



South Gloucestershire

Library Delivery Plan 2009 - 2013

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1. Introduction

The aim of the Library Delivery Plan is to

- Summarise the library services and policies
- Identify how the service supports key priorities of the South Gloucestershire Council Plan
- Outline key actions that will enable the service to develop in the next four years.

The Library and Information Service's has the following mission statement

The Library and Information Service strives to sustain life-long individual and community development by offering free access to information and the loan of books and by the provision of other educational and recreational materials and facilities.

2. Library Service Aims

1. To make available and promote the use and reading of a wide and unbiased range of materials, irrespective of format, that encourage active participation in cultural, democratic, economic and environmental activities in addition to the recreational benefits of reading.
2. To encourage a culture of Lifelong Learning in the community by serving as a gateway to learning opportunities and providing the technology and resources required for the pursuit of independent and flexible learning
3. To develop use of the library service by children and young people ensuring that the service meets their literacy, information and leisure needs
4. To provide and enhance access to information in print and electronic format and promote an awareness of its value in sustaining the highest possible quality of life.
5. To provide equal access for all to buildings, information and services through a comprehensive library service through buildings which are stimulating, pleasant and welcoming.
6. To identify the needs of users and non users of the service and ensure development in line with customer needs
7. To work with groups and individuals who are unable to have full access to library services and to be active in working for social inclusion.
8. Provide a cost effective and high quality service through continual review and staff development.
9. To assist in sustaining and developing the artistic and cultural heritage of the community through partnership with the arts and heritage sector, by the provision of local history resources and by encouraging the creative use of library buildings as artistic and cultural centres.
10. To empower people to shape their library service and participate in community life.

3. Library Services linked to Council Plan 2008 - 2013

South Gloucestershire Council Plan 2008 - 2011

Section 18 of the Library Delivery Plan outlines what actions the service will take to support the key priorities of the South Gloucestershire Council Plan

- Promoting safer and stronger communities
- Investing in children and young people
- Improving health, modernising community care and health services
- Managing future development
- Valuing the environment
- Maintaining economic prosperity
- Delivering our internal improvement programme – “Fit for the Future”

3.1. Promoting Stronger and Safer communities

Use of the library service promotes interaction between people of different backgrounds and promotes cultural diversity that can improve people’s connectivity, visibility and perception within the broader community.

Case study

In 2007 the libraries coordinated the *Pride not Prejudice* promotion to celebrate Lesbian, Gay, Bisexual, Transgender month. As part of the month South Gloucestershire Purple Turnips Youth group created a display in Hanham Library which enabled the young people help the wider community understand the prejudice many gay people experience.

What we are already doing?

- Through the Active Card providing a simple access scheme to an active lifestyle
- The service works with Community Learning to provide access to learning in conjunction with a wide range of partners
- Library committees provide the opportunity for local people to influence policies and service delivery of their library
- Delivering a friendly and informal learning environment
- Providing free internet access to all
- Libraries are at the heart of many communities they service. They are highly valued as places which are safe, accessible, non-threatening and non-biased
- The service works with the community to ensure library facilities are maximised at times when the library is closed, with reduced rates for community groups
- Access to local heritage material is available in all libraries
- Books, newspapers, display and the Internet gives people access to information and access to imaginative literature which helps engender an understanding of different cultures
- Opening a range of hours and encouraging and attracting use by young people
- Enhancing cultural and racial harmony through provision of literature and information

Related strategies

- Community Engagement Strategy
- Equalities Strategy
- Cultural Strategy

3.2. Investing in children and young people

Libraries offer young people access to reading from a very early age and this encouragement of reading continues through to their teenage years. In addition libraries provide access to information and resources to support young people's development.

Case study

Every year South Gloucestershire takes part in the national Summer Reading Challenge; in 2008 the authority had one of the highest participation rates in the country with 20% of children aged 4 – 12 taking part.

Quote from participant

I think the Team Read was good and has encouraged me to read in the summer. I've never done the reading things at the library and it was fun. I will try and do it again. 9 year old girl from Patchway.

What we are already doing

- Dedicated Children and Young People's Librarian working with schools and communities and supporting delivery in libraries.

Pre school support

- Through the Bookstart and Storysack projects and links with pre school organisations, the service is able to introduce books and reading to children before they start school. From September 2009 this work will be supported with the appointment of an Early Years Support Worker who will promote reading and the use of libraries to pre school children and their parents.
- Parents who attend Bounce and Rhyme times report that their children increase in confidence, extend their language skills and reduces the isolation experienced by many parents.
- All libraries hold weekly pre school story time sessions

Support for children and teenagers

- The service has developed a KS2 Class visit pack to support schools in delivering the national curriculum
- Through the Internet access available in libraries the service supports children with limited or no access in the home to ICT facilities
- Promotional displays take place throughout the year to highlight areas of stock and prize-winning authors
- Staff work with schools on book weeks
- Teenage user groups are encouraged in libraries to help in the provision of services to young people, currently groups exist at Hanham, Emersons Green and Yate.
- Chatterbook groups operate at 5 libraries which are groups run for children aged 7 years plus
- Through working with parents and children, especially those who are not traditional users of the library, the service is able to excite children about reading. The summer reading scheme in 2009 had a membership of 4,100 children.
- The service works with Looked after Children in helping them developing their reading skills through a special membership scheme

See also section 8

Related strategies supported by the library service

Parenting Strategy

Children and young people's plan

3.3. Improving health, modernising community care and health services

Case study

In 2009 the service introduced a Books on Prescription Scheme at Staple Hill and Downend Libraries in conjunction with Christ Church Health Centre. The health staff are able to prescribe books, mainly on mental health, to patients who collect the book from the library.

What we are already doing

- Providing home library service through volunteers
- Collections of library materials in residential and sheltered accommodation
- Access to NHS information through Internet access to *NHS Direct* and *NHS Choices*
- Access to books, DVDs and information on health issues and self help groups in the area
- Exhibitions to support specific health promotions and awareness campaigns; these are often targeted at groups who may be in the library at a specific time (e.g. parents at storytime)
- Pilot Books on Prescription scheme at Staple Hill and Downend Libraries

3.4. Valuing the environment

What we are already doing

Through providing community 'sharing' of material, libraries provide a significant contribution towards reducing the amount of paper and other material required for the production of books and other materials.

It is estimated that the borrowing of books each year is equivalent to 1,500 trees.

3.5. Managing future development (see section 5)

Developments above 10 houses are required to contribute towards the additional stock, space and IT that will be required by the new residents. Where major developments take place consideration is given towards new libraries.

3.6. Maintaining economic prosperity

What we are already doing

- Provide access to business information through provision of a partnership agreement with Somerset Library Service that provides access to business related databases.
- Providing access to learning opportunities to enable people to develop their work skills – this may be in IT, literacy or through accessing reading materials for course work.

3.7. Delivering our internal improvement programme – “Fit for the Future”

What we are already doing

- Library service holds the Investors in People Award as part of the Community Services Department
- The service has an annual staff training and development plan
- Performance monitoring of libraries is carried out on a regular basis, quarterly reports are submitted to the Executive Councillor: Communities
- Risk assessments are carried out at all libraries on a regular basis
- The service is committed to attaining Level 4 of the local government equalities standard
- Through the People's Network the service is able to deliver access to South Gloucestershire Council website in all libraries
- As one of the most widely used council services (1 million visits per year) the libraries provide access to the services of the council and are able to provide information to help residents make informed choices on local and national issues.

