-completion survey respondents who had ever used it a similar proportion (72%) didn't support stopping it, but this figure is by no means overwhelming. Amongst Library Service staff, there were mixed feelings and some felt that it was expensive and had low demand.
- **Home Library Service** – Generally, this was considered to be more important than the Mobile Library Service as it targets vulnerable users more. However, staff in particular recognised that volunteers could deliver this service relatively easily and that it serves a comparatively small number of residents.
- **Transcription Service** – This was also considered to be 'essential' to those that use it and concerns were expressed about whether this service would suffer if library Service staff were reduced in number.

Conclusion 8: Amongst respondents in Holmfirth, there was overwhelming support for merging the Tourist Information Centre (TIC) with the library to save money.

Almost nine-in-ten respondents to the face-to-face survey from Holmfirth indicated that they supported the possible merger of the TIC and library and more than half (53%) gave a score of 10 out of 10 indicating that they fully support this proposal. While this figure was slightly lower amongst Holmfirth respondents to the self-completion survey (who are predominantly library users) at 71%, it is clear that there is support for this merger in the local area.

Project number: STAKE04-6934
Title: Kirklees Library Review Research
Location: S:\ProjectFiles\K\Kirklees_Council\STAKE04-6934_Kirklees_Library_Review_Research_2014\Reports\Kirklees_Council_Libraries_Review_Report_(Executive_Summary)_V3f.doc
Date: 16 June 2015
Report status: Final
Approved by: Nick Lynch
Authors: Michael Fountain, Kay Silversides.
Kerry Watson and Jeremy Bushnell
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This research has been carried out in compliance with the International standard ISO 20252, (the International Standard for Market and Social research), the Market Research Society's Code of Conduct and UK Data Protection law

Social Inclusion offer

Library Services for people with disabilities

LICs aim to provide a totally inclusive service for all including those with a disability or other condition such as dementia, dyslexia, autism etc.

Publicity and promotion

Including targeted promotions to groups that might be isolated or vulnerable.
Including alternative formats such as large print, audio and braille.

Visually impaired

Kirklees Transcription Service ensures people are able to access the world of information be it in education, employment or leisure. The service ensures provision of Braille, large print, spoken word and other types of accessible media and assistive technologies e.g. Rollerball mouse for PCs, large keyboards and screen reading accessible software e.g. screen magnification.

The Kirklees Recorder Talking News, a talking newspaper is produced and distributed across Kirklees to those people unable to read a print newspaper whether that be due to visual impairment, physical disability, or other reason that means accessing print is difficult e.g. dyslexia.

We take part in the national initiative Six Steps and Make a Noise in Libraries fortnight.

Promote the services of RNIB and subscribe to the Clearvision project that provides materials in Braille and Moon for children with visual impairment.

Physical disability

Most of our libraries have wheelchair access including ramps and accessible WCs. Loop systems are available in many of our sites.

Mental health

Bibliotherapy on acute wards, rehabilitation wards and book chats in LICs which are completely integrative.

Resources

LICs provide a comprehensive range of resources for visually impaired people and those with conditions such as dyslexia, to help them increase their independence and wellbeing;

Consultation

We have endeavoured to ensure that the needs of people with a disability are included in surveys and consultations. This has led to their needs being taken into consideration when planning, developing and delivering services.

Partnership work

We work with several partners eg recent work with national charity Arthritis Care promoting services available to support people with disabilities. Our staff are trained to signpost to service providers e.g. Gateway to Care.

Access

Our LICs provide accessible space that can be used for events and activities by other partner's e.g recent partnership work with the Stroke Association. This would not have been possible if we had not been able to ensure access to WCs, ramps etc.

Training

Our staff are encouraged to take opportunities for training to increase their knowledge of disabilities and conditions. So ensuring appropriate provision of services and information eg Deaf Awareness, Lip Reading, supporting children with special needs.

Kirklees Transcription Service provides training for our own staff, council staff and partners in accessible print and design. They also deliver training to raise awareness of eye conditions and how to guide a visually impaired person.

Assistive technologies

Access to IT e.g Rollerball mouse for PCs, large keyboards and screen reading accessible software e.g. screen magnification.

Home Service

The Home Library Service is available to anybody who is unable to - 1: Leave their home, 2: Travel to a library due to disability, short term incapacity or long term illness, 3: Carry items to or from a library or 4: Visit a library due to caring responsibilities .

The service also provides services to care homes and other settings e.g. Priory Hospital at Dewsbury which services men with mental health issues, learning disabilities, autism etc.

Dyslexia friendly zone at Huddersfield Library

Services to children

Early years settings and school visits are inclusive and cater for ages, abilities and needs etc

We also target work with children at special schools eg Ravenhall, Castle Hill. Collections of resources cover audio, large print.

Stock

e- books

Audio

Large Print

Barrington Stoke

Access to activities and events

Including Large Print and audio available in reader's group collection.

Themed coffee mornings covering topics such as long term conditions or guide dogs.

Work with Action on Hearing Loss sessions eg at Slaithwaite.

Visually Impaired reading groups

Work with Kirklees College, 6 book challenge, for people who have a learning disability and with Pathways (Pathways provides individually tailored functional rehabilitation (activity-based therapies) across Kirklees. The service is aimed at individuals who are ready to increase their activity levels, but require initial support, often due to reduced levels of confidence and social anxiety).

Library and Information Centres Outreach Offer to Communities.

Development Librarians are responsible for horizon scanning - evaluating new national, regional and local initiatives to see how they enable the service to support the Council's priorities and deliver on the National Library Offers. They lead on introducing and embedding changes in the service in the areas listed below

In future they will continue to do the above but with more emphasis on identifying and filling gaps in service by seeking funding, working in partnership, working with volunteers and the training and support this entails.

Librarians deliver:

- **Lifelong Learning.**
E.g. planning and delivering learning sessions around financial literacy
- **Skills for Life (Literacy, Numeracy and I.T support)**
E.g. The Six book Challenge – working with people with learning disabilities
- **Local and Family History Support**
E.g Planning sessions and activities to teach people how to use Ancestry
- **Volunteer Support**
E.g Planning and delivering training sessions on stock management or how to deliver story times.
- **A well balanced stock which adheres to the service's stock policy and meets the educational, recreational and research needs of customers both now and in the future.**
E.g liaising with stock providers to ensure the stock in each service points meets the diverse needs of the users.
- **A service which is consistently imaginative and makes effective use of new technologies**
E.g teaching users how to use their Kindle or e-book device.
- **A programme of book related activities for all sections of the community.**
Planning events for children e.g. Summer Reading Challenge activities, ensuring partners deliver events to our standards and with Health and Safety and Safeguarding in mind.
- **A comprehensive and speedy information service dealing with a wide range of complex enquiries**

- E.g assisting new businesses to access relevant databases and materials to help them with set up.

At the moment a lot of this work is centred on the Library and Information Centres, in anticipation that people will cross the threshold to access the offer

The new model for Librarian working is to focus on **working out in communities with partners, with schools with parents and teachers, and less emphasis on events in libraries.**

The Library outreach offer will focus on the national library offers: **Reading, Health, Digital, Learning and Information** and supporting the Council priorities – **Early Intervention and Prevention and Economic Resilience.**

The outreach offer will be open to all people, regardless of age, ethnicity, disability or ability to pay but will consist of targeted work to a large degree.

It is envisaged the librarians will spend 30% of their time on outreach, 30% on supporting activities delivered by town and community supported libraries (e.g. training volunteers) and 35% on the planning and development of projects which would cut across all the strands of the library service.

Examples of the kind of work it is envisaged that librarians will undertake might be delivering specialist class visits, for example at Cleckheaton where school children were researching local history, managing a programme of reading related events and delivering training for staff and volunteers.

Currently Librarians use the schools dashboard to identify those schools where results in literacy indicate additional support would be beneficial (often correlates with number of free school meals etc....) so in addition to an authority wide offer, certain schools are targeted by a Librarian who advocates for the intervention we can provide e.g. Summer Reading Challenge, Carnegie/Greenaway shadowing.

In future this targeting will include those schools where access to public library resources has reduced (ie. those no longer in vicinity of a convenient mobile halt) and the work with the school will incorporate a greater emphasis on getting the message across to the parents who will need to facilitate access to library resources.

