

<b>REPORT TO:</b>	<b>CABINET 21 March 2016</b>
<b>AGENDA ITEM:</b>	<b>8</b>
<b>SUBJECT:</b>	<b>Ambitious for the Library Service in Croydon – gaining the views of the community</b>
<b>LEAD OFFICER:</b>	<b>Paul Greenhalgh, Executive Director, People</b>
<b>CABINET MEMBER:</b>	<b>Cllr Timothy Godfrey, Cabinet Member for Culture, Sport and Leisure</b>
<b>WARDS:</b>	<b>All</b>

**CORPORATE PRIORITY/POLICY CONTEXT**

The recommendations contribute to the council’s priorities to

- make Croydon a place that communities are proud of and want to look after as their neighbourhood
- develop a thriving and lively cultural offer which engages communities and supports regeneration
- make Croydon a place where people of all ages are able to reach their potential through access to quality schools and learning

**AMBITIOUS FOR CROYDON & WHY ARE WE DOING THIS:**

Ambitious for Croydon stated “We will not close libraries, but we will look at using models such as the Upper Norwood Library to continue providing library services throughout the borough on a sustainable, long term footing.”

This engagement will help us shape how and what investment in our Libraries will be required in the future

The recommendations are in keeping with our promise to involve local people in the planning and decision making about what library services best meet their needs

**FINANCIAL IMPACT:**

There are minimal financial costs associated with the recommendations which relate to the costs of the engagement exercise, estimated to amount to approximately £3k. These will be funded from the existing general fund budget for the Universal People Services Division.

**FORWARD PLAN KEY DECISION REFERENCE NO:**

This is not a key decision

The Leader of the Council has delegated to the Cabinet the power to make the decisions set out in the recommendations below

## **1. RECOMMENDATIONS**

The Cabinet is recommended to note:

- 1.1 A community engagement exercise is to be carried out to seek the views of the public on their ambitions for Croydon's Library Service as part of the Council's development of an Ambitious for Libraries plan for Croydon
- 1.2 The timetable for the engagement is:
  - survey and focus groups – 22<sup>nd</sup> March 2016 – 2<sup>nd</sup> May 2016
  - analysis and completion of engagement report – June/July 2016
- 1.3 That following conclusion of the engagement exercise it is intended that a further report will be presented to Cabinet in late summer to consider approval of an Ambitious for Libraries plan
- 1.4 The community engagement will also enable the Council to consider how best to set its investment priorities for the service

## **2. EXECUTIVE SUMMARY**

- 2.1 This report outlines plans to undertake a community engagement exercise to seek views about their ambitions for Croydon's Library Service (the Service) and how they might wish to be involved in developing and delivering services.

### **3. DETAIL**

- 3.1. The council is Ambitious for Libraries and determined to ensure Croydon residents can access and enjoy a borough wide Service which is fit for the 21<sup>st</sup> century and which provides value for money and improved services for people in a way they want to use them. Libraries are probably best known as places to facilitate literacy and learning, yet they also play a valuable role in the community, providing a neutral and safe place to share services and engage with others who live in the wider community.

The Service has a part to play in supporting the four overarching strategic outcomes of the community strategy for the borough: Independence; Liveability; Growth and Enabling.