4. Partnerships

In addition to working with a range of sections within South Gloucestershire Council the service has strong links with a range of external organisations.

4.1. LibrariesWest Consortium

In 1997 a formal agreement was reached between the authorities of Somerset, North Somerset and Bath and N E Somerset to form the Foursite Consortium, in 2006 the consortium was developed into the LibrariesWest consortium with the inclusion of Bristol City Library Service.

Benefits

Achieves significant economies of scale and acknowledged as one of the leading library consortia in the UK

- Public catalogue of 2.5 million items
- Reservations for specific items can be satisfied by any library within the consortium.
- Customers can use their membership card in any of the 100 libraries across the consortium to borrow, return and reserve items, and access the computers to access the internet and office programmes
- Joint acquisition of materials through Somerset; selection remains within each authority.
- Joint training of staff programme
- South Gloucestershire subscribes to the Enquiry Service operated by Somerset Library Service

4.2. Bookstart

The service coordinates the Bookstart scheme, providing every child in South Gloucestershire with a Bookstart packs at 9-month, 18 months and 3 years. The service is delivered in partnership with the health visitors, pre school settings and other staff who have contact with pre school children.

4.3. RNIB

The Library service co ordinates the delivery of book tapes for the RNIB to registered blind users.

4.4. Use of libraries

Various voluntary groups use libraries including the Police, Carers, Volunteer Bureaux and Connexions

4.5. South West Regional Library Service (SWRLS)

The service is a member of SWRLS which provides a regional inter-lending service and coordination of advocacy and joint working between public, academic and commercial libraries.

4.6. Access to learning partnership

As South Gloucestershire has no major central library the service works with the University of the West of England (based in South Gloucestershire) and the other ex Avon authorities to provide access to academic libraries in the sub region.

4.7. South Gloucestershire Leisure Trust

The service is developing an Active Card, a single card providing access to both leisure centres and libraries through the sharing of data across the two systems. The customers benefit from a single card to access services and depending on their membership status discounted access to services. This partnership has the potential of enabling the service to target services towards users / non users and cooperate in the development of a system that could include a wide number of services (e.g. health, transport).

4.8. Health Service

There is a developing partnership with the health service around the Books on Prescription scheme where health staff prescribe patients a book to read rather than medication. The service is also ensuring library staff have the skills and knowledge to help people access reliable health information.

4.9. Gloucestershire Record Office (GRO)

South Gloucestershire Council has a Service Level Agreement for GRO to manage the archiving and of records. The Library Service is working with the GRO to allow electronic access to the GRO catalogue and digitised material.

5. Access

5.1. Location of libraries

The service is delivered through 13 static libraries and 1 mobile library. Static libraries are situated in most main communities; at Severn Beach the library has a space in the Post Office.

75% of people live within 1 mile of a static service point; the mobile library serves the rural areas of South Gloucestershire, when mobile stops are included 99% of people live within 1 mile of library provision.

The service provides collections of books in 80 Elderly Persons Homes and operates a housebound library service.

5.2. New libraries

The population of South Gloucestershire has grown by over 20% in the past 20 years, to approximately 250,000. The area is expected to continue to grow and by 2011 it is expected that:

- The number of households will increase by over 7,000 to 111,000
- The number of people over 65 will increase by 24%
- 12,000 people will be 80+
- The number of 15 – 24 year olds will increase by nearly 12,000 to 38,000

The service needs to plan for changes in the size and nature of the population. For some major developments the service may need to consider building new libraries, consideration for new libraries will be based on the following criteria, each case will be considered on the location of other service points within the area

- Distance to nearest library – residents should have access to a service within 2 miles of where they live, this may be through a mobile or static library
- Should serve a population of 6,000 people within a 2 mile radius
- Should be co-located within a building and within the centre of a community with good access to public transport.
- The service will work with neighbouring authorities to ensure developer contributions are made to the most appropriate building.

South Gloucestershire will adopt the MLA recommendation in seeking developer contributions as detailed in the guidance document *Public Libraries, Archives and New Development: A Standard Charge Approach* (MLA, 2008).

5.3. Opening Hours

The policy is to ensure that the opening hours of libraries are determined by community need and not by an administrative formula. The closed days are planned to ensure a neighbouring library is open on that day. All libraries are open at lunch times and three libraries (Emersons Green, Bradley Stoke and Yate) are open on Sundays.

At present, of the total hours libraries are open in the week, including Saturdays, 31% are non-core hours (i.e. after 5.00 p.m Monday – Friday, Saturday and Sunday). In some communities the opening hours in the evening have been reduced in response to a high level of anti social behaviour. The loss of hours in the evening has been compensated through earlier opening in the morning that is more suited to parents returning from the 'school run'.

Remote access to the catalogue and renewals is available through the telephone renewal service and the website.

6. Buildings and mobile libraries

6.1. Individual sites

See Appendix A

6.2. Internal environment

The furniture within many of the libraries has not been replaced since the libraries were opened and it is therefore difficult to promote stock and other services within the restrictions of dated furniture. As part of the 2008 – 2013 Capital Programme £1.1 million will be spent on the refurbishment of libraries.

6.3. RFID

RFID presents a radical means of providing self-service to users and releasing the staff to support users make the most of the library services (e.g. selecting books, use of IT, seeking information). RFID will require significant initial investment and ongoing maintenance.

Outline costs for RFID are about £60,000 per library in addition to the tagging of items. The benefits of RFID are

- Self service for the customers
- Frees the staff to concentrate on supporting customers
- Increased use without need to increase staffing
- Better stock management

7. Stock, information services and learning support

7.1. Selection and deployment

- The stock policy provides guidance to staff on selection criteria and outlines the scope of stock in libraries; it takes into account changes in use of libraries, increasing use of ICT and the development of audiovisual technology (e.g. downloading, MP3).
- Stock is deployed to meet the needs of the users using the stock profiles for each library.
- All librarians carry out regular stock editing; where it involves specialist collections (reference, audio visual and children's material) this is done in conjunction with the specialist staff.
- The service has the standard of aiming to replace 10% of stock each year through purchase and a further 15% of stock will be circulated with other libraries. In the next few years' e-books will provide an alternative to the book, as the library service aim is to promote reading these will provide a new means to encourage reading and should not be seen as a threat.

7.2. Reader Development

The service promotes reading through a number of methods

- An annual reading promotion plan coordinates promotions throughout the year
- The service supports book groups through the provision of multiple copies and access to stock promotions
- The web site is used to promote areas of stock and particular items

7.3. Information service

Handling over 100,000 enquiries per annum, libraries are often the first place people go to for information. The nature of the provision of information is changing with a move from hard copy books to online resources which have the advantage of providing access anytime / anywhere but require Internet access to use. Through a national purchasing agreement the service has been able to purchase online resources covering a wide range of subjects and family history. In 2009 the service will be buying into the People's Network Enquire Service that provides a 24/7 enquiry service.

The service also buys into the Somerset County Library Service Enquiry service. This provides a telephone / email based enquiry service staffed by specialist enquiry staff. It is used by staff to answer enquiries they either cannot deal with or do not have the time to devote to the enquiry. It is also used by the public who can contact the service directly.

7.4. Reservation service

As part of the LibrariesWest Consortium, users have access to 2.5 million items which can be directly reserved in a library or through the web catalogue. 70% of reservations on the catalogue are supplied within 7 days.

