

## South Norwood Library

South Norwood Library is one of five libraries proposed either for closure or cost neutral operation to generate savings as part of Croydon's Renewal Plan. The proposal includes both the existing library and the new building which requires further building work.

### Pre-COVID overview 2019 - 2020:

- Service runs 34.5 hours per week
- Visits: 39,295 annually, (2.68% of overall visits)
- 16,236 books generate 27,107 issues (4.68% of overall issues)
- Digital offer: 11 PCs for adults and children, generating 7,244 IT sessions (takeup of 46.7% of the hours available to book)
- Activities: Regular rhymetimes and craft activities for children

South Norwood Library was scheduled to move into a new building but construction complications have led to additional building costs which cannot be met. The existing building has accessibility and fire safety issues which would need to be addressed.

**Rationale for South Norwood Library proposals:** Croydon Council are committed to delivering a statutory library service, which is comprehensive and efficient and operates within the reduced resources available. We have considered the footfall, book issues, digital access, geography and building costs, across all the libraries, and with these factors in mind, we are proposing that S Norwood Library is either closed or operated on a cost neutral basis.

**Demand for services:** over the last five years, South Norwood Library has received 2.68% of all visits to Croydon libraries, and residents borrowed 4.68% of all books issued. Residents used 46.7% of the available computer sessions.

Over the last 5 years, visits have decreased by 49% and book issues have decreased by 14%.

**Running Costs:** there are significant revenue and building costs for South Norwood Library which must be weighed against the demand for services. We would consider a cost neutral alternative to closing, with no annual revenue costs to the Council.

Please see below the indicative costs which should be taken into consideration:

South Norwood Library (existing)	Indicative Annual costs
Annual Income (printing, fines, selling food waste bags)	(£3,000)
Annual Expenditure (excluding costs for books or staff*)	£11,906
Indicative Annual General Utility Costs	£38,000
<b>Library Service Revenue Total:</b>	<b>£46,906</b>

\*Please note this does not include staffing costs which are approximately £60,000 per annum

## CROYDON LIBRARIES OVERVIEW 2019 - 2020

### 13 Libraries provide:

- 566.5 hours per week
- 62,000 Active Users
- 350,000+ Books
- 6 million books by reservation
- 1,357,578 Visits per annum
- 644,111 Book Issues per annum
- 163,006 IT Sessions per annum
- 200+ Users Home Library Service

### Virtual library offer:

2020 saw a huge increase in usage of our digital library services and online activities. 1800 new online members during lockdown.

- 41,000 ebook/eAudiobooks,
- 700 magazines, 1,000+newspapers
- Online resources including homework help, courses, online reference
- Regular online rhymetimes, storytimes, and events for all ages

### Investment in library service 2019-2020

- Croydon joined The Libraries Consortium in November 2019, providing Croydon residents with reservations access to over 6 million books delivered to their local library.
- In December 2019 new computers, printers and full fibre broadband were installed in all libraries as part of Libraries Transformation programme.

Please see below an overview of building costs based on actual costs and recent building condition survey. If you would like further information about these costs, contact us on [librariesconsultation@croydon.gov.uk](mailto:librariesconsultation@croydon.gov.uk)

South Norwood Library (existing)	Actual Building costs
Reactive Repairs January 2018 – June 2020 (128 Callouts)	£14,404
Planned Preventative Maintenance January 2018 – June 2020	£3,494
<b>Library Building Costs Total:</b>	<b>£17,898</b>
<b>Existing S Norwood Library Building Condition Survey Years 1-4 for critical repairs*</b> (does not include refurbishment costs)	<b>£420,000*</b>
<b>New building: outstanding building work and library fitout Total capital investment:</b>	<b>£889,704</b>

*\*Urgent or essential work required within 2 years that will prevent serious deterioration of the fabric or services of the building, and/or address health and safety risks of occupants and/or remedy a breach of legislation.*

#### **Existing Building:**

- Fire safety issues that restrict access to the building for wheelchair users
- The original windows need considerable repair and/or replacement

#### **New Building: considerable building construction works required before fit out**

- Updated design to accommodate originally planned features following changes to the layout during construction
- Redesign of accessible toilet facilities
- Levelling of the internal floor area, including an internal ramp, and suitable means of escape
- Wall and ceiling finishes
- Fit out of the space as a library with suitable IT provision

#### **Alternative local library provision considered:**

- **Nearest Libraries:** South Norwood Library is 1.4 miles from Thornton Heath Library and 1.9 miles from Upper Norwood Library
- **Access to PCs and books:** PCs would be made available from nearby libraries; Home Library Service made available to vulnerable residents who cannot travel to Thornton Heath Library
- **Digital Library Online 24/7:** thousands of eBooks, eAudiobooks, magazines and newspapers available free

#### **Have your say on these proposals:**

- **Fill out the survey online** at [www.croydon.gov.uk/library-consultation](http://www.croydon.gov.uk/library-consultation)
- **Email us at:** [librariesconsultation@croydon.gov.uk](mailto:librariesconsultation@croydon.gov.uk)
- **Telephone:** 020 7884 5159 to request paper questionnaire or arrange feedback interview over the phone
- **Write to us at:** LIBRARY CONSULTATION Croydon Central Library, Katharine Street, Croydon CR9 1ET
- **Follow us:** Facebook: Croydon Libraries Twitter: @Croydonlibs

#### **Public Consultation Timetable:**

Initial consultation on proposals begins	14 January 2021
Initial consultation ends (survey closes)	7 March 2021
Consultation outcome & options report	April 2021
Consultation finishes	May 2021
Final Report	June 2021
Final Decision	Summer 2021
Implementation	September 2021 (expected)