As now, the Librarians will approach schools but will only be able to work with them if the schools are willing. Experience shows us that where a successful project has taken place, schools are keen for partnership working to continue. A balance will need to be struck in maintaining working relationships with those schools whilst extending our offer to other schools – this could involve volunteers.

Appendix E – proposed opening hours

Town Libraries

Rationale for opening hours

We have used the following criteria: **level of book issues/enquiries, IT usage and visitors** to determine level of staffed opening hours.

Library	Opening Hours per week
Huddersfield	50
Dewsbury	50
Batley	35
Birstall	30
Cleckheaton	35
Heckmondwike	30
Holmfirth	40
Mirfield	35

Community Supported Libraries


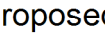
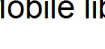
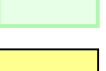
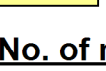
Rationale for opening hours

We have used the following criteria: **level of book issues/enquiries, IT usage and visitors** to determine level of staffed opening hours. We have also considered the level of community involvement so far. Lindley is as busy as Heckmondwike & Birstall – so whilst not a town library requires this level of staffed opening hours*






Library	Opening Hours
Almondbury	15
Birkby/Fartown	20
Chestnut Centre	20
Denby Dale	15
Golcar	15
Greenwood Centre	20
Honley	15
Kirkburton	15
Kirkheaton	5
Lindley	30*
Marsden	20
Meltham	20
Rawthorpe/Dalton	15
Shepley	15
Skelmanthorpe	15
Slaithwaite	15

Libraries, Mobile Library Users, Mobile Library Halts, One and Two Mile Radii

Key

-  Kirklees boundary
-  Proposed libraries
-  Mobile library halts
-  1 mile radius around libraries
-  2 mile radius around libraries

No. of mobile users (postcodes)

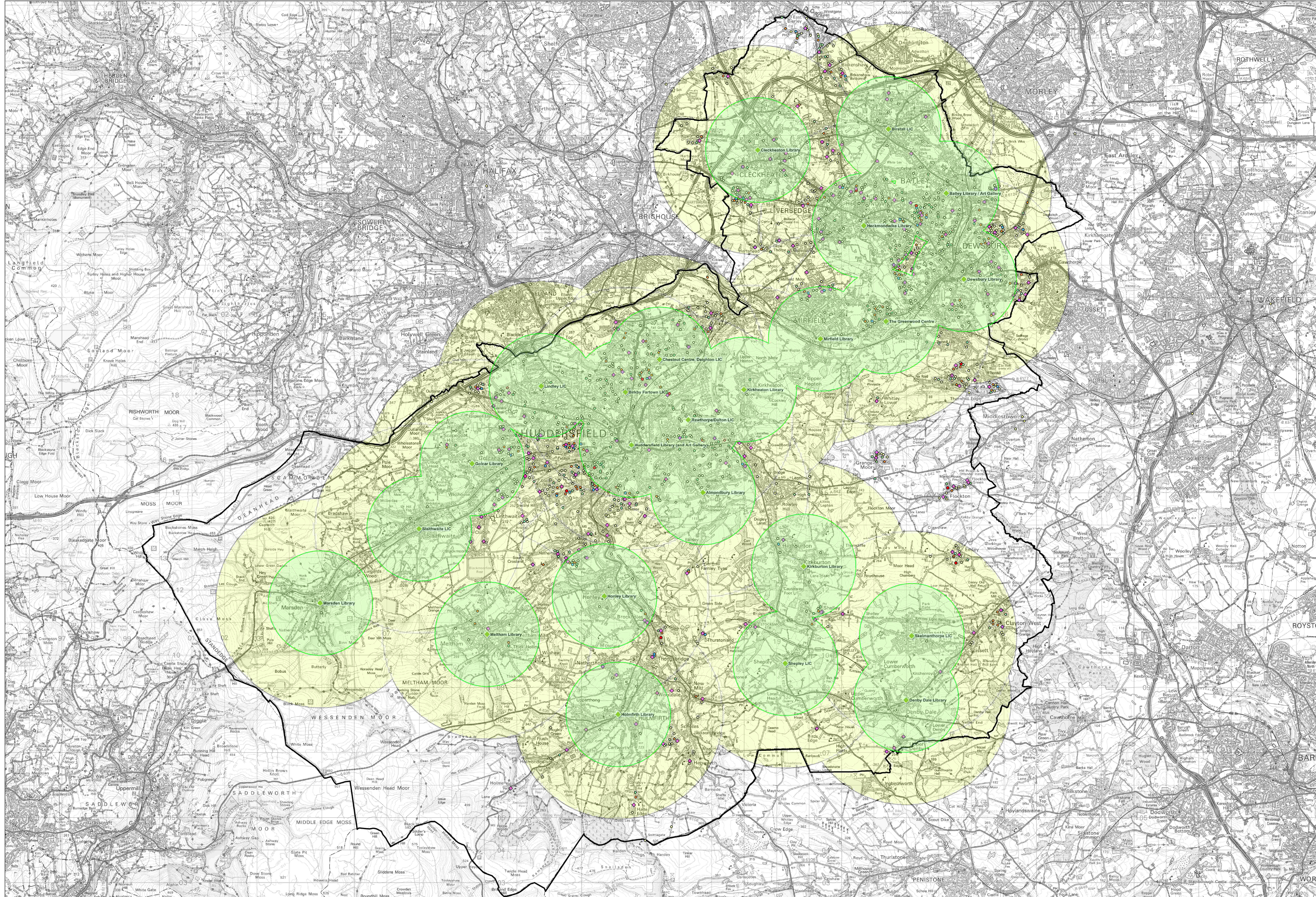
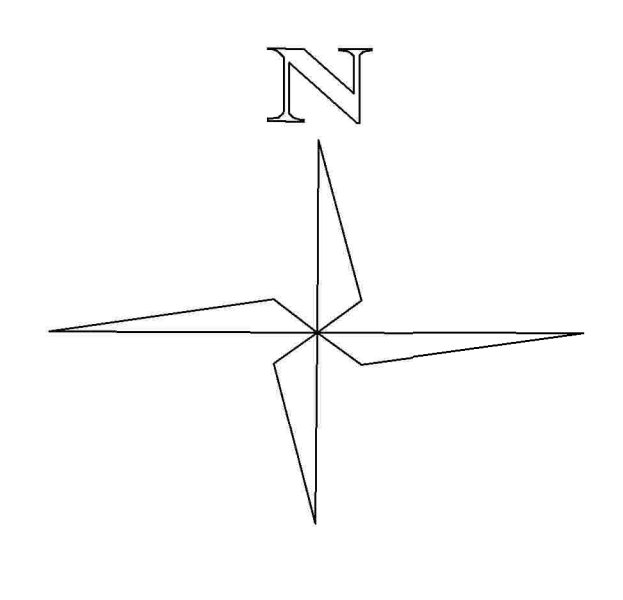
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-  2 to 3 (277)
-  3 to 5 (158)
-  5 to 8 (46)
-  8 to 22 (16)



Policy Unit
Geographic Research and Information Team

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LIC's 2015/16 Original Budget Comparison: New Structure Proposal For 2017

Frontline Sites

Appendix (G)