- 3.2. Croydon operates thirteen libraries, a large central library, twelve branch libraries and a home library service for those residents who have difficulties leaving their homes. Croydon also co-funds Upper Norwood Library with London borough of Lambeth.
- 3.3. The libraries offer comprehensive collections of reading and information material, enquiry services, online resources, newspapers, the People's Network, Wi-Fi and a range of activities for adults and children. In addition to these services the central library offers an extensive reference and information service, extensive study space and specialist collections. The service participates in national initiatives such as the Universal Reading Offer and Summer Reading Challenge and partnership work with many organisations such as the BBC, the Reading Agency, National Literacy Trust.
- 3.4. In recent years reductions in public sector spending mean Councils have had to make some difficult choices which include substantial savings in their operations. In response to this a variety of alternative delivery models for library services have developed across the country. Croydon's library service was outsourced in October 2013 and it is now delivered through a contract with Carillion Integrated Services. A saving of £800k has been delivered on annual costs from 2014/15 on the library service budget by the outsourcing of the service.
- 3.5. The council continues to face significant funding cuts over the next few years but wants to continue to support and develop a borough wide library network. The Service needs to continue to offer value for money but at a lower cost. Therefore the public engagement exercise will be part of developing a new library plan which will set out the council's vision for the library service. The Council wants its libraries to be places, physical and virtual, that provide access to knowledge and information, culture and leisure opportunities, digital services and inclusion. The ambition is that they will be delivered in partnership with local communities, meeting and adapting to local need.
- 3.6. To inform the development of an Ambitious for Libraries plan officers will work closely with Carillion Integrated Services to engage with the community. Views will largely be obtained through an online community survey which will be launched on 22nd March and will run until 2nd May 2016. Support will be available for those people for whom on- line access is not possible. A number of targeted focus groups will be held including older and younger residents and

those new to our community who have English as a second language. It is also intended to gain the views of those who do not currently use libraries or who are lapsed users. Therefore the starting point for the new plan is to gain residents views about what they want from the Service.

The council is ambitious for the library service and the Council's vision is

- To place libraries as the hub of a community, re- thinking what a library space is, where it could/should be and how it can be used to best meet the varied needs of local communities;
- To incorporate community participation to support resilience and sustainability of library services;
- Provision of a range of services including digital access to council services to add value and deliver efficiencies;
- To seek regeneration and housing development opportunities , working in partnership with community and commercial organisations;To exploit all opportunities to use the libraries to maximum effect , extending use outside current opening hours, creative use of spaces with new partnerships and reprovision where possible

### **3.7 Why are we engaging with our communities about their library services**

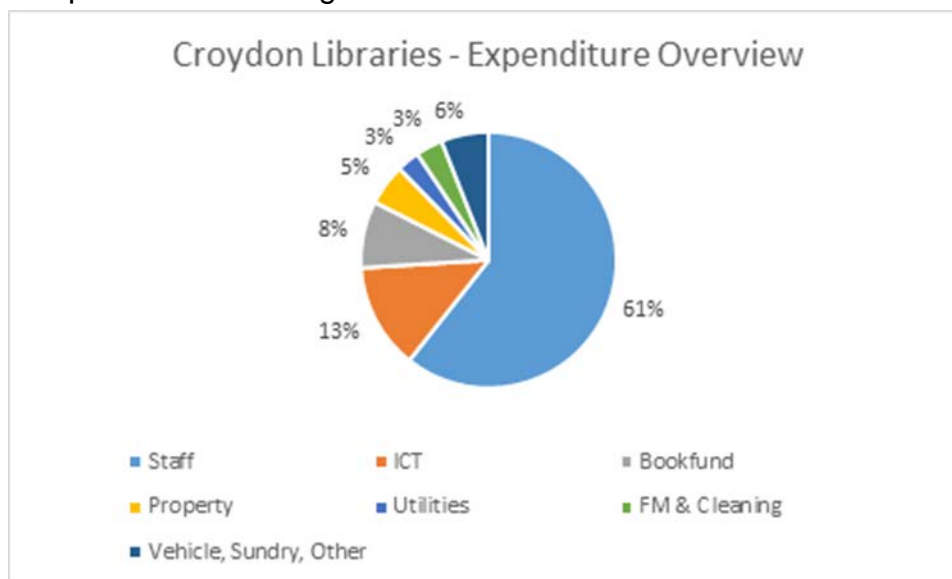
The engagement is to engender discussions amongst people who use the libraries for a variety of reasons including “lovers of books”, users of digital resources and ICT , participants in reading groups and other community activities. The Council also want to talk to lapsed users and those who have never used the services.

The intention is to prioritise expenditure on what people tell us they want and by doing this will make sure that the library service better meets the needs of residents, grows and prospers into the future meeting our ambitions for libraries.