7.5. Local Studies

Libraries have limited space for holding archive material; they therefore work very closely with all the local history groups and the Gloucestershire Record Office to reduce duplication of effort in storing information and provide use of libraries for meetings

Collections in libraries include:

- Oral History tape collections (Yate and Thornbury)
- Books and leaflets
- Photographs of the local area, a major collection of 500 photographs is held in Kingswood.
- Back copies of the Gazette are held at Thornbury Library

Materials budget

Table 5 Stock figures 2008/09

Stock category	Total stock	Additions	Replacement rate		Stock turn	
			Years	Years	South Glos	Unitary average (2007/08)
			South Glos	Unitary average (2007/08)	South Glos	Unitary average (2007/08)
Book Total	208,316	35,493	8.3	8.3	6.9	4.5
Audio visual	25,137	4,600	6.2	6.5	4.3	3.5

Replacement rate Length of time required to replace stock in authority

Stock turn – Average number of times items in the category are issued per year.

The Council has ensured that through efficient purchasing the materials fund is used to maximise use of stock. This is evidenced by the indicator for stock turn rate which shows that the bookstock 'works' 30% harder than that of other authorities.

7.6. Audio visual material

The nature of the audio visual market is constantly changing and in the last few years there has been a move to downloading of material directly from providers (e.g. iTunes). This has had a direct impact on the loan of CDs and could begin to impact on spoken word and films.

7.7. Learning

Libraries are often referred to as the street corner universities, they are located in the heart of communities and every experience in a library has the potential to encourage learning. Historically, libraries have always supported formal and informal learning and offered learning opportunities for people of all ages at every stage of life. Using a library is not compulsory, but a choice that customers make – 52% of the adult population choose to use South Gloucestershire Libraries. However, new services, and in particular ICT provide an opportunity to attract new customers into a welcoming, stimulating and accessible learning environment.

The government's agenda on Lifelong learning provides the context to support the library's involvement in learning, particularly in the emphasis on:

- widening participation through community-based provision
- information, advice and guidance for adults on learning
- e-learning; the National Grid for Learning, Learndirect, UK On-line
- Family learning
- Learning for Older people
- Adult basic skills
- Connexions
- Developing reading and information literacy in very young children

Services to support learning include

- Providing a range of stock to meet learning needs up to degree level
- To communicate to the community the value of reading to an individual and the also the pleasure and enjoyment reading can bring
- Libraries are used as venues for training by a range of organisations
- Staff can sign post users to learning opportunities in South Gloucestershire and beyond
- Supporting South Gloucestershire improve adult literacy through linking with national campaigns (e.g. BBC) and local promotions.

8. Targeted service provision

Library services are available to all sections of the community irrespective of age, race, gender, disability, faith or sexual orientation. The service carries out Equality Impact Assessments (EIAs) on all areas of service to ensure that policies and practices do not have a negative impact on any residents.

As part of the service delivery the service provides services for groups who may be disadvantaged by their age, disability or ethnicity.

8.1. Children's services

See section 3.2

8.2. Home Library Service

People who cannot visit the library are provided with a special concessionary status that enables them to have extended loan periods, are exempt from fines and can loan more books than the standard provision. Home Library users are supported either by friends / family or where these are not available the library has a volunteer service which visits people on a regular basis.

8.3. People with disabilities and sensory impairment

- All libraries comply with the Disability Discrimination Act (DDA) on access to services including physical access to the building, access to services (PCs have software for people with visual impairments) and ensuring staff are aware of the needs of people with disabilities
- A concessionary policy exist in relation to charges for those in receipt of specified benefits
- The service coordinates the provision of the RNIB service to registered blind people

8.4. Elderly Person's homes

Elderly Person's Homes receive a collection of books every 6 weeks. The size of the collection depends on the number of residents and the needs of the home. The selection of books delivered is tailored to each home and specific needs are met through profiles of users in each home.

8.5. Services to ethnic minorities

Two libraries (Bradley Stoke and Kingswood) have collections of books in Asian languages. The service 'buys into' the services from Bristol City Council who provides advice and a stock circulation service.

The service works with local groups (Chinese, Polish) to promote the service to their members

8.6. Travellers and homeless

People who are unable to provide a permanent address are allowed to use the library but can borrow limited number of items. Use of the Internet is available to all through the use of temporary membership that requires no identification.

8.7. Prison Library Service

The library provides services to the Open Prison at Leyhill and the women's prison at Eastwood Park.

8.8. Older people

- Concessions are available to people over the age of 60 years. The service provides services to support this client group which includes
- IT training is provided by both Filton and South Gloucestershire Community Learning

9. Wider Community Use

South Gloucestershire Libraries are widely used by the community.

- The lettings policy allows any group to use the library with reduced rates for community groups.
- The charges for use of the photocopiers in libraries are reduced for community groups.
- At Yate and Patchway libraries community groups are given dedicated use of offices.
- The service encourages local artists to sell their work in libraries.
- All libraries have notice boards for the display of posters from groups. The service has policy guidelines on the Display of Exhibitions, Posters and Notices in Libraries.

10. Customers

South Gloucestershire Library service is used not only by people who live in South Gloucestershire but also those who work, study or visit the area; the service has 47,703 active users (borrowed an item in the last year) and 156,890 registered users. In a survey of the South Gloucestershire Citizens Panel (viewpoint) carried out in 2008, 52% of the population reported visiting the library in the previous 12 months. This was supported by the DCMS survey carried out to measure the National Indicator for libraries (NI9) that placed the usage at 49.1%.

10.1. Age profile

Age range	% of population who are active members in the age range
Under 1	5.31%
1-4	31.95%
5-9	44.97%
10-14	31.41%
15-19	13.67%
20 - 49	17.74%
50 -59	13.00%
60-79	18.64%
80+	16.79%
Total	21.00%

10.2. Ethnicity

People joining the library are asked to indicate their ethnicity with the option of declining to provide the information. The table below gives a breakdown from those people who provided the information.

Declined	White	Asian or Asian British	Black or Black British	Chinese or other ethnic group	Total responding
2275	15367	771	411	262	19086
11.92%	80.51%	4.04%	2.15%	1.37%	100.00%

10.3. Gender

38% of the users are male and 62% female.

11. Community Engagement

11.1. Public consultation and marketing

Public consultation is carried out through a number of methods:

- Regular surveys of both adults, children and special client groups
- Local library consultative committees
- Comments books in all libraries
- Public meeting on new projects / issues
- Posters and newsletters
- Comments option on the library catalogue
- Focus groups on specific issues (e.g. children's services)

11.2. Local library consultative committees

Each library has a library committee that is either attached to a particular library or to a group of libraries; these committees enable the libraries to consult with users of the service.

Library committees meet 4 times per year, they not only support the library in providing feedback on services but also help at events organised by the library.

Membership includes local councillors and users of the service.

The Yate 3D Project is being used to pilot a new method of community engagement. A Management Board has been established which is a more formal partnership between South Gloucestershire Council and the library committee. The board has been extended to include stakeholders such as groups who use the library as a base and other local organisations.

The service is also developing a Friends of Yate Library scheme to include people in consultation who may not wish to attend meetings.

The project is still in its early stages and the service is gaining valuable lessons.

11.3. Volunteers in the library service

At present volunteers assist the service in delivering books to Home Library users and as mentioned above on local library committees. The service has identified a greater use of volunteers in providing added value to the delivery of services. Such projects could include

- IT training
- Supporting children's reading and activities
- Young people to work with the service in the selection of stock and staff and in the promotion of services to their peers.