Service Provider	C&E Original Budgeted FTE's	Proposed C&E FTE's	C&E Gross Original Budget	Proposed C&E Gross Budget	C&E Original Income Budget	Proposed C&E Income Budget	C&E Net Expenditure Original Budget	Proposed C&E Net Expenditure Budget
KTS & KTN	3.18	2.41	80,408	60,984	-5,231	-1,500	75,177	59,484
Huddersfield	27.56	22.11	675,226	551,917	-77,833	-25,000	597,393	526,917
Dewsbury LIC	6.97	5.59	165,001	142,605	-20,528	-5,500	144,473	137,105
Batley LIC	5.3	3.00	128,087	75,179	-11,450	-3,000	116,637	72,179
Birstall	3.04	1.76	70,651	43,767	-2,921	-2,000	67,730	41,767
Cleckheaton LIC (excludes CCP?)	3.74	2.97	84,547	73,529	-10,821	-3,500	73,726	70,029
Heckmondwike	2.61	1.76	62,824	43,767	-3,952	-1,500	58,872	42,267
Mirfield	4.72	2.03	117,925	50,270	-10,223	-3,000	107,702	47,270
Holmfirth LIC & TIC	6.93	3.41	171,373	84,933	-20,064	-4,500	151,309	80,433
Honley	1.58	0.46	38,410	12,055	-1,594	-500	36,816	11,555
Denby Dale	1.29	0.46	31,390	12,055	-1,582	-500	29,808	11,555
Home Services	8.00	6.00	315,360	204,359	0	0	315,360	204,359
Lindley	1.74	0.88	46,356	22,634	-8,473	-2,500	37,883	20,134
Shepley	1.06	0.46	24,312	12,055	-2,463	-500	21,849	11,555
Meltham	1.78	0.61	43,695	15,631	-1,048	-500	42,647	15,131
Golcar	1.37	0.46	31,550	12,055	-976	-500	30,574	11,555
Slaithwaite	1.48	0.46	34,951	12,055	-1,059	-500	33,892	11,555
Kirkheaton	0.84	0.15	20,391	3,576	-1,765	0	18,626	3,576
Almondbury	1.45	0.46	32,689	12,055	-918	-500	31,771	11,555
Birkby Fartown	1.41	0.61	35,630	15,631	-961	-500	34,669	15,131
Rawthorpe Dalton	1.29	0.46	34,161	12,055	-1,230	-500	32,931	11,555
Greenwood Ctr	1.45	0.61	34,177	15,631	-4,076	-500	30,101	15,131
Kirkburton	1.91	0.46	47,404	12,055	-3,427	-500	43,977	11,555
Marsden	1.84	0.61	46,180	15,631	-1,599	-500	44,581	15,131
Skelmanthorpe	1.79	0.46	46,814	12,055	-1,828	-500	44,986	11,555
Cleckheaton CSC	1.54	0.00	37,292	0	-5,234	0	32,058	0
Chestnut Ctr	0	0.00	91,082	14,000	-1,159	-500	89,923	13,500
TOTAL	95.87	58.63	2,547,886	1,542,535	-202,415	-59,000	2,345,471	1,483,535

Peripatetic Frontline Staff

Service Provider	C&E Original Budgeted FTE's	Proposed C&E FTE's	C&E Gross Original Budget	Proposed C&E Gross Budget	C&E Original Income Budget	Proposed C&E Income Budget	C&E Net Expenditure Original Budget	Proposed C&E Net Expenditure Budget
Development Librarian	5.08	3.00	193,368	116,593		0	193,368	116,593
Librarian	12.38	10.00	414,705	351,428		0	414,705	351,428
CSM	20.52	10.00	680,171	351,428		0	680,171	351,428
Relief CSO's	23.74	15.00	553,424	360,897		0	553,424	360,897
Attendant's	9.74	3.00	158,784	49,777		0	158,784	49,777
TOTAL	71.46	41.00	2,000,452	1,230,123	0	0	2,000,452	1,230,123

LIC Service Wide Budgets

Service Provider	C&E Original Budgeted FTE's	Proposed C&E FTE's	C&E Gross Original Budget	Proposed C&E Gross Budget	C&E Original Income Budget	Proposed C&E Income Budget	C&E Net Expenditure Original Budget	Proposed C&E Net Expenditure Budget
LIC Support	9.5	4.00	289,981	105,099	-44682	0	245,299	105,099
LIC HQ-Senior Management	4.00	4.00	198,511	200,078		0	198,511	200,078
Red Doles	2.08	2.08	94,528	95,340		0	94,528	95,340
Bookfund		0.00	578,598	520,000		0	578,598	520,000
Non Site Specific budgets	4	0.00	5,696	293,422	-66,648	-5,500	-60,952	287,922
TOTAL	19.08	10.08	1,167,314	1,213,939	-111,330	-5,500	1,055,984	1,208,439

LIC Proposed Site Closures

Service Provider	C&E Original Budgeted FTE's	Proposed C&E FTE's	C&E Gross Original Budget	Proposed C&E Gross Budget	C&E Original Income Budget	Proposed C&E Income Budget	C&E Net Expenditure Original Budget	Proposed C&E Net Expenditure Budget
Lepton	1.24	0.00	29,053	0	-6,778	0	22,275	0
Thornhill Lees	1.62	0.00	37,563	0	-669	0	36,894	0
Mobiles	8.66	0.00	392,764	0	-14,744	0	378,020	0
TOTAL	11.52	0	459,380	0	-22,191	0	437,189	0

Budget Comparison Summary

Service Provider	C&E Original Budgeted FTE's	Proposed C&E FTE's	C&E Gross Original Budget	Proposed C&E Gross Budget	C&E Original Income Budget	Proposed C&E Income Budget	C&E Net Expenditure Original Budget	Proposed C&E Net Expenditure Budget
Comparison Summary	197.93	109.71	6,175,032	3,986,598	-335,936	-64,500	5,839,096	3,922,098

EQUALITY IMPACT ASSESSMENT STAGE 3 – CUSTOMER FOCUS ASSESSMENT

Before you start you may want to refer to the [background thinking](#) and the [stage 3 guidance](#) document for help with this section.

BACKGROUND INFORMATION

(set the context of what you want to do and why. Provide evidence of appropriate research and evidence to support your rationale)

The Council's Core Budget Proposal includes £3.9 million to run a library service. This is a reduction of £1.8 million on previous budget.

Between January and April 2015 the Council consulted with the public on proposed changes to the library service.

Background and Methodology

It's anticipated that the Kirklees Library Service will need to contribute a budget saving over the next three years and it's clear that considerable changes to the existing service are likely to be needed. Therefore, the Council was keen to undertake a wide-scale consultation with local residents, stakeholders and library service staff to evaluate how the service may be delivered going forward.

A key requirement of the consultation was to ensure that the views of a robust and representative sample of residents (including both users and non-users of the library service) were gathered, while at the same time providing the opportunity for other residents, key stakeholders, Library Service staff and others to take part in the consultation. Consequently, a multi-method approach was undertaken, with some elements carried out by Qa Research and others by the Council.

Key aspects of the consultation analysed in this report include;

- o Face-to-face sample survey amongst a representative sample of 1,072 residents
- o Self-completion postal/online survey made available to all residents and completed by 4,675 respondents
- o 2 focus groups with Library Service users and 2 with staff
- o Telephone survey with 50 users of the Transcription Service

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- o 8 focus groups carried out by the Council with stakeholders
- o Survey of 162 children and young people carried out by the Council

Proposals

Town Libraries

These static libraries will serve the larger towns in the Kirklees area. The following options cover what will be provided by the service and this will require the involvement of volunteers. Huddersfield, Dewsbury, Batley, Birstall, Cleckheaton, Heckmondwike, Holmfirth, Mirfield.

Community Supported Libraries

These libraries will serve their communities with the help of established Friends of Groups and volunteers. Where appropriate we will work with groups around asset transfer and co-location in order to house the library service. Almondbury, Birkby/Fartown, Chestnut Centre, Denby Dale, Golcar, Greenwood Centre, Honley, Kirkburton, Kirkheaton, Lindley, Marsden, Meltham, Rawthorpe/Dalton, Shepley, Skelmanthorpe, Slaithwaite.

Proposed to close unless community come forward

The following libraries we propose to close for a combination of different reasons, including community involvement expressed so far, proximity to other libraries and transport links, current usage and low numbers responding to self-completion surveys. Lepton and Thornhill Lees.

Specialist Services

We will continue to provide Tourist Information through a merged library and tourist office at Holmfirth and at Visitor Information points in Huddersfield, Dewsbury and Marsden.

We will retain the Transcription Service that offers alternative formats e.g. Braille and Audio of standard print materials.

To ensure that older, disabled or visually impaired people can still access library services, we propose a more cost effective and personalised Mobile Home Library Service with individual deliveries to care homes and people in their own homes.

We will also review the work librarians do in the community and supporting activities in static libraries. Using their knowledge, experience and awareness

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librarians will continue to plan and introduce service developments that ensure we are meeting national agendas and local council priorities.