#### **Some key facts**

- Croydon has 380,700 residents (GLA estimate 2015) of whom over 22% are children. 18% of our residents currently actively use our libraries (borrow, access services etc), approximately 50% of those are children and young people.
- The Service has nearly 380,000 items of stock but almost a third has not been borrowed for over a year.
- Croydon has a below average book stock per 1,000 population and buys fewer books each year than most other councils in the country.
- Reservation fees are amongst the lowest in the country. The service only charges reservation fees for items not in stock in the borough.
- Current budget allows the replacement/refresh of roughly 8% of the book stock each year and it would take 12 years to replace/ refresh our book stock in the borough's 13 libraries at the current rate. The range of online resources is increasing and it is planned to have 17% of active use accessed via this route in 2016/17.

- All libraries have free Wi-Fi access and the information and communications technology (ICT) was upgraded across the network in 2013/14 and is due to be renewed in 2017.
- Croydon has below average book lending per 1,000 population.
- Croydon has one of the lowest issues per 1,000 population of electronic and other lending
- 400 people attended free job clubs provided in libraries in 2014/15.
- The Council currently spend 21% of the library budget on the ICT and bookfund and 79% on the staff, buildings.
- Croydon had 6.1% of 'worked hours' provided by volunteers in 2014-15 compared to an average of 4.5%.



- It is estimated that the Service will have 2,000,000 visitors next year of whom half will be to the Central library which remains one of the busiest libraries in the country.
- Around 7000 people each month attend events in libraries.

Please see appendices for additional information regarding the library service

- Opening Hours - 2016
- Financial information 2009/10 to 2014/15
- Croydon Libraries Capital Spend 2007 – 2015
- Croydon libraries Bookstock 2013 – 2015
- Snapshot of service usage September 2015

The Chartered Institute of Public Finance and Accountancy (CIPFA) annually publishes comparative analysis of library services in England and Wales. The report for 2014-15 will due to be published in March 2016 and be made available as part of the engagement exercise.

- 3.8 The survey and focus groups will ask what people want from the service, what matters most and whether individuals or groups are interested in becoming involved in the running and development of their local library. Involvement

could range from being an occasional volunteer through to a group taking over the delivery of the service. A local example is the Upper Norwood Library where a group of local people have formed a Trust which, it is planned from April 2016, will take responsibility for providing a community hub in the current building which includes a library offer. It will be useful as the library develops to learn from their experience.

3.9 It is planned to analyse and evaluate the results from the community engagement in May and June and come back to Cabinet late in the summer of 2016 to seek approval of an Ambitious for Libraries plan which will include proposals for the future.

#### 4. CONSULTATION

4.1 This report outlines how the council plans to undertake a community engagement exercise with residents to elicit what they want from the library service.

#### 5 FINANCIAL AND RISK ASSESSMENT CONSIDERATIONS

The cost of this engagement is estimated to be £3k and will be funded from existing revenue budgets.

##### 5.1. Revenue and Capital consequences of report recommendations

	Current year	Medium Term Financial Strategy – 3 year forecast		
	2015/16 £'000	2016/17 £'000	2017/18 £'000	2018/19 £'000
<b>Revenue Budget available</b>				
Expenditure	3			
Income				
<b>Effect of decision from report</b>				
Expenditure				
Income				
<b>Remaining budget</b>	<u>0</u>	<u></u>	<u></u>	<u></u>
<b>Capital Budget available</b>				
Expenditure				
<b>Effect of decision from report</b>				
Expenditure				
<b>Remaining budget</b>	<u></u>	<u></u>	<u></u>	<u></u>

##### 5.2 The effect of the decision

### 5.3 Risks

There are no direct financial risks associated with the engagement plans outlined in this report.

### 5.4. Options

The plan is in keeping with a promise made to Croydon residents that they would be involved in the planning of future library services.

### 5.5. Future savings/efficiencies

There are no direct savings implications arising from the report. However the outcome of the engagement process could lead to a change in the service provided which could have a financial impact in the future.