11.4. Quality Assessment

Quality is assessed through

- Maintaining the standard for Charter Mark for Excellence in public service
- Mystery shopping exercises
- Establishing local standards of services for staff, state of buildings, stock, IT and information services

12. Staff

12.1. Staffing issues

Since its creation in 1996 South Gloucestershire has had a low staffing level but are used very efficiently with the stock issue per FTE being the highest of Unitary Councils (see section 16). This has the following impact:

- Many professional staff are required to undertake basic library assistant tasks; this prevents them from fully carrying out their professional and management functions.
- The development of ICT in libraries and the need to support users in using electronic resources is sometimes difficult to balance. The service is promoting the use of ICT resources to people who have limited access to such resources at home and are using information sources frequently to provide information. Staff therefore

are often required to show users how to use a mouse and the Internet in order to enable them to access the information service

- Releasing staff for training or covering sickness is an issue and therefore pool staff or overtime are used to cover training and emergency cover for sickness

In order to ensure that the staffing resource is maximised the service has developed both internal policies and actions as well as making use of partnership working

- Through the LibrariesWest Consortium many specialist tasks and functions are carried out by services purchased by South Gloucestershire (e.g. computer systems support, acquisitions).
- Staffing formula – the branches are staffed according to a staffing formula
- All vacancies are reviewed to ensure the grade and number of hours are appropriate to the task.
- Introduction of RFID at Staple Hill and Yate Library
- Exploring the use of volunteers to provide added value to the service (e.g. supporting children's work)

12.2. Skills and qualifications

Staff within the service have various levels of qualifications, all librarians are required to be members of the Chartered Institute of Library and Information Professionals and should be either chartered or candidates for the register and working towards their chartership.

12.3. Training for library staff

All staff have either the recognised qualification European Computer Driving Licence (ECDL) or the basic CLAIT which is organised by the local College; this includes training in most MS Office applications. The Library Service has an annual Training plan provides skills to staff to enable them to deliver the Annual Library Plan.

12.4. Investors in People

The Community Services Department staff development was recognised in October 2008 when Community Services Department was re-awarded the Investors in People award. The feedback from the assessors both in the final and pre assessments demonstrated that the library staff feel the service communicates well and involves them in both service and individual development.

13. ICT Systems and Services

13.1. What is meant by ICT?

ICT in South Gloucestershire Library Service means any technology that can be used to provide library services to customers and supports provision of the library service.

Using technology to provide library services should be based upon considered library priorities, such as where it can be used to serve existing customers in a better way, reach more customers, including new customers who do not find existing library services convenient or provide services that cannot be provided without ICT.

The use of ICT is a fact of life for everyone, and offers both benefits and challenges. Within libraries the challenge is to understand how to provide relevant services to people

with different information, learning and cultural needs in a rapidly changing society using ICT, and to do this in a way that balances expectations of what can be provided using technology, with the need for managing limited budgets in an efficient way.

13.2. Library management system (LMS)

The LMS is the core system which enables the service to operate the service, it is provided through the LibrariesWest consortium (see section 4.1). The network is managed by South Gloucestershire IT department and links the libraries to Somerset via Thornbury.

13.3. People's Network

The People's Network provides library users with access to the following services

- Providing access to the Internet, for information, culture including multimedia, for information and communication
- Scanning of documents and saving to either CD-ROMs or memory sticks
- Providing essential software for customers to use such as word processing, spreadsheets and photo shop.
- Providing access to library information resources including the catalogue and electronic reference materials.
- Self-service searching for requesting and renewing on the library catalogue
- There is no charge of use of the PCs in the library as it is felt that access to the internet is a basic resource that enables to take part in society.

13.4. Accessibility

Every PC has software to enable text to be enlarged or to be spoken, each library also has one terminal that is situated on a height adjustable desk and has an easy to use mouse and keyboard.

13.5. How does access to IT benefit library users?

Access to information: Information provided electronically is frequently not available in print.

Access to culture: The Internet in particular allows direct access to current culture delivered electronically. This includes the cultural content itself that can be a hybrid of print, and multimedia. It also includes a large surrounding social culture of discussion, criticism, and active participation.

Enabling community and communication electronically: Channels such as web forms, discussion lists, e-mail, and chat are essential means of keeping in contact with others, between individuals, and from individuals to organisations.

Social inclusion: providing access to services for those who cannot afford to access them, or may not otherwise think to use them. This includes access to democratic services.

Lifelong Learning: For some subjects information that is readily available electronically is not available in print, or may be so rapidly changing that it is not useful. This is true for non-formal learning such as family history research, and for formal courses. For formal courses ICT allows added flexibility such as remote learning, progress tracking, and direct communication with tutors.

Access to work and employment: electronic information about jobs may be obtained faster, and application can be done instantly online.

New services and new ways of delivering existing services. Examples include using IT to communicate with users via text, email and outgoing messaging.

Increasing access to different audiences. Where ICT can add flexibility and convenience, it can be used to reach audiences that may not otherwise use libraries. Example include providing information in standardised electronic formats that people with different disabilities can access using their own personalised equipment, or providing remote information services for people who do not have time to travel to a library.

14. Finance

As can be seen in the trend data table (section 16) the library service is in the lower quartile in levels of expenditure. South Gloucestershire inherited a low funded service from Avon County Council in 1996 but has made significant improvements to increase the level of investment in the service , these have included

- Extending opening hours at lunch time and Sundays
- Major capital investment in new buildings and refurbishment of existing libraries
- Investment in ICT

During the period of this plan South Gloucestershire Council will experience reductions in the overall budget of £13 million, there will be a service to review to identify if any savings can be made to the library support services in 2011/12.

The service will continue to look at ways to improve its efficiency and effectiveness whilst delivering the same quality and range of services, or to deliver more for the same level of expenditure. In order to do this it will explore different ways to best meet our customers needs – including the use of partnerships. The service will seek to maintain its record of innovation and service excellence through increased efficiency, knowledge of service users, excellent customer care and effective use of new technologies

Funding for new and enhanced services will also be sought from a variety of funding sources including sponsorship and external grant funding, joint initiatives and partnerships

Total expenditure Summary of Financial Information

Revenue Expenditure 2008/9	Amount (£)
Materials budget	283,436
Staffing	1,958,783
Premises	305,380
Computing costs	61,544
Other supplies and services	150,633
Transport	61,285
Third party payments	81,774
Central support services	174,320
TOTAL	3,077,155
Income 2008/09	
Overdue charges	40,623
Reservation fees	11,703
Lettings	7,369
Audio visual materials	67,813
Grants (revenue)	20,827
Other receipts (photocopiers, sale of art)	55,704
TOTAL	204,039
Net expenditure	2,873,116

Income Generation

When setting the annual charges the service considers the market prices (e.g. photocopies) and what charges will maximise income without impacting too heavily on demand

There are four main areas of income for the service: -

i) Hire charges

Hire charges account for 30% of income, although the service expects a high return on the items that generate income this is not the main factor in allocating collections to libraries.

The service believes it is important that all communities have a right to collections of audio visual material and they are therefore distributed throughout the library service.

ii) Overdues

The income from overdues accounts for 20% of the income has fallen over the last five years for a number of reasons:

- Computerisation of libraries enables users to easily identify items that are going to become overdue and have them renewed, staff are also encouraged to inform users of items they have on their accounts.
- New renewal services – 24 hour telephone renewal service and the internet enables users to renew items easily. In September 2008 the service introduced pre overdues to warn users that their items were about to go overdue.