Proposal to Close the Mobile Service

Library Closures

WHO IS LIKELY TO BE AFFECTED BY THE PROPOSAL AND HOW (think about barriers, access, effects, outcomes etc)			
Equality Group (protected characteristic)	Direct or Secondary Impact (state)	Positive, negative or neutral effect (state)	Please explain Address each group individually.
Impact of closure of Service Points throughout Kirklees.			
All users	Direct		<p>General</p> <p><u>Potential Positive and Neutral Impacts</u></p> <ul style="list-style-type: none"> • Introduction of e-books and more opportunities to access services online – for people who are online and who are confident users of digital technology increased online activity is good news and can mean services are delivered quickly. Introduction of Wi-Fi into libraries will enhance access. <p><u>Potential Negative Impacts</u></p> <ul style="list-style-type: none"> • Not all users have access to the internet or have PCs or laptops at home. • Welfare reform has had an impact on why people use libraries and staff are supporting around this issue more and more.

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<p>Age</p>	<p>Direct</p>		<ul style="list-style-type: none"> • Access to a local library means that those who read a lot can visit frequently and take a few books at a time. Going to a library further away may mean less visits and the need to carry more books. This could impact on the elderly and those with a disability. Home Service will have capacity to take on more users. • Potential impact on remaining libraries in terms of ability to satisfy demand. <p>Children and Young People</p> <p><u>Potential Positive Impact</u></p> <ul style="list-style-type: none"> • Children and Young People are more likely to use e-books and access information via mobile devices. <p><u>Potential Negative Impacts</u></p> <ul style="list-style-type: none"> • Many children and young people would find it difficult to regularly travel to another library if their local library closed. • Pre-school and school age – potential impact on educational attainment and health and wellbeing • Opportunities for volunteering will be less, less (including work experience and Duke of Edinburgh placements). <p>Adults</p> <p><u>Potential Negative Impacts</u></p> <ul style="list-style-type: none"> • Potential impact in relation to access to IT for benefits, access to courses and essential skills training, particularly around employment e.g Job opportunities, CV and job application forms • Opportunities for volunteering will be less.
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			<p>Older People</p> <p><u>Potential Positive and Neutral Impacts</u></p> <ul style="list-style-type: none"> • The Home Service will still deliver books to people at home and in residential care homes, who could not otherwise get to a library. <p><u>Potential Negative Impacts</u></p> <ul style="list-style-type: none"> • Many older people would find it difficult to regularly travel to another library if their local library closed. For elderly people having a library within walking distance gives a purpose to regular walks. • Older people use their local libraries as a meeting place to prevent social isolation, potential impact on health and wellbeing • Older people do not always have access to the internet and often require more support. • Older people are often on a lower income.
<p>Disability</p>	<p>Direct</p>		<p><u>Potential Positive and Neutral Impacts</u></p> <ul style="list-style-type: none"> • The Home Service will still deliver books to people at home and in residential care homes, who could not otherwise get to a library. <p><u>Potential Negative Impacts</u></p> <ul style="list-style-type: none"> • Many disabled people would find it difficult to regularly travel to another library if their local library closed. • Potential impact on health and wellbeing

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Disability - Visual Impairment			<p><u>Potential Positive and Neutral Impacts</u></p> <ul style="list-style-type: none"> • Braille and audio services and the free Talking Newspaper for the blind will be accessible through the Kirklees Transcription Service. <p><u>Potential Negative Impacts</u></p> <ul style="list-style-type: none"> • Identified under general disabilities
Disability – Mental Health			<p><u>Potential Positive and Neutral Impacts</u></p> <ul style="list-style-type: none"> • We will continue to provide Bibliotherapy (helping people improve mental health and wellbeing) as part of the Librarian Outreach Programme. <p><u>Potential Negative Impacts</u></p> <ul style="list-style-type: none"> • Local libraries are seen as a safe, neutral environment and users with mental health issues often build up relationships with staff members and may feel the busier town libraries would not offer them the same service.
Disability – Learning Needs and Autism			<p><u>Potential Negative Impacts</u></p> <ul style="list-style-type: none"> • Local libraries are seen as a safe, neutral environment and users with

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			learning difficulties often build up relationships with staff members and may feel the busier town libraries would not offer them the same service.
Marriage & Civil Partnership			Unknown impact?
Pregnancy & Maternity	Direct		<p><u>Potential Negative Impacts</u></p> <ul style="list-style-type: none"> • Activities for babies also act as a support network for new parents and many people would be concerned if they lost this local resource • Information and signposting to support services could be lost.
Race	Direct		<p><u>Potential Positive and Neutral Impacts</u></p> <ul style="list-style-type: none"> • Books available in other languages are held at the core libraries. <p><u>Potential Negative Impacts</u></p> <ul style="list-style-type: none"> • Some of our local libraries are used much more by ethnic minorities. Closure could affect their ability to use the library service. For example in Birkby/Fartown LIC is seen as a safe and neutral space and Asian women are allowed to access the facility but would not be allowed to travel to another library in another town. • People with English as a second language often use libraries for internet access and printing. • Migrant workers move around and may be disadvantaged by closure of local libraries. • Potential impact in relation to ESOL, access to IT. • If ability to join in group activities are removed this could result in social isolation and have an adverse effect on health and wellbeing and fostering of good relations between different groups.

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Religion and belief	Direct		<ul style="list-style-type: none"> • People access information through our book stock and leaflets
Sex			<p><u>Potential Negative Impacts</u></p> <ul style="list-style-type: none"> • Could affect parents of pre-school and school age children mainly women who attend events as a means of preventing social isolation, depression etc.
Sexual Orientation	Direct		<ul style="list-style-type: none"> • People access information through our book stock and leaflets
Other groups (e.g. carers (socioeconomic, travellers etc)	Direct		<p>Socio-economic</p> <p><u>Potential Negative Impacts</u></p> <ul style="list-style-type: none"> • People living in areas of higher deprivation, where there are a high proportion of lone parents, lower levels of car ownership and more people with low educational qualifications and experiencing poverty would be disadvantaged by a loss of local service. • Potential impact in relation to access to IT for benefits, especially job seekers allowance, access to courses and essential skills training, particularly around employment e.g Job opportunities, CV and job application forms. Unemployed use library facilities more and more. <p>Carers</p> <p><u>Potential Negative Impacts</u></p> <ul style="list-style-type: none"> • Potential impact in relation to social isolation, rural isolation and respite opportunities.

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<p>Geographical Impact and/or community cohesion.</p>	<p>Direct</p>		<p><u>Potential Negative Impacts</u></p> <ul style="list-style-type: none"> • Rural isolation if outlying libraries close • Cost of travel to town library • Time taken to travel to town library • Local libraries offer a wide range of activities/facilities for the community, potentially reducing community tensions. Withdrawal of this opportunity could increase community tension. • Staff often pick up on potential tensions and this local knowledge would be removed.
<p>Staffing implications</p>	<p>Direct</p>		<p><u>Potential Negative Impacts</u></p> <ul style="list-style-type: none"> • Whilst every effort would be made to deploy staff there will inevitably be some redundancies. The library service has a high proportion of female staff

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WHO IS LIKELY TO BE AFFECTED BY THE PROPOSAL AND HOW (think about barriers, access, effects, outcomes etc.)			
Equality Group (protected characteristic)	Direct or Secondary Impact (state)	Positive, negative or neutral effect (state)	Please explain Address each group individually.
Impact of Community Supported Library and Information Centres (CSLICs)			
Age	Direct		<p><u>General Concerns</u></p> <p>A concern is whether volunteers in community supported library and information centres (CSLICs) will have sufficient knowledge, skills and training to enable them to meet the needs of people of different ages as compared with staff employed by the Council.</p> <p>Another general concern is the ability of volunteers to offer fully differentiated services and activities to cater for diverse needs.</p> <p>This is being addressed in the training given.</p> <p>Children and Young Adults</p> <p><u>Potential positive and neutral impacts:</u></p> <ul style="list-style-type: none"> • CSLICs will continue to provide books, internet access, and access to Summer Reading Challenge, Story Times and Rhyme Times.