5.6. (Approved by: *Lisa Taylor*, Head of Finance and Deputy S151 Officer)

## 6. COMMENTS OF THE BOROUGH SOLICITOR AND MONITORING OFFICER

6.1 The Council's Monitoring Officer comments that as a library authority, the Council has a statutory duty under s.7 of the Public Libraries and Museums Act 1964 to 'provide a comprehensive and efficient library service for all persons desiring to make use thereof'.

6.2 As detailed in the report, the purpose of the community engagement exercise is to seek views about residents ambitions for Croydon's Library Service and how they might wish to be involved in developing and delivering services. Subject to what the subsequent action plan proposes, there may then be a need for formal consultation. dependent on the nature of the proposal that consultation may be local or borough-wide. Where this is the case further advice will be given to ensure the consultation process meets the relevant legal requirements.

6.3 The Public Sector Equality Duty as set out contained in Chapter 1 of Part 11 of the Equality Act 2010 has three principle requirements which can be summarised as the need to:

- eliminate discrimination (in all its forms, including direct and indirect discrimination);
- advance equality of opportunity; and
- foster good relations between those sharing or not sharing protected characteristics.

6.4 In considering this duty and making any decisions, case law has identified the key principles that must be observed:

- Those taking the decision must be aware of their duty to have “due regard” to the requirements of the PSED;
- The “due regard” duty must be fulfilled before and at the time that a particular policy that might affect protected groups is being considered by the public authority in question. It involves a conscious approach and state of mind;
- The duty must be exercised “in substance, with rigour and with an open mind”.

(Approved by: Gabriel MacGregor, Acting Council Solicitor and Acting Monitoring Officer)

## **7. HUMAN RESOURCES IMPACT**

7.1 There are no direct human resource implications arising from the recommendations in this report. However, the outcome of the public engagement exercise is likely to have an impact on the future development of the service, which may have HR implications. In these circumstances the Council would engage with its partners to ensure the appropriate processes and procedures are applied, given that the service is delivered by a third party and not Croydon Council staff.

7.2 (Approved by: Debbie Calliste, HR Business Partner, on behalf of the Director of Human Resources)

## **8. EQUALITIES IMPACT**

8.1 The information obtained from the survey and focus groups will feed into the equality analysis which will be carried out prior to recommendations to Cabinet in July.

## **9. ENVIRONMENTAL IMPACT**

9.1 There are no environmental sustainability impacts arising from the recommendations.

## **10. CRIME AND DISORDER REDUCTION IMPACT**

10.1 There are no crime and disorder impacts arising from the recommendations of this report.

## **11. REASONS FOR RECOMMENDATIONS/PROPOSED DECISION**

11.1 The report is for noting. The actions being taken are in keeping with the commitment made to involve local people in the planning and decision making about what library services best meet their needs.



## **12. OPTIONS CONSIDERED AND REJECTED:**

12.1 Not applicable

---

**CONTACT OFFICER:** Jane Doyle, Director, Universal People Services

Background papers: none

### **Appendices attached**

Appendix 1 – Opening Hours

Appendix 2 – Financial information

Appendix 3 – Croydon Libraries Capital Spend 2007 – 2015

Appendix 4 – Croydon libraries Bookstock 2013 – 2015

Appendix 5 – Snapshot of service usage September 2015

Appendix 6 – Engagement Survey document

## Appendix 1

### Croydon Libraries

The Council has a statutory duty to provide a comprehensive and efficient library service. Currently, the Council operates thirteen libraries. One central library and twelve branch libraries

These all offer a comprehensive collection of reading and other material. Central library also offers an extensive reference and information service in addition to newspapers, periodicals and local studies and archives services. All 13 libraries offer an enquiry service and free access to the internet.