Social inclusion issues on income generation

Although income is vital to the service, the needs of communities and individuals are considered in the policy. As a partner within the Active Card project the service has aligned the concessions with those of the South Gloucestershire Leisure Trust. Concessions are offered to people in the following categories

Children and young people (aged 16 and under)	50% reduction in hire of CDs and spoken word No charge for fines or reservations
Senior citizens (over the age of 60 years)	50% reduction in hire of CDs, spoken word and reservation fees
People on identified benefits	50% reduction in hire of CDs, spoken word and reservation fees
People with visual impairment	50% reduction in hire of CDs and reservation fees. No charge for spoken word materials
Community groups	50% reduction in hire of library premises

15. Links to National indicators

From 2008/9 the new performance framework for local government will be introduced, this brings together national standards and priorities set by Government with local priorities. The following table outlines the indicators where the library service has role in supporting or the meeting of a target. The areas shaded are those within the Local Area Agreement.

	Indicator measure	Link between libraries and indicator	National evidence	Local measures
NI 1	% of people who believe people from different backgrounds get on well together in their local area	Libraries bring communities together and promote an interest in diverse cultures through stock promotion	The national Taking Part survey shows that people taking part in cultural activities are 20% more likely to know 'many people' in their neighbourhood, and that 60% who participate believe 'many of their neighbours can be trusted' Viewpoint question on residents who feel that libraries contribute towards this measure	52% of adults have used a library in the last 12 months South Gloucestershire Viewpoint 2008 NI 9 National Survey showed 49% of users had used a library PLUS survey Viewpoint survey – awareness of library services Number of people attending events
NI2	% of people who feel that they belong to their neighbourhood	Libraries are situated in all main communities and provide a focus for community activity	Users of libraries and museums are more satisfied with the places in which they live than people who do not use libraries or museums Taking part survey	21% of the population are active members of the library

-	Indicator measure	Link between libraries and indicator	National evidence	Local measures
NI3	Civic participation in the local area	Library committees, friends groups, consultation help people feel involved in the development of the service.	<p>Access to information has a major impact on participation, trust and confidence in a local authority</p> <p><i>Report on Information Commissioner's Office (2007) Survey</i></p>	<p>Number of people participating in events</p> <p>Number of people from under represented groups using libraries</p> <p>Age/ gender/ ethnicity/ disability</p> <p>Number of people involved in Friends Groups</p>
NI 4	% of people who feel they can influence decisions in their locality	Having access to information increases public trust and thus supports civic engagement	-	<p>Enquiries relating to Council</p> <p>Use of People's Network for Council information</p>
NI 5	Overall/general satisfaction with local area	<p>High quality local buildings help improve the level of satisfaction within areas.</p> <p>Access to cultural opportunities and participating in culture has an impact upon how people feel about the place where they live</p>	Users of libraries and museums are more satisfied with the places in which they live than people who do not use libraries or museums	<p>Participation data in events and activities</p> <p>Active users</p> <p>Users of service</p>
NI 6	Participation in regular volunteering	The service is developing ways in which the community can be more involved in the development of service and in supporting the delivery of some services.	- volunteering contributes to outcomes in a variety of ways – increasing community capacity, providing experience that can enhance employability.	Number of volunteers
NI 7	Environment for a thriving third sector	Use of libraries by community groups encourages third sector	-	Number of people using the libraries in non core hours (lettings, users of other services)

-	Indicator measure	Link between libraries and indicator	National evidence	Local measures
NI 8	Adult participation in sport	Through the Active Card scheme, members of the library will be encouraged to have a more physically active lifestyle		The Active Card provides links between the library service and other cultural sectors
NI 9	Use of public libraries			
NI 10	Visits to museums or galleries	Promotion of local heritage encourages people to visit local museums and galleries		Number of people accessing Ancestry online database
NI 11	Engagement in the arts	Libraries are a key service in enabling people to engage with literacy and other art forms.		Numbers taking part in arts promotions
NI 13	Migrants English language skills and knowledge	Libraries provide significant opportunities for migrants to improve language skills and knowledge. Opportunities provided include language courses, provision of culturally appropriate material, and access to material a safe and welcoming environment.		PLUS data of usage by ethnicity Usage of language material Usage of People's Network People participating In classes
NI 17	Perceptions of anti-social behaviour	Libraries provide significant opportunities for children and young people to participate in diversionary and positive activities Libraries provide safe and neutral spaces for people to meet across generations.	Research suggests that opportunities for children and young people to participate in culture are seen by people as a major solution to problems of anti-social behaviour	Number of children taking part in events

	Indicator measure	Link between libraries and indicator	National evidence	Local measures
NI 50	Emotional health of children	Reading for pleasure helps build a child's emotional health through enabling them to encounter various emotional experiences through books. Libraries offer young people access to information and resources to support them to stay healthy, including signposting to other	Institute of Education The Effective Provision of Pre-School Education Project found that literacy is improved by early and ongoing engagement by children and families with library services, e.g. "parents reading to their child, teaching letters and numbers, visiting the library, and teaching songs and nursery rhymes continues to be related to better outcomes at age 6 and 7 years." -	Children's PLUS Participation on Bookstart scheme Number of children who are active members of the library
NI 58	- Emotional and behavioural health of children in care	Libraries provide a membership to all Looked after Children.	<i>Providing reading opportunities to support literacy skills in looked after children</i> – The 2007 DCSF White Paper Care matters: time for change recognises the value of libraries in supporting looked after children. Projects such as Right to Read demonstrate value of libraries in this regard, with 87% of carers believed that the libraries were having a beneficial effect on the children. -	-

	Indicator measure	Link between libraries and indicator	National evidence	Local measures
NI 72	Achievement of at least 78 points across the Early Years Foundation Stage with at least 6 in each of the scales in Personal Social and Emotional Development and Communication, Language and Literacy	Children who have access to the Bookstart scheme are much more likely to be successful in future education and in later life.	Rhyme Time – babies, very young children and their parents are supported to enjoy sharing rhythm and rhyme together. These participative sessions support the acquisition of early language and listening skills and encourages bonding. Such activities can underpin family learning, as well as providing opportunities for parents or carers to meet other parents and service providers.	Bookstart figures Children taking part in activities Active membership Bounce and rhyme survey Summer Reading Challenge figures PLUS survey Chatterbook Youth activities

	Indicator measure	Link between libraries and indicator	National evidence	Local measures
NI 73 - 93	Achievement of children in schools	Libraries provide learning opportunities which support the delivery of the national curriculum and formal learning provided by schools. This contributes to educational achievement. In many instances, they provide opportunities to those who would otherwise be denied opportunity, to the detriment of their educational potential and future life chances. Libraries provide opportunities for pupils to access resources and learning opportunities in a structured way that benefits their educational achievement.	Summer Reading Challenge – children and young people participate in reading during summer holidays. Research shows that the SRC supports the National Curriculum Programme of Study for English requires that children engage with a wide range of texts in order to develop their knowledge, skills and understanding	
NI 110	Young people's participation in positive activities	Positive activities includes use of the library service	See above	See above