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			<p>There could be an opportunity for CSLICs to open at more convenient times for children.</p> <ul style="list-style-type: none">• There is the potential for CSLICs to offer a wider range of activities/facilities for the community outside of library opening hours, some of which they may target at young adults, such as film nights, as already done at Chestnut centre or coffee shops.• Older children and teenagers may benefit positively from the anonymity of using a self-service kiosk as opposed to taking their book selection to a member of staff.• Children will be able engage with new technologies to enjoy using the self-issue machines to issue and take out their own material.• CSLICs should look to involve children on their steering groups or committees.• Parents and carers with pushchairs will still be able to access the stock as volunteers will receive training in the correct layout of the library. <p><u>Potential Negative Impacts</u></p> <ul style="list-style-type: none">• Library staff are a trusted source of advice for young people – there is a concern that volunteers cannot match this.• Many children and young people will be concerned about the sustainability of the CSLIC model, as they would find it difficult to regularly travel to another library if their local library reduced it's opening hours, did not offer hours accessible to those in school or closed.• Potentially volunteers will not be able to access the full borrower details on the Library Management system – something that is especially useful for children borrowing lots of books.• There are concerns about the ability of volunteers to identify
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			<p>appropriate books at the right level for children to support their literacy development. Training would need to be robust but is not something quickly learnt.</p> <ul style="list-style-type: none"> • Safeguarding – some parents may have concerns about taking their children to a library supported by volunteers rather than paid staff, and some children could be deterred themselves from going to the library. • Some parents could be concerned that volunteers may have unreasonable expectations of child behaviour, based on their own views of parenting and that the libraries will not be as child friendly as they currently are. • Young people or parents seeking information other than in books or the internet may need to wait while the volunteer uses the Enquire service or telephone a staffed library. <p>Adults</p> <p><u>Potential positive and neutral impacts:</u></p> <ul style="list-style-type: none"> • CSLICs will be able to propose increases in library opening hours for the benefit of the local community. This may make the library more accessible for adults who are working or who have other commitments during the day. • The library remaining open will benefit those on low incomes who cannot afford to travel to another library and who need to use the free internet for job searching and other similar activities. • Activities which adults can attend at the library which aid social inclusion, e.g. children’s events, reading groups, job clubs, learning events will continue. • Volunteering will enable more people in the community to gain
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			<p>new skills and experiences.</p> <p><u>Potential Negative Impacts</u></p> <ul style="list-style-type: none">• Often volunteers come from existing community groups in the area and this can be potentially off putting and seen as ‘cliquey’. <p>Older People</p> <p><u>Potential Positive and Neutral Impacts</u></p> <ul style="list-style-type: none">• It has been shown nationally that many of the volunteers who come forward to support libraries are retired people who are looking to remain active and play a part in their community. This can have a positive impact on social inclusion and health and wellbeing, fostering good relations amongst the community and encouraging older people to participate in public life.• Experience of self-service kiosks at Huddersfield Library suggests many elderly people adapt quickly to the self-service kiosks• As people get older their library needs will still be met locally and they will have local access to any special services they need e.g. large print or talking books <p><u>Potential Negative Impacts</u></p> <ul style="list-style-type: none">• Potentially volunteers will not be able to access the full borrower details on the Library Management system – something that is especially useful for older people borrowing lots of books who are unable to remember what they have read.
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			<ul style="list-style-type: none"> • Older people may be worried about losing a trusted member of staff who knows them and their reading habits, and having to deal with a number of volunteers. • Some older people may be less able to use a self-service kiosk and also prefer the face to face contact and help from staff. • Safeguarding – some vulnerable adults and their carers may have concerns about using a library run by volunteers rather than paid staff.
Disability - General	Direct		<p><u>Potential Positive and Neutral Impacts</u></p> <ul style="list-style-type: none"> • Users with a disability will still be able to enjoy access to a wide range of services, such as free audiobooks, assistive computer technology, hearing loops in all service points. Braille services and the free Talking Newspaper for the blind will be accessible through the Kirklees Transcription Service. • The Home Service will still deliver books to people at home and in residential care homes, who could not otherwise get to a library. <p><u>Potential Negative Impacts</u></p> <ul style="list-style-type: none"> • Some disabled people may be less able to use a self-service kiosk and also prefer the face to face contact and help from staff. • Safeguarding – some disabled people may have concerns about using a library supported by volunteers rather than paid staff. A concern is whether the volunteers in CSLICs will have sufficient training to enable them to meet the needs of people with different

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			<p>types of disabilities compared with staff employed by the Council. This will be addressed through training</p> <ul style="list-style-type: none"> • People with disabilities may be concerned with the sustainability of the service as they may not feel comfortable accessing a larger library and are likely to have more difficulties travelling.
Disability - Visual Impairment			<p><u>Potential Positive and Neutral Impacts</u></p> <ul style="list-style-type: none"> • Braille and audio services and the free Talking Newspaper for the blind will be accessible through the Kirklees Transcription Service. • Volunteers will receive training on how to help people with assistive technology <p><u>Potential Negative Impacts</u></p> <ul style="list-style-type: none"> • Potentially volunteers will not be able to access the full borrower details on the Library Management system – something that could be useful for visually impaired people.
Disability – Mental Health			<p><u>Potential Positive and Neutral Impacts</u></p> <ul style="list-style-type: none"> • People looking for information on more sensitive subjects will benefit from greater anonymity offered by self-service kiosks and the website. • There will still be access to information on mental health issues through the libraries health and wellbeing initiatives and signposting to partners. e.g Richmond Fellowship, Public Health. <p><u>Potential Negative Impacts</u></p>

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			<ul style="list-style-type: none"> • Volunteers are likely to be from the community they are serving and confidentiality issues could put some users off.
Disability – Learning Needs and Autism			<p><u>Potential Positive and Neutral Impacts</u></p> <ul style="list-style-type: none"> • As the Council will continue to provide stock for the CSLICs people with learning difficulties will still be able to access resources to support health and wellbeing, reading and learning. • Providing opportunities for volunteering to people with learning difficulties/autism could be a valuable chance for them to gain experience and develop skills. Extra support would be required. <p><u>Potential Negative Impacts</u></p> <ul style="list-style-type: none"> • People with a learning disability/autism may have concerns about how a volunteer will be able to support them, and people who struggle to cope with change may be concerned at the number of different volunteers they have to interact with. This may impact on the level of trust and confidence they have in the library to help them and the fear of not getting enough support could dissuade people from using the service. • People with dyslexia or learning disabilities may be less able to register on line and may need support to access services via the web.
Disability - Hearing Impairment			<p><u>Potential Positive and Neutral Impacts</u></p> <ul style="list-style-type: none"> • All CSLICs would have a hearing loop <p><u>Potential Negative Impacts</u></p> <ul style="list-style-type: none"> • No others identified other than outlined in general disabilities.

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Disability - Physical			<p><u>Potential Positive and Neutral Impacts</u></p> <ul style="list-style-type: none"> • Volunteers will receive training on the layout of the shelving units so there should be no change to the ability of the wheelchair users • People with disabilities have many ways of accessing the library service without visiting a branch – such as through online resources. Also the Home Service has free access to books, ebooks and eaudiobooks. <p><u>Potential Negative Impacts</u></p> <ul style="list-style-type: none"> • No others identified other than outlined in general disabilities.
Marriage & Civil Partnership	Direct		<p><u>Potential Positive and Neutral Impacts</u></p> <ul style="list-style-type: none"> • No other impacts identified other than set out above. <p><u>Potential Negative Impacts</u></p> <ul style="list-style-type: none"> • A concern is whether the volunteers in CSLICs will have sufficient training to enable them to meet the needs of people with different lifestyles. • Volunteers are likely to be from the community they are serving and confidentiality issues could put some users off.
Pregnancy & Maternity	Direct		<p><u>Potential Positive and Neutral Impacts</u></p> <ul style="list-style-type: none"> • Continued access to literature, self-help books and signposting to partners who work in this field e.g. Auntie Pam’s. • CSLICS will continue to provide activities for babies and new mums. <p><u>Potential Negative Impacts</u></p> <ul style="list-style-type: none"> • Volunteers are likely to be from the community they are serving and confidentiality issues could put some users off.