### Library opening hours

<b>Library</b>	<b>Monday</b>	<b>Tuesday</b>	<b>Wednesday</b>	<b>Thursday</b>	<b>Friday</b>	<b>Saturday</b>	<b>Sunday</b>
<b>Ashburton</b>	9am-7pm	9am-6pm	closed	9am-6pm	9.30am-6pm	9am-5pm	closed
<b>Bradmore Green</b>	9.30am-6pm	9am-6pm	9am-6pm	closed	9am-7pm	9am-5pm	closed
<b>Broad Green</b>	9.30am-6pm	9am-6pm	closed	closed	9am-7pm	9am-5pm	closed
<b>Coulsdon</b>	9am-6pm	9am-6pm	closed	9.30am-6pm	9am-7pm	9am-5pm	closed
<b>Central</b>	9am-7pm	9am-6pm	9am-6pm	9.30am-6pm	9am-6pm	9am-5pm	closed
<b>New Addington</b>	9am-6pm	9am-6pm	9am-6pm	9.30am-6pm	9am-6pm	9am-5pm	closed
<b>Norbury</b>	9am-7pm	9am-6pm	closed	9.30am-6pm	9am-6pm	9am-5pm	closed
<b>Purley</b>	9am-7pm	9am-6pm	closed	9.30am-6pm	9am-6pm	9am-5pm	closed
<b>Sanderstead</b>	closed	9am-6pm	9.30am-6pm	closed	9am-6pm	9am-5pm	closed
<b>Selsdon</b>	9am-6pm	9am-6pm	closed	9.30am-6pm	9am-7pm	9am-5pm	closed
<b>Shirley</b>	9am-6pm	9am-6pm	closed	9.30am-7pm	9am-6pm	9am-5pm	closed
<b>South Norwood</b>	9am-6pm	closed	9.30am-6pm	closed	9am-6pm	9am-5pm	closed
<b>Thornton Heath</b>	9am-6pm	9am-6pm	9am-6pm	closed	9.30am-7pm	9am-5pm	closed