	Indicator measure	Link between libraries and indicator	National evidence	Local measures
NI 119	Self-reported measure of people's overall health and wellbeing	Reading contributes to a persons sense of well being, it helps them deal with emotional stresses and provides information on health	<p>Libraries are sources of information that are embedded within local communities and therefore are resources that can be used to support the successful implementation of Patient Choice, especially in assisting socially excluded groups or those with poor ICT skills.</p> <p>Museum, library and archive activity targeted at particular groups or individuals with long standing health problems, illness or disability so that they can benefit from cultural opportunity.</p> <p>Mobile library services to housebound people are a means by which vulnerable people can be retain links to the local community and local service providers, as well as accessing cultural opportunity which brings a range of benefits (outlined elsewhere in this outcomes framework).</p> <p>Partnerships between the cultural and the voluntary sectors to meet the needs of particular groups, e.g. older people.</p> <p>- Bibliotherapy/Books on Prescription</p>	<p>Book issues</p> <p>-</p> <p>Health book issues</p> <p>Use of the library service</p> <p>Use of NHS Patient Choice</p> <p>Books on prescription - take up and issues</p> <p>Home library users</p> <p>Mobile library users who are housebound</p> <p>Use of People's Network to access health information</p> <p>Some libraries used for stress management and depression workshops by NHS who are able to use supporting materials</p>

	Indicator measure	Link between libraries and indicator	National evidence	Local measures
NI 138	Satisfaction of people over 65 with both home and neighbourhood	The library is a key service providing older people with a high quality local service both through visits from older people and provision of the Home Library Service		Number of home library users Number of people over 60 using the service Viewpoint survey of older people
NI 140	Fair treatment by local services	It is essential that the library service regularly assess that users are treated with dignity and respect and services are directed to groups who feel disadvantaged by society.	See NI 1	Charter Mark Mystery shopper exercises PLUS survey
NI141	Number of vulnerable people achieving independent living	Home library users can receive the service at home - supports mental agility		Home Library service Access to online resources Enquire usage
NI 163	Working age population qualified to at least Level 2 or higher	The library works with Adult and Community Learning to support people in developing their skills.	Vital Link evaluation Skills for Life tutors found that that 'the support, expertise and resources of the library service make it easy to include reading for pleasure in delivery of the national literacy curriculum'. A key finding is that a focus on reading for pleasure supported the enhancement of knowledge and skills as well as boosting motivation and emotional development	Number of people taking part In library learning activities who are below level 3

	Indicator measure	Link between libraries and indicator	National evidence	Local measures
NI 164	Working age population qualified to at least Level 3 or higher	-	-	Number of people engaged In learning within libraries

16. Trend data

This table shows the key indicators relating to South Gloucestershire compared to the other English unitary authorities using data from 2007/08 (the latest comparable data), figures in brackets show the rank compared to the 46 English Unitary authorities.

	Performance indicator	Performance 2006/07	Performance 2007/08	Selection average 2007/08 (Ranking of S Glos)	Quartiles 2007/08				Performance 2008/09
					Low	-	High		
1	Population	254,400	256,500						257,700
2	Reservations received per 1,000	159	186	176 (20)			*		219
3	Requests supplied within 15 days	78%	83%	80 (10)				*	80%
4	Enquiries per 1,000 pop.	471	397	818 (30)		*			392
5	Book issues per 1,000	5487	5538	4972 (12)			*		5607
6	Other issues per 1,000 pop.	439	432	451 (24)		*			426
7	Expenditure on books and other material per 1,000	£1,227	£1,065	£2025 (42)	*				£1,105 (£1,260 if new stock for Staple Hill inc)
8	Borrowers as a % of pop	23%	23%	26.5%		*			18.5%
9	Total staff in post per 1,000 pop	0.27	0.29	0.39 (43)	*				0.29
10	Book issues per staff (FTE)	20,259	19,265	12,419 (1)				*	19,433
11	Average times a book is issued	6.2	6.9	4.5 (2)				*	6.9

National indicator for libraries

National indicator	South Gloucestershire result	Average English unitaries (81)	Use of libraries based on South Gloucestershire Viewpoint survey July 2008
Use of library in last 12 months	49.1%	47.2%	52%

Local standards

	Performance indicator	Performance	Selection average 2007/08
12	Satisfaction rating for range of books and other materials (very good / good)	Figures based on 2006 76%	Figures based on 2006 77%
13	Satisfaction rating with opening hours (very Good / good)	Figures based on 2006 84%	Figures based on 2006 87%
14	How would you rate the reference and information provision (very good / good)	Figures based on 2006 93%	Figures based on 2006 95%
15	Number attending children's activities	14,532	N/A
16	Children who overall thinks the library service is "good"	Figures based on 2007 88%	85%
17	Viewpoint survey % of people using the library who think it is improving	2007/08 54% 2008/09 52%	N/A

Commentary on trends and implications for the Library Delivery Plan

Inherited from Avon County Council, South Gloucestershire's library service is a low spending service, but usage of the service is above the national average and satisfaction levels are high. This suggests that South Gloucestershire's library service produces excellent value for money.

General issues

The increasing population is a major factor in considering the trends with population rising by 8% since 2004/05 and as reported in section 5.2 due to increase significantly in the next few years. This impacts on the performance of the service especially those indicators related to population.

The Council has invested in new libraries to respond to the increasing population and makes use of S106 developer contributions to provide additional resources for new developments.

Access and Location

92% of the population live within 1 mile of a static service point or mobile stop and the authority has above average of people within each library catchment area. Floor space is an issue since many libraries were built new services have been introduced (e.g.audio visual collections) and there has been a major impact from the introduction of IT. This limits the space that can be used for the display of stock and for activities within buildings. The planned extensions will help relieve this pressure.

Staffing

As described in section 12, the level of staffing means that the service will continue to ensure that use of this important resource is maximised and works at optimum efficiency. This will be achieved through streamlining both back office and front line services through implementing IT solutions (e.g. RFID)

Opening hours

The opening hours of libraries are lower than average and so improvements have been made to address this issue through the removal of lunchtime closure and the introduction of Sunday opening. The service has a marketing strategy that aims at raising the profile of libraries and their services and to maintain and improve the number of visits to libraries.

Physical and virtual library services

Virtual visits to the library website in 2007/08 were 800,000. In the same year online renewals increased by 65% and requests made online by 56%. This clearly demonstrates that the virtual services are becoming an increasingly important means of delivery of services. People no longer have to visit the library in order to access information, renew or reserve items. If e books were introduced then they would not need to visit the library to access a book.

Usage of the service

The figures show that 21% of the population are active users of the library (i.e. have borrowed an item in the last months). However surveys at both national and local level show that about 50% of adults make use of the service each year, not necessarily borrowing an item. This might include using the information service or online services.

Satisfaction with staff

Users rating of the staff is very high. As a result of training, the rating of the staff knowledge and expertise as very good, has increased from 40% to 52% in three years. The helpfulness of staff continues to be exceedingly high

17. Four Year Medium Term Library Delivery Plan for improvement

Our Strategy is to ensure South Gloucestershire Library and Information Service continues to develop to enhance the quality of life in South Gloucestershire.