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			<ul style="list-style-type: none"> Activities for babies also act as a support network for new parents and many people would be concerned if they lost this local resource if the CSLIC was unsustainable.
Race	Direct		<p><u>Potential Positive and Neutral Impacts</u></p> <ul style="list-style-type: none"> The introduction of volunteers presents an opportunity to increase the diversity of the people serving the public through Kirklees Libraries. <p><u>Potential Negative Impacts</u></p> <ul style="list-style-type: none"> Members of different races may be discouraged from using the library if the volunteers are not representative of the local community. Some communities in North Kirklees where there is a higher level of ethnic minorities have higher levels of social deprivation. For instance at Ravensthorpe the IT provision is highly valued as some people cannot afford to own PCs and laptops. Many people would be concerned if they lost this local resource if the CSLIC was unsustainable, or if no-one from the community came forward to run the service. People who have English as a second language may be discouraged from using the library if they find the self-issue machines difficult to operate without assistance. To be addressed through training. There may be concerns from members of ethnic minorities about the ability of volunteers to help them with specific cultural requirements and they may not have the same level of trust in a volunteer as they would in paid staff. This could dissuade them

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			from using the library.
Religion and belief	Direct		<p><u>Potential Positive and Neutral Impacts</u></p> <ul style="list-style-type: none"> • The introduction of volunteers presents an opportunity to increase the diversity of the people serving the public through Kirklees Libraries. <p><u>Potential Negative Impacts</u></p> <ul style="list-style-type: none"> • Members of different faiths may be discouraged from using the library if the volunteers are not representative of the local community. • Some established volunteer groups are based around church or religious organisations.
Sex	Direct		<p><u>Potential Positive and Neutral Impacts</u></p> <ul style="list-style-type: none"> • This could be an opportunity to train male volunteers, so this could raise the profile of men working in libraries and could positively impact on the number of male library users • If the CSLICs increase opening hours this could be advantageous to working men and women who have limited availability for going into the library. <p><u>Potential Negative Impacts</u></p> <ul style="list-style-type: none"> • No other negative impacts identified.
Sexual Orientation	Direct		<p><u>Potential Positive and Neutral Impacts</u></p> <ul style="list-style-type: none"> • People looking for information on more sensitive subjects will benefit from greater anonymity offered by self-service kiosks and the website.

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			<p><u>Potential Negative Impacts</u></p> <ul style="list-style-type: none"> Some people may have concerns about using a library supported by volunteers. A concern is whether the volunteers in CSLICs will have sufficient training to enable them to meet the needs of people with different protected characteristics compared with staff employed by the Council. This will be addressed through training.
<p>Other groups (e.g. carers (socioeconomic, travellers etc)</p>	<p>Direct</p>		<p>Gypsy, Roma and Travellers</p> <p><u>Potential Positive and Neutral Impacts</u></p> <ul style="list-style-type: none"> Gypsy, Roma and Traveller people who do not have a current fixed address will be able to join the library in the same way they would now. Work with Gypsy, Roma and Traveller people could still continue through the librarian outreach programme if sufficient core budget remains. <p><u>Potential Negative Impacts</u></p> <ul style="list-style-type: none"> Gypsy, Roma and Traveller people could feel apprehensive about approaching a volunteer run library, as they may be concerned that the volunteers will not meet the same standards in terms of inclusion. <p>Carers</p> <p><u>Potential Positive and Neutral Impacts</u></p> <ul style="list-style-type: none"> Provision of signposting and information will still be available through CSLICS

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			<ul style="list-style-type: none"> • Extension of opening hours could benefit Carers providing a quiet space for study and leisure. <p><u>Potential Negative Impacts</u></p> <ul style="list-style-type: none"> • Volunteers will make more use of online or telephone to answer enquiries, Delays could present a barrier to Carers who may need information quickly. <p>Socio-economic</p> <p><u>Potential Positive and Neutral Impacts</u></p> <ul style="list-style-type: none"> • People in deprived areas will benefit from libraries staying open. • Opportunities for volunteering and the skills and experience gained could be beneficial for unemployed people when looking for work. <p><u>Potential Negative Impacts</u></p> <ul style="list-style-type: none"> • People in more deprived or rural areas with no access to a car or public transport will have concerns about the sustainability of the CSLICS. People in areas of higher need are likely to require greater support and be less able to self-serve.
<p>Community Cohesion.</p>	<p>Direct</p>		<p><u>Potential Positive and Neutral Impacts</u></p> <ul style="list-style-type: none"> • This could be an opportunity to involve more people from the community, therefore helping to promote understanding and promote positive relationships. • There is the potential for CSLICs to offer a wider range of activities/facilities for the community outside of library opening hours, some of which they may target at young adults, such as film nights, as already done at Chestnut centre or coffee shops, this may reduce tensions and give opportunities to positively promote

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			<p>community cohesion.</p> <p><u>Potential Negative Impacts</u></p> <ul style="list-style-type: none"> At present paid staff are made aware of potential community tensions and have a good relationship with the Police and Community Support Officers. It would not be appropriate for volunteers to be given the same level of community tension information.
Staffing implications	Direct		<p><u>Potential Negative Impacts</u></p> <ul style="list-style-type: none"> Whilst every effort would be made to deploy staff there will inevitably be some redundancies. . The library service has a high proportion of female staff.

CONSULTATION, ENGAGEMENT & PARTNERSHIP

How do you plan to consult? With who? Why?

Already done: Plus Survey, Village Library Consultation, and Library Consultation
<http://www2.kirklees.gov.uk/involve/entry.aspx?id=428>

However, we would need to do more specific consultation for EIAs on actual closures.

- Which groups protected under the Equality Act 2010 would be affected?
- What the impacts would be on those groups
- What mitigating actions could be put in place to eliminate or reduce impacts

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Identify stakeholders/stakeholder groups and contact.
What were the results of the <i>general</i> consultation?
http://www.kirklees.gov.uk/involve/publisheddoc.aspx?ref=hgcb1eiu&e=508
What were the results of <i>specific</i> consultation?
http://www.kirklees.gov.uk/leisure/libraries/consultation.aspx
Where is the evidence of consultation that you have undertaken?
http://www.kirklees.gov.uk/leisure/libraries/consultation.aspx

WHAT NEXT ?
What has happened as a result of the consultation?
Cabinet Report submitted for decision on 22 nd of September 2015
What action will you now be taking? Detail any mitigation actions where necessary?
Service Review
How will any outcomes be monitored, reviewed, evaluated and promoted where necessary?

Review of sustainability of volunteers helping to provide the service will take place on a site basis at 6 monthly intervals.
Any Additional Information



This is the end of the Equality Impact Process. By now you should have been able to clearly demonstrate and evidence your thinking and decision(s). An update sheet has been provided should you wish to add any information at a later stage. **IT SHOULD NOW BE PUBLISHED.**

- Save this document for your own records
- Complete and save a front sheet
- Use the EIA checklist to make sure you have done everything that is required.
- Send this, a front sheet, stage 2 document and your screening tool if you have completed one to equalityanddiversity@kirklees.gov.uk

UPDATE / REVIEW SHEET
Enter text here

Date received	Format of petition	Signatures	Subject of petition	Response to petition
05-Nov-14	Paper	167	Petition about the closure of Birstall Library.	An officer will investigate and respond to the petition.
10-Dec-14	Paper and E-petition	3903	Petition requesting that Cleckheaton Library remains where it is and providing the services it does now.	The petition has been passed to the Assistant Director – Customer and Exchequer who will investigate and respond to the Lead Petitioner. The petition will be considered as part of the Budget Consultation Exercise.
14-Jan-15	Paper	11010	The petition objects to moving Batley Library to any other site and sell of the Carnegie Library Building.	The petition has been passed to a Council Officer who will investigate and respond to the Lead Petitioner.
02-Apr-15	Paper	2498	The petitioners strongly object to any plans to close Heckmondwike Library or to sell the purpose built buildings as it would lead without a library and result in job losses	The petition has been passed onto an officer in Customer and Exchequer who will investigate and respond to the Lead Petitioner.

10-Dec-2014	Paper	1102	Petition requesting the retention of Birstall Library and Information Centre, Market, Children's Centre and Oakwell Hall and Country Park.	This petition has been passed to the assistant Director – Customer and Exchequer Services who will investigate and respond to the Lead Petitioner. This petition will be considered as part of the Budget Consultation Exercise.
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The Batley & Cleckheaton petitions were heard at full council on 29th July 2015

In addition to these paper ones there are e-petitions that are as follows:

Petition	Petitioner	Petition target	Closing date	Signature Count
Protect Batley Library	Malcolm Haigh	Kirklees Council	Tue, 30 Jun 15	665
Petition To Save Heckmondwike Library	Alexandra Helen Bullock	Kirklees Council	Mon, 4 Jan 16	68
Petition to Save Mirfield Library	Cllr James Taylor	Kirklees Council	Wed, 3 Feb 16	361

Protect Batley Library	Collecting signatures (Closing date: 30 th June 2015)	e-petition	595	We the undersigned strongly object to any plan to move Batley Library to a new venue and sell off the iconic Carnegie Library building which was given by Andrew Carnegie to the public of Batley more than 100 years ago. The building, complete with public clock, is a vital part of the outstanding Batley town centre conservation area and the service offered there is crucial to the wellbeing, enrichment and education of people of all ages. To sell it off would rob the people of Batley of what is rightfully theirs and decimate any image of Batley being a town of which to be proud.