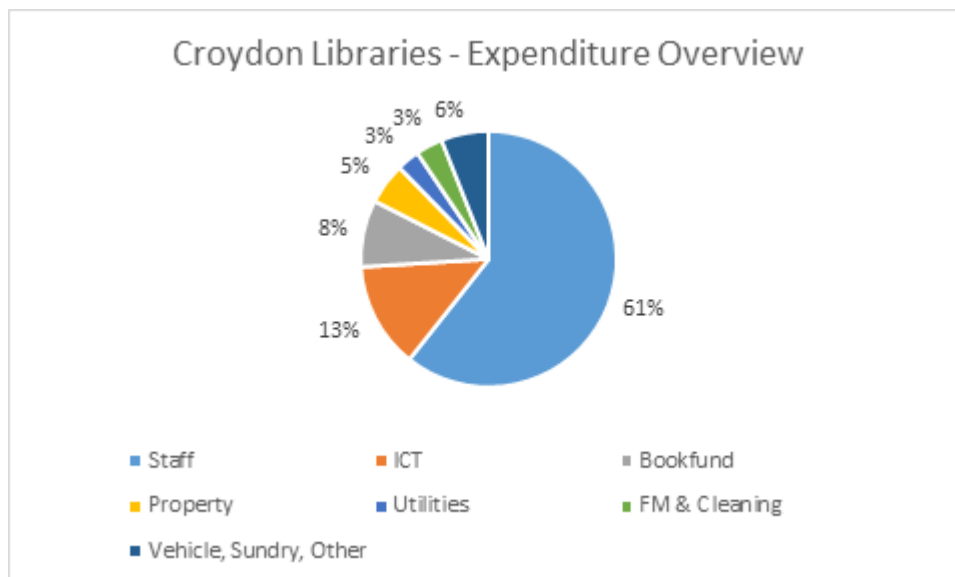
## Appendix 2

## Financial Information

### LIBRARIES DIVISION

	2014-15	2013-14	2012-13	2011-12	2010-11	2009-10
	£	£	£	£	£	£
Total Employees	117,328.	1,405,757	3,044,624	3,036,965	3,517,123	3,556,036
Total Premises Related Exp	84,596	212,762	418,654	284,540	150,606	284,738
Total Transport Related Exp	21	121.83	3,517.73	4,962.24	5,564.87	14,984.58
Total Supplies and Services *	6,216	261,419	548,654	566,215	509,099	490,094
Total Third Party Payments **	3,273,116	1,568,141	393,186	196,527	190,428	186,297
<b>Gross Expenditure</b>	<b>3,481,279</b>	<b>3,448,202</b>	<b>4,408,637</b>	<b>4,089,210</b>	<b>4,372,822</b>	<b>4,532,150</b>
Total Income	5	-84,133	-231,095	-285,871	-515,303	-224,101
<b>Net Expenditure</b>	<b>3,481,284</b>	<b>3,364,068</b>	<b>4,177,541</b>	<b>3,803,338</b>	<b>3,857,519</b>	<b>4,308,049</b>
	.62	.70	.98	.55	.46	.52

### Breakdown of expenditure 2014/15



## Appendix 3 Croydon Libraries Capital Spend 2007 - 2015

<b>LIBRARY CAPITAL EXPENDITURE</b>	<b>2014-15</b>	<b>2013-14</b>	<b>2012-13</b>	<b>2011-12</b>	<b>2010-11</b>	<b>2009-10</b>	<b>2008-09</b>	<b>2007-08</b>	<b>TOTAL</b>	Comments
	£	£	£	£	£	£	£	£	£	
ASHBURTON LIBRARY				9,782	1,721			0	11,503	
COULSDON LIBRARY			45,290		8,251			7,497	61,039	Library plant replacement
TOWNHALL CLOCKTOWER COMPLEX (not Library)	799,804	38,672	21,809	14,708	17,617		100,307	19,866	1,012,783	2014-15 Library move and other works
CENTRAL PARADE, NEW ADDINGTON LIBRARY			897,602		5,342			4,177	907,121	2012/13
NORBURY LIBRARY					28,806			5,983	34,789	
BRADMORE GREEN LIBRARY		1,275			9,126			5,307	15,708	
PURLEY LIBRARY		32,485		30,614	27,377			5,552	96,028	
SANDERSTEAD LIBRARY					2,518	1,972		1,141	5,631	
SELSDON NEW LIBRARY AND PUBLIC HALLS				1,439	6,493		16,033	4,000	27,965	
SHIRLEY LIBRARY		16,767			19,420			7,427	43,615	
SOUTH NORWOOD LIBRARY								8,044	8,044	
THORNTON HEATH LIBRARY				5,960	2,091,056		309,943	30,353	2,437,311	Library refurbishment 2009-10 & 2010-11
CANTERBURY ROAD, BROAD GREEN LIBRARY					5,873	2,396		0	8,269	
LIBRARY MANAGEMENT SYSTEM						153,738	1,346		155,084	New IT system
	<b>799,804</b>	<b>89,199</b>	<b>964,701</b>	<b>62,504</b>	<b>2,223,600</b>	<b>158,106</b>	<b>427,628</b>	<b>99,347</b>	<b>4,824,889</b>	

2013 Carillion Integrated Services £809,861 to install Wi-Fi and upgrade all PC and software in all libraries

2017 Carillion Integrated Services contractually required to upgrade all PC and software across library network.

## Appendix 4

## Croydon Libraries Book Stock 2013 - 2015

STOCK TOTALS - figures taken at 31 March each year														
	Ashburton	Bradmore Green	Broad Green	Central	Coulsdon	New Addington	Norbury	Purley	Sanderstead	Selsdon	Shirley	South Norwood	Thornton Heath	TOTAL
2013	27,285	11,494	16,081	147,240	18,218	17,110	19,820	23,364	16,455	28,527	18,491	15,830	24,865	384,780
2014	28,299	12,259	15,877	143,448	19,175	16,636	19,537	23,475	17,211	29,486	19,268	16,074	24,548	385,293
2015	27,913	12,448	15,116	138,751	19,126	15,458	19,406	23,236	16,751	27,068	19,430	15,920	25,707	376,330

TOTAL ITEMS ADDED TO STOCK (April-March each year)	
2012-2013	31,176
2013-2014	39,759
2014-2015	32,460

ITEMS WITHDRAWN - due to condition/out of date - (April-March each year)	
2012-2013	20,882
2013-2014	23,625
2014-2015	23,245