Our medium term Library Delivery Plan is linked to the South Gloucestershire Corporate Services Plan

Promoting safer and stronger communities					
1.	Objective	Actions	Measures	Current performance 2008/9	Target 2012/13
1.1 Stock	Enhance local identity through the promotion of libraries, books and other media as community resources through the annual reading and library development programme. To improve the quality and range of materials in the service.	Produce annual reading promotion plan Build on the legacy of National Year of Reading to work with other partners to develop reading and use of libraries To ensure stock use is maximised through staff training, use of statistical reports and working with LibrariesWest	Number of active readers within South Gloucestershire as a % of population Number of issues per 1,000 population	18.5% 426	25% 445
1.2 Cultural Engagement	To support the delivery of the South Gloucestershire Cultural Strategy	To support the Cultural Strategy group in delivering the action plan	To support actions within Cultural Strategy		

1.	Objective	Actions	Measures	Current performance 2008/9	Target 2012/13
1.3 Learning	To help support the informal and formal learning of individuals	<ul style="list-style-type: none"> • To identify and provide appropriate materials to support learning • To facilitate the use of library buildings as training venues for formal and informal learning and identify and remove barriers to access • To improve awareness of the full range of learning opportunities in South Gloucestershire and beyond to existing customers/and potential customers. • To ensure support for learning within the service through the provision of trained staff • To assess the impact and measure the effectiveness of learning activity within South Gloucestershire Libraries in conjunction with South Gloucestershire Community Learning Service • To work towards improved access to regional public and academic libraries • To support work which improves the literacy levels of adults 	<p>Number of hours of learning per year per 1.000 population</p> <p>Survey of users who were aware of learning opportunities</p> <p>Users progressing through learning in libraries</p> <p>Use of Quick Reads basic skill sections Improvement in literacy levels</p>	<p>37</p> <p>Baseline to be set</p> <p>Baseline to be set</p> <p>Baseline to be set</p>	<p>40</p> <p>100%</p>
1.4 Promotion	<p>To increase the use of library services both physically and virtually</p> <p>To work with other agencies in combating social exclusion through working with identified groups who are low users of the service</p>	<p>To support the development of the Active Card to realise the benefits of joint marketing and identifying areas of low take up of services</p> <p>To deliver an annual marketing plan for the service</p> <p>To investigate new methods of communicating with users arising from web 2.0 technology (e.g. Twitter, Youtube)</p>	<p>Number of Active Card users as a % of population</p> <p>Number of users from priority groups</p> <p>Number of users from priority neighbourhoods as a % of population</p>	<p>4%</p> <p>Disabled 650 Customers from ethnic minorities 2350</p> <p>13%</p>	<p>25%</p> <p>Disabled 700 Customers from ethnic minorities 3000</p> <p>20%</p>

1.	Objective	Actions	Measures	Current performance 2008/9	Target 2012/13
1,5 Engagement	Develop opportunities for local people, not just customers, to engage with and shape library services	To develop a Friends of Library group in order to enable more people to participate in the development of the service. Develop opportunities for local people, not just customers, to engage with and shape library services	Number of 'Friends' on the database Measure of impact of groups	Baseline to be set	
1.6 Third sector	Embed the role of volunteering within the service and ensure volunteers have the opportunity to shape services	To identify areas where volunteers can bring added value to the service.	Number of hours of volunteering delivered per year	1613	2000
	To identify ways in which the service can support the Third sector in sharing of resources (building, information)	To work with the Third sector in the planning of space for service delivery To promote access to information to help support organisations access funding	Space devoted to Third Sector		
Access	To ensure libraries are open at times when required by the community	To review opening hours of all libraries	Total opening hours per 1,000 population	105	105

2. Investing in children and young people				Current performance 2008/9	Target 2012/13
Objective		Actions	Measures		
2.1 Pre school	To develop reading and the use of libraries to pre school children and their parents	To continue with delivery of Bookstart programme To develop an action plan to be coordinated and delivered by the Early Years Library Worker	Number of active users of the library service 0 -4 % take up of Bookstart programme	25% Bookstart basic 95% Plus 77% Treasure box 100%	30% Bookstart basic 95% Plus 85% Treasure box 100
2.2 Working with partners	To support the delivery of the CYP Plan through working with and supporting families, young people and children. Supporting the CYP in achieving national standards through work with schools and children in promoting the value of reading and use of information.	To continue to strengthen relationships with CYP and staff working with children and young people	Active users aged 5 – 12 as % of population Participation in Summer Reading Challenge of 4 – 12 year olds as % of 4 – 12 yr old children	42% 16%	50% 20%
	To ensure that libraries are regarded as places young people want to visit in their spare time for learning, leisure and information	To run activities and promotions to ensure that libraries are seen by children and young people as safe places where they can access resources and meet with other members of the community	Membership by 5 – 10 years, 12 – 17 years % of children who visit the library without family member	7,583 (5-10) 4,441 (11-17) 18%	Increase by 5% 22%
2.3 Reading	To promote the value of reading to children and young people	To implement an annual plan of actions in working with young people to encourage reading	% of children 0 – 15 who have read a book in last 12 months	33%	40%
2.4	Young people	To develop the relationship with young people to ensure the service is meetings their needs. This will be through involving them in volunteering and in consultation based on the Fulfilling their potential.	Number of young people involved in developing service	Base.line to be set	

3. Improving health, modernising community care and health services						
	Objective	Actions	Measures	Current performance 2008/9	Target 2012/13	
3.1	Health information	To develop links with the health service through projects such as the Books on Prescription scheme.	To implement and monitor the Books on Prescription pilot To carry out surveys on the use of health books and the impact on users.	Number of people who feel the service has been beneficial	Baseline to be set	
3.2	Older people	To support the needs of older people through the provision of relevant stock and services that will enable them to access the service (e.g. Home Library Service)	To work with partners in supporting older people to live independent lives. Identify needs of older people that can be met through the library service (e.g. IT, reading)	% of members over 60 years who are members of the library service	16%	20%

4. Managing future development					
	Objective	Actions	Measures	Current performance 2008/9	Target 2012/13
4.1 Building development	To enhance the existing standards of library provision by extending existing libraries where possible and taking opportunities to relocate to new locations which will enable the service to provide a better local service.	<p>To refurbish Kingswood Library.</p> <p>To extend and refurbish Bradley Stoke Library Winterbourne Library Hanham Library Yate Library</p> <p>To investigate replacement of Patchway Library Thornbury Library</p> <p>To investigate other alternatives for library collections such as community centres and Children's Centres</p>	<p>Projects delivered on time and within budget</p> <p>Improvement meets targets set for the project (e.g. increase usage)</p>	100%	100%
4.2 Developer contributions	To develop a robust S106 formula in order to maximise developer contributions	Adopt MLA standard for S106 and have the standard accepted by developers	Income from S106 contributions	£12,000	Dependent on development

5 Maintaining economic prosperity					
	Objective	Actions	Measures	Current performance 2008/9	Target 2012/13
5.1	Information and advice To be the centres for local advice and information through provision of information and advice to all sections of the community through working with specialist agencies	<p>To develop resources within libraries and online which meet the information needs of residents</p> <p>To actively work with advice agencies on providing local bases for the provision of advice</p> <p>To develop links with Council information services to provide a first level of response for information</p>	<p>Total enquiries in libraries per 1000 population</p> <p>Total online enquiries</p> <p>Number of sessions delivered by library based advice centres.</p>	<p>397</p> <p>125</p>	<p>400</p> <p>150</p>
5.2	Information provision To ensure an up to date and high quality information service which is accessible 24/7 providing reliable access to services that users can trust	<p>To constantly review the electronic provision of services</p> <p>To ensure through staff training and promotion that people with limited ICT skills and/or access can still use the information service</p>	<p>Number of enquiries made to</p> <p>a. Libraries</p> <p>b. Enquiry centre</p> <p>c. Electronic resources</p> <p>d. Enquire online</p>	<p>a. 100,530</p> <p>b. 2023</p> <p>c. 41,706</p>	<p>a.100,000</p> <p>b.3000</p> <p>c. 50,000</p>