<p>Petition to Save Heckmondwike Library</p>	<p>Collecting signatures (Closing date: 4th January 2016)</p>	<p>e-petition</p>	<p>26</p>	<p>We, the undersigned, strongly object to any proposals to close Heckmondwike Library, or to sell the purpose-built building, which would leave the town of Heckmondwike without a library, and result in significant numbers of staff job losses.</p> <p>--</p> <p>The Library is the only civic building in Heckmondwike, and is a community focal point. Users also come from many surrounding areas. In addition to traditional loan services and photocopying/fax, we have special loan collections of quick reads, graphic novels, and a Local History and Reference Collection. Heckmondwike Library provides free public computer access, which is constantly in demand, and hosts basic IT skills courses, local speakers, craft groups, conversation groups, and an under-5s group.</p> <p>Heckmondwike has no other centre for Citizens Advice, or a Job Centre. Drop-ins for assisted job searches, a Job Centre outreach service, and facilities such as utility bill payments, issuing of Kirklees Passports, Gateway to Care enquiries, and Blue Badge applications, are all currently offered by our library, and are necessities for our local population.</p>
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Deputations received.

14 January 2015: Paul Scaife (UNISON) re: potential cuts to Library Service & Gary Furner requesting retention of Cleckheaton Library. The decision is included at the end of the following link:
[https://democracy.kirklees.gov.uk/Data/Cabinet%20\(Holding%20Executive%20to%20Account\)/201501141645/Agenda/CHEA14011552747X.pdf](https://democracy.kirklees.gov.uk/Data/Cabinet%20(Holding%20Executive%20to%20Account)/201501141645/Agenda/CHEA14011552747X.pdf)

28th July 2015: Cleckheaton, Mirfield & Birstall Libraries.
 29th July 2015: Cleckheaton, Mirfield & Honley Libraries.

Consultations

As part of the consultation and research Cllr Graham Turner did the following.

- Visited every library and been behind the scenes at them all,
- Visited Red Doles Lane, spent half day out with the Home Delivery Service, spent half a day with the Transcription Service.
- Spent all day with the library staff at the library away day.
- Whilst going round the libraries on my visits I have spoken to many users, staff.

- Attend public meetings in Golcar, Holmfirth, Mirfield, Cleckheaton, Denby Dale, and Skelmanthorpe. Also met residents in Lepton.
- Spoken to some of these groups several times.
- Visited York library trust.
- Attended a full day's conference at Manchester central library to discuss the future of libraries nationally.
- Invited all Councillors to meet with me. Some responded by e mail which you have.
- Met with - Cllrs Judith Hughes, Linda Wilkinson, Liz Smaje, Andrew Pinnock , Nicola Turner , Musarrat Khan, Peter McBride , Naheed Mayer, Hilary Richards Mohan Sokhal, Sheikh Ullah , Donna Bellamy, Bill Armer ,John Taylor ,Nigel Patrick.

The Chief Librarian received 4 emails from the public expressing concerns and two petitions from schools in Cleckheaton (Whitcliffe Mount and Whitechapel Primary),

Service Point	Discussions/Meetings and Dates	Cllr Involvement	Officer Involvement
*On-going Friends of Groups meetings or discussions with public/volunteers are now taking place at regular intervals – with the exception of: Chestnut Centre, Dewsbury, Greenwood Centre, Huddersfield, Rawthorpe/Dalton and Thornhill Lees. Work is on-going to build capacity in these areas.			
Almondbury	Public Meeting 20/09/14 Public meeting Saturday 24/1/15 Friends Group formed first meeting 07/02/15- meetings on going	Arranged by Cllr Phil Scott Arranged by Cllr Wilkinson	Carol and Alison attended. Kathryn attended Kathryn and Gillian attending
Batley	Meeting with MP, Mike Wood and 4 concerned residents. Planning meeting District Committee 16/12/14 Public meeting District Committee 20/1/15 Crochet group	Photo call on LIC steps March 2014 Petition submitted to Council Jan 2015 Cllr Turner on site visit	Carol and Alison attended. Carol attended. Carol and Alison attended Carol and Alison in attendance
Birkby/Fartown	29/03/15 Israt Ali (conservative MP candidate) held public meeting 20/05/15 meeting to start FoG- 6 attended 9 and 16/6/15 public (Carol	Cllr Turner spoke, Cllrs Carol Pattison and Mohan Sokhal attended	Carol and Kathryn attended Kathryn attended Kathryn attended- small turn

	Williams) held meetings to canvass for more friends		outs no further action
Birstall	<p>Chamber of Trade – possible request for meeting not materialised.</p> <p>Meeting with MP, Mike Wood and 4 concerned residents</p> <p>Public meeting 8/12/14</p> <p>Planning meeting District Committee 16/12/14</p> <p>Public meeting District Committee 20/1/15</p> <p>Ward Forum 25/2/15</p>	<p>Save Birstall photo call in market place Summer 2014.</p> <p>Petition submitted to Council Nov 2014</p> <p>Cllr Light attended</p>	<p>Carol and Alison attended</p> <p>Carol and Alison attended</p> <p>Carol and Alison attended</p> <p>Alison to attend</p>
Cleckheaton	<p>Meeting with MP, Mike Wood and 4 concerned residents</p> <p>Public meeting 1/12/14</p>	<p>Lib Dem update Nov 2014 focus on LIC</p> <p>Petition submitted to Council Jan 2015</p> <p>Cllr A Pinnock attended.</p>	<p>Discussion with Ian Stringer September 2014 (member of IFLA). He is in contact with CL protest group. Carol advised re: budget proposals and suggested a meeting – nothing happened.</p> <p>Carol and Alison attended</p>

	<p>Planning meeting District Committee 16/12/14</p> <p>Friends of Group formed Jan 2015</p> <p>Public meeting District Committee 20/1/15</p> <p>FOG meeting 9/2/15</p>	<p>Cllr A Pinnock attended</p> <p>Cllr Turner attended as well as Cllrs A Pinnock and Lawson.</p>	<p>Carol attended.</p> <p>Carol and Alison attended.</p> <p>Alison attended</p>
Deighton -Chestnut Centre	Mike McCusker shown interest in FH running completely	Mike McCusker informed he needs to talk to Ward Councillors	Carol and Kathryn had initial discussion.
Denby Dale	<p>Trustees Meetings on going</p> <p>Training volunteers 17/09/14</p>	Attended by Cllr Graham Turner and Cllr Jim Dodds	Kathryn attends (Carol attends Asset Transfer Meetings)
Dewsbury	<p>Meeting with Cllr O'Donovan - 03/09/14</p> <p>District Planning meeting 14/10/14</p> <p>District Public Meeting 11/11/14</p> <p>District Planning meeting 13/1/15</p>	Cllr O'Donovan	<p>Carol attended with Alison</p> <p>Carol attended.</p> <p>Carol and Alison attended</p> <p>Carol and Alison attended</p>

Golcar	Public meeting held– 28/07/14	Attended by Cllrs Turner/Richards/Marchington/Iredale Organised by Cllr Hilary Richards	Carol attended
	Public Meeting – 27/09/14	Attended by Cllrs Turner and Richards	Carol attended
	Steering Group Meeting – 22/10/14 Discussion re FOG constitution	Attended by Cllr Richards/Marchington/Iredale. Included steering group members	Salma attended
	Volunteer Group Meeting – 03/11/14 SD updated on volunteer information	Attended by Cllr Richards/Marchington and members of the public.	Salma attended
	Steering Group Meeting – 10/11/14 Discussion re FOG constitution	Attended by Cllr Richards/Marchington and members of the public.	Salma attended
	Visit to Milnsbridge Village Hall – To view as possible book drop location. 17/11/14	Met with Robert Iredale – Trustee	Salma attended
	GO steering group meeting. 01/12/14	Attended by Cllrs and members of the steering group	Salma and Steph Shaw
	GO FOG AGM 06/12/14	Attended by Cllrs and Steering group/volunteer group members	Steph Shaw
	GO asset transfer meeting 07/01/15	Attended by Cllr Richards	Sally Beaumont, Habiban Zaman, SD,