STOCK ISSUES - BOOKS (April-March each year)														
	Ashburton	Bradmore Green	Broad Green	Central	Coulsdon	New Addington	Norbury	Purley	Sanderstead	Selsdon	Shirley	South Norwood	Thornton Heath	TOTAL
2012-2013	78,415	34,798	35,119	401,974	51,419	32,684	70,146	61,876	51,895	108,076	45,435	37,119	81,551	1,090,507
2013-2014	72,463	36,480	32,886	339,627	52,326	30,624	64,363	61,601	50,383	101,841	42,879	37,207	68,405	991,085
2014-2015	67,208	32,393	36,389	275,980	50,441	27,731	56,148	54,173	43,421	91,958	39,329	31,891	59,715	866,777

Appendix 5

Snapshot of Service Usage September 2015

USERS	ASH	BRA	BGN	CEN	COU	NEW	NOR	PUR	SAN	SEL	SHR	SOU	THO
Adult	1480	592	951	17321	1610	1959	2289	1791	768	2639	1188	1784	3558
Adult 60	245	323	45	1957	514	231	311	365	264	1352	579	164	277
Children	1486	522	1207	5941	1169	1540	1694	1316	791	1904	1018	1283	2476
<b>Total</b>	<b>3211</b>	<b>1437</b>	<b>2203</b>	<b>25219</b>	<b>3293</b>	<b>3730</b>	<b>4294</b>	<b>3472</b>	<b>1823</b>	<b>5895</b>	<b>2785</b>	<b>3231</b>	<b>6311</b>

Number of visits September 15	ASH	BRA	BGN	CEN	COU	NEW	NOR	PUR	SAN	SEL	SHR	SOU	THO
	8,258	5,148	5,039	<b>94,501</b>	6,576	7,244	6,789	6,367	3,345	11,418	5,302	6,552	15,794

Issues September 15	ASH	BRA	BGN	CEN	COU	NEW	NOR	PUR	SAN	SEL	SHR	SOU	THO
	5818	3098	2986	<b>23711</b>	4711	2350	4444	5047	4468	8645	3706	3022	5888

New members September 15	ASH	BRA	BGN	CEN	COU	NEW	NOR	PUR	SAN	SEL	SHR	SOU	THO
	113	43	66	964	85	115	136	119	44	142	67	107	243

<b>Homework Club</b>	142	no	301	306	no	271	162	no	no	no	no	134	324
<b>Job Clubs</b>				yes									yes
<b>PN/PC Sessions</b>	938	326	776	12,091	783	1,747	874	893	202	916	589	1,055	2,327
<b>WIFI Access</b>	286	17	92	2176	80	268	280	159	41	152	55	142	481

Total Sept 2015 visits when compare to Sept 2014

**VISITS**

SEPTEMBER	2014	2015
Ashburton	8,326	8,258
Bradmore Green	5,407	5,148
Broad Green	5,262	5,039
Coulsdon	6,609	6,576
New Addington	5,799	7,244
Norbury	6,632	6,789
Purley	7,702	6,367
Sanderstead	2,892	3,345
Selsdon	9,746	11,418
Shirley	5,327	5,302
South Norwood	4,121	6,552
Thornton Heath	15,187	15,794
Home Library	331	312
Central	69,407	94,501

## APPENDIX 6

### **Ambitious for the Library Service in Croydon – working with our communities**

**Croydon needs to know what you want from your library**

<http://www.ambitiousforlibraries>

**22nd March 2016 – 2<sup>nd</sup> May 2016.**



Croydon Council is experiencing 56% of funding cuts over 8 years but we want to minimise the impact on libraries by continuing to support our library network to deliver the services people want in a way they want to use them.

Libraries are probably best known as places to facilitate literacy and learning, yet they also play a valuable role in the community, providing a neutral and safe place to share services and mix with others who live in the wider community.

We also know that our residents are ambitious to see the best use made of our libraries and that you understand that in these changing times having services just stay the same is no longer an option.