	GO FOG Management Committee 08/01/15	Cllr Richards and Cllr Marchington	SD and Steph Shaw
Heckmondwike	<p>Planning meeting District Committee 16/12/14</p> <p>Public meeting 13/1/15</p> <p>Public meeting District Committee 20/1/15</p> <p>FOG formed Feb 2015</p> <p>Meeting John Appleyard, Chair of FOG</p>	<p>Cllrs Hall and Sheard in attendance</p> <p>Cllr Turner on site visit</p>	<p>Carol attended</p> <p>Carol and Alison attended</p> <p>Carol and Alison attended</p> <p>Carol and Alison in attendance</p>
Holmfirth	<p>Asset transfer discussion 11/09/14</p> <p>Meeting with Headmaster Holmfirth High School re: Holmfirth Adult ED Centre 7/11/14</p> <p>Public meeting with a view to setting up a FOG 15/01/15</p> <p>24/03/15 1st Meeting with HF members to set up a FOG</p>	<p>Parish Councillors</p> <p>Cllr Graham Turner</p>	<p>Carol meeting with Jonathan Quarmby and Parish Councillors (didn't happen) Carol and Salma attended.</p> <p>Attended by Carol Stump and Salma Dad</p> <p>Salma Dad</p>

<p>Honley</p>	<p>Ongoing meetings with FOG. FOG have asked for a meeting with Carol re: Policy Committee news 11/09/14 Training session for volunteers 18/09/14 02/03/15 Meeting with HL FOG re future plans</p>	<p>Cllr Greaves seem to be mostly involved. Cllr Greaves</p>	<p>Carol and Salma to attend. Salma meets with FOG. Salma Dad</p>
<p>Huddersfield</p>			
<p>Kirkburton</p>	<p>Parish Councillors meeting to discuss future. Meeting with Parish Cllrs 08/09/14 Meeting 7/10/14 07/11/14 Meeting with 2 parish Councillors and architect 01/12/14 meeting Parish Councillors Public meeting arranged for 26/02/15 1st April initial call for FoG, July FoG formed- now ongoing</p>	<p>Cllr Barraclough mostly involved. Parish Cllr John Hirst Parish Cllr Hirst, Barraclough Organised by Parish Councillors</p>	<p>Kathryn has been asked to supply costings for running the LIC and has hosted a site visit by Ward/Parish Cllrs. Kathryn attending Carol and Kathryn Kathryn attended Kathryn attended Kathryn attending</p>
<p>Kirkheaton</p>	<p>Volunteers now supporting service delivery on a regular basis Yetton Together still in contact with PRP</p>		<p>Alison has proposed beginning discussions with YT in new Year regarding LIC provision post</p>

	<p>Meeting Trish Mellor, Chair YT 30/1/15</p> <p>13/2/15 Meeting with representatives of YT committee</p>	<p>Alison attended</p> <p>Cllr Turner on site visit</p>	<p>August 2014 when Council lease ends</p> <p>Alison and Carol in attendance</p>
Lepton	<p>Initial interest from Methodist Church re: book drop if LIC closes</p> <p>28/02/15 public meeting</p> <p>9/06/15 Call for FoG meeting held</p>	<p>Cllr Phil Scott waiting until after Almondbury meeting to progress further.</p> <p>Organised by Cllr Wilkinson</p> <p>Cllrs Hughes, Wilkinson attended</p>	<p>Kathryn spoken to Methodist Church</p> <p>Carol attended</p> <p>Kathryn attended</p>
Lindley	<p>Public Meeting - 04/09/14</p> <p>Meeting with Cllr Burke 17/12/14</p> <p>Public meeting s re volunteering 26/1/15 and 12/2/15.</p> <p>05/03/15 First Friends of meeting- ongoing</p>	<p>Cllr Cahal Burke organising. Kathryn informed Cllrs Hemingway and Brice about the meeting. Cllr Burke organised</p> <p>Cllr Burke organised</p> <p>Cllrs Burke, Hemingway attend</p>	<p>Carol and Kathryn attended.</p> <p>Kathryn attended</p> <p>Kathryn attended</p> <p>Kathryn attending</p>

Marsden	Meeting with Marsden Management Committee - 21/10/14 Public Meeting 24/11/14 with Marsden Mechanics Committee re library update and potential FOG set up.		Carol and Salma attended. Carol and Salma attended
Meltham	Public meeting - 14/08/14 Meeting – 28/08/14 FOG visited Hudds library and B/F (to look at a reduced space). Meeting with FOG members Public meeting 26/11/14 regarding library update and volunteering Meeting with Meltham FOG and Richard Noon 19/01/15 Meeting with FOG	Cllr Doveton-Holroyd leading. Cllr Greaves, Cllr Lyons, Cllr Doveton	No attendance requested. Carol/Salma attended Ann Emery hosted. Carol and Salma attended Salma attended. Salma and Diane Wood attended Salma Dad
Mirfield	Meeting with Cllr O'Donovan - 03/09/14 District Planning meeting 14/10/14 District Public Meeting 11/11/14	Ward Councillors called public meeting 2 nd Sept. No contact/publicity since. Cllr O'Donovan	Carol attended with Alison Carol attended with Alison

	Meeting with D. Pinder, Chair of Town Council re possibility of public meeting	Alison attended	
Ravensthorpe – Greenwood Centre	Meeting with Cllr O’Donovan - 03/09/14 District Planning meeting 14/10/14 District Public Meeting 11/11/14 Residents Action Group called public meeting 20 th Oct. Small number of volunteers coming forward Second public meeting held 19/1/15	Cllr O’Donovan Cllr Karen Rowland and Paula Sherriff attended Cllr Karen Rowland attended	Carol attended with Alison Carol and Alison attended Carol and Jane attended. Carol attended (Alison came late from another meeting)
Rawthorpe/Dalton			
Shepley	Village Association meeting: 30/09/14 10/11/14 Village Association, locality meeting re asset transfer 4/12/14 8/12/15 Village Association Meeting	3 members SVA plus Habi Community support, conference call Sophie (locality) Meeting Will Roebuck and Shepley Village association with ward councillors Will Roebuck organised, several put names forward to work ideas up. Will Roebuck and those interested in being on CIC committee. Agreed to	Carol and Kathryn attended. Kathryn attended Kathryn attended Kathryn attended

	14/01/15 follow up meeting from 8/12/14 10/02/15 Shepley Hub CIC library work package meeting-ongoing	be a CIC and agreed directors Organised by Roger Prescott	Kathryn attended Kathryn and Sue Wimpenny attended
Skelmanthorpe	Public Meeting -21/08/14 Public Meeting – 24/09/14 Public Meeting- 11/11/13 Public Meeting 13/01/15 Friends of SK LIC meeting 11/02/15-ongoing	Cllr Graham Turner organised Cllr Graham Turner organised Cllr Graham Turner organised Cllr Graham Turner organised- now formed Friends of Skelmanthorpe Library Cllr Turner Chair	Kathryn attended. Carol and Kathryn attended Kathryn attended Kathryn and Liz Booth attended
Slaithwaite			
Thornhill Lees	Petition organised by library users ongoing Meeting with Cllr O'Donovan - 03/09/14 District Planning meeting 14/10/14 District Public Meeting 11/11/14 Public Meeting arranged by LIC users 13/12/15	Cllr O'Donovan Cllr Ahmed attended	Carol and Alison attended. Carol and Alison attended Carol and Alison attended

Mobiles/Home Service/KTS			
Other area involvement	<p>Longwood Mechanics Hall – Robert Iredale asked for meeting to discuss book drop. 08/09/14.</p> <p>Also possible request for book drop in Milnsbridge</p> <p>Meeting Paddock Village Trust about support for their library</p>	<p>Cllr Iredale’s husband.</p> <p>Cllr Iredale’s husband</p>	<p>Alison and Salma attended.</p> <p>Carol and Alison attended</p>