With our government funding declining and more residents' needs to serve, we must revisit how we run our business: we want you to help us reshape our library provision for the future.





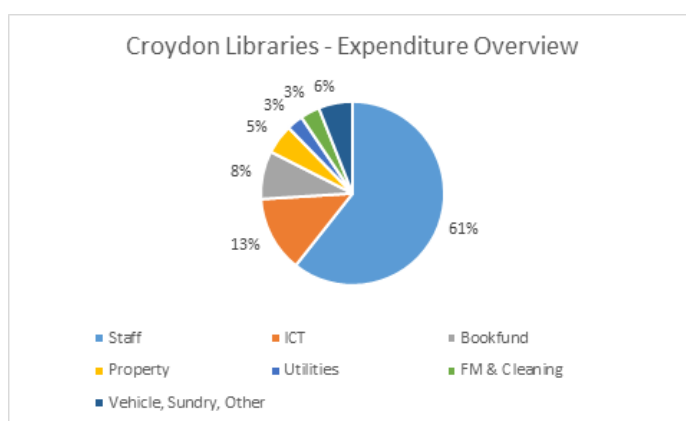
We want to ensure that more people are involved in developing and delivering their library. We want to encourage groups of enthusiastic and supported volunteers to work with us to find better ways of providing services and to allow our library services to benefit from new skills and become an even bigger part of the community.

We want to provide a library service that delivers a 21<sup>st</sup> century service for all our residents.

What our library service does at the moment;

- Spends £4.6 million on 14 fully staffed and support library locations.
- Has around 20% of residents as active users of the library services – nearly half are children.
- Gets nearly two million visits a year with almost half at the Central library in the Clocktower.
- Has over 400,000 books which are borrowed nearly a million times
- Provides free online resources; including books, magazine, research portals and service information and offers free Wi-Fi which is accessed nearly 50,000 times a year.

**What this costs 2014/15 £3,481,284.62**





Timetable for this engagement and our Libraries for the Future strategy:

Engagement through survey and focus groups – 22<sup>nd</sup> March 2016 – 2<sup>nd</sup> May 2016

Analysis and completion of engagement report – May – June 2016

Paper to Cabinet for future plans - July 2016

Ambitious for Libraries plan launched – late summer 2016

Please complete our survey online at

<http://www.ambitiousforlibraries>

1. Have you ever used a Croydon library?    yes / no

*If no please tell us why:*

2. Thinking about libraries in the future, what would you like to see as part of your library service?

Please circle your answers

Learning and study spaces for children and adults

Somewhere to read to borrow books

Free Wi-Fi

A place to use computers and printers

Online books and magazines

A place to get training and learn new skills

A place to access to digital learning courses and training

A community space for meetings

A place to meet and talk to people

More community support services such as access to voluntary organisations help groups and advice services

A place to shop and / or eat

A place that is open every day and in the evening

To be able to access other Council services either face to face or online

A place where I contribute to the running of the service

A place to get help with finding a job

3. Are there any other services you would want libraries to provide?

4. To you – what are the most important things in our current library offer – please circle all those important to you and please tell us any we have missed.

library staff	access to books	quiet space	group activities
places for children’s activities	access to Wi-Fi	safe space	a place to study
meeting people	doing crafts and activities	getting job search help	
access to computer and printer	getting information	getting advice	
getting homework help			

5. We believe that our libraries are important community hubs and that they should be relevant, accessible and part of your neighbourhood.

Would you be willing to be involved in the running of your local library?

This could be as a day to day volunteer, a homework helper, help in the running of your neighbourhood library or even as a group taking over the delivery of the entire local branch.

Yes / No

Please provide details of how you would be prepared to volunteer i.e. one day a week staffing the library.

We also welcome any ideas from individuals or groups who may be interested in taking on the running of one of our branch libraries. Please provide details here:

**Please provide details of how you would be prepared to volunteer or deliver your local library.** If you are interested in volunteering or delivering a library, please leave us your contact details here:

detailed information is provided I the various links through , please go to <http://www.ambitiousforlibraries>