6 Delivering our internal improvement programme – “Fit for the Future”				
Objective	Actions	Measures	Current performance 2008/9	Target 2012/13
6.1 To improve the quality of the library service	<p>Invest in staff training and delivering the annual training plan to meet the action plans within the Annual Library Service Plan</p> <p>To survey staff on a regular basis to identify areas for staff development</p> <p>To extend the library IT bandwidth to enable the service to respond to increasing demand for streamed media</p> <p>To retain the Charter Mark accreditation and move to the Customer Service Excellence model</p>	Number of staff attending training sessions per year as % of staff	Baseline to be set	
6.2 To ensure the service is maximising the use of the resources	To continue to use performance management techniques to monitor usage of services and to develop planning of services			
6.3 To ensure that the library services promotes equalities through service provision	To support the development and implementation of the South Gloucestershire Equalities Strategy in the delivering of services and staff development	South Gloucestershire Council reaches gold standard in the Equality assessment	Level 4	Gold
6.4 To maximise access to library services through technology	<p>To develop the library web pages to improve the delivery of library services</p> <p>To develop the use of RFID to release staff resources</p>	Hits on LibrariesWest site	800000	1,000,000

Appendix A: Library Service Library Delivery Plan: Library Profiles

Contents

Bradley Stoke Library

Cadbury Heath Library

Chipping Sodbury Library

Downend Library

Emersons Green Library

Filton Library

Hanham Library

Kingswood Library

Patchway Library

Staple Hill Library

Thornbury Library

Winterbourne Library

Yate Library

Bradley Stoke Library Profile

Brief description	Bradley Stoke Library is a purpose built library, situated within Bradley Stoke Leisure Centre. The single storey building, opened in 1999, has a shared car park in front of the building and the community skate park to the rear.
Refurbishment work in the last five years	No Major refurbishment work has taken place, although the internal walls were repainted in July 2007 (arranged through Leisure Centre maintenance)
Building issues	Being a modern building there are few building issues; however the workroom and loading bay area are inadequate for the number of staff and amount of crates/boxes that need to be stored. The children's area cannot always accommodate the number of families attending pre-school and holiday activities. The side windows open onto a pathway from the car park and so are fitted with window restrictors, which hamper the airflow. However, fans fitted above the counter and roof windows that open help to alleviate some of the problems. The proximity of the skate park has made the library a target for vandalism; however increased community policing of the area seems to have curtailed the worst of the problems. The main fire exit doors are fitted with a stained glass design by Opus Glass
Location comments, including joint-working opportunities	The library is ideally located in a busy leisure centre and very close to a large Tesco supermarket. This helps to attract a wide age range of customers into the library as many people combine a visit to the sports facilities with a visit to the library.. The library has very good links with 11 local infant and primary schools and also visits 15 early years' settings. It is also situated next to the local community secondary school and has a good relationship with their Learning Resources Centre staff. The local Town Council is supportive of the library and have provided grants to run events for young people. There is a local wood that runs behind the Leisure Centre and the library is used for much of the Wildscapes Project publicity.
Opening hours	Mon & Thur: 10.30-6.00; Tues & Frid: 10.30 – 8.00; Sat : 9.30 – 5.00; Sun: 11.00 – 3.00; closed on Wednesdays. Open 45.5 hours weekly.
Key statistics	The population of the immediate, one mile, catchment area of the library is 25,194. The space available per 1,000 population is 17.43M ² . The library has 7,979 active members. From its stock of 35,506 items it loaned 238,789 items. The library had 190,150 visits and dealt with 14,368 enquiries. 23,400 hours usage of the library's 14 PCs, which were in use for 74% of available time.
Staffing – FTE	19 staff, equalling 314.5 hours per week; 8.5 FTE
Summary of community profile	The local community has a very high percentage of children of the age group 0 – 4 and 5 – 9; it also has a very low percentage of older people living in the area. The area has a very high percentage of privately rented accommodation and the population does seem to be quite transient, as reflected in the library membership figures showing that new users make up 30% of the library membership. The number of people with little or no qualifications is below average, as is the number of people claiming benefits and the number of people who feel that their health is not good. However, statistics from South Gloucestershire PCT mental health services indicate that there are high levels of depression and anxiety in the area. They believe this is due to the high number of young families in the area who have no local extended family and support networks. The local area has a high percentage of Asian/Asian British, Chinese and BME. A very high percentage of Bradley Stoke residents are in full time employment.
Opportunities for expansion	In 2009 / 10 the library will be extended to include additional space for both the public and staff. There is potential to extend the main library onto a grass area adjacent to the children's library. This could provide more activity space for children's events. The opening hours of the library could be extended through the introduction of RFID. Extension work is planned in 2009/10

Cadbury Heath Library Profile

Brief description	<p>Situated in the centre of Cadbury Heath, next to a primary school, the community centre and local shops, including the housing office, the library is well situated.</p> <p>It is a single storey building with shallow ramp access as well as steps. It occupies a corner plot with open boundaries on two sides. There is a rear access and the boundary is wire fence.</p> <p>There is some open land that belongs to the village hall.</p> <p>It can also be the centre of gatherings of young people which can cause problems especially on dark winter evenings.</p> <p>There is some on-street parking, and users are also able to use the community hall car park next door.</p>
Refurbishment work in the last five years	The current library has a public space of 171.1m ² . It was refurbished in 2003, including an extension to create a children's area. The roof and windows were refurbished in 2008.
Building issues	Due to work carried out in 2008/9 there are no major building issues
Location comments, including joint-working opportunities	<p>There are regular meetings with <i>Getting it together in Cadbury Heath</i>, with the community development worker, Parish Council, police, local churches, and representatives from the schools and health services. The library also participates in the local annual festival.</p> <p>The service is able to visit the five local primary schools annually to promote the <i>Summer Reading Challenge</i> and have closer contact with Parkwall. Visits are also made to, and by, most of the 10 early years' settings. A Children's Centre was opened in 2007 across the road, next to the primary school.</p>
Opening hours	Mon. 9.00 to 7.00; Thurs and Fri 9.00 to 5.00; Sat 9.30 to 5.00
Key statistics	<p>The population of the immediate, one mile, catchment area of the library is 29,226.</p> <p>The space available per 1,000 population is 5.85M².</p> <p>The library has 1865 active members.</p> <p>From its stock of 14,353 items it loaned about 68,000 items.</p> <p>The library had 44,715 visits, and dealt with 3,089 enquiries.</p> <p>7,036 hours usage of the library's 9 PCs, which were in use for 46.35% of available time</p>
Staffing – FTE	125 hours per week (3.4 FTE)
Summary of community profile	<p>50% the population are aged 25 – 64; however only 37.9% of our users fall into this age category. 10% of the population are aged 16 – 24 whereas only 6.4% of our users are this age. Both figures are below overall average across all libraries.</p> <p>A high proportion of homes in the area are rented from social landlords (14%) compared with a S Glos average of 9.8%. The 5 SOA areas immediately surrounding the library have very high social landlord rented properties (31.5 – 42.5%)</p> <p>Number of people (26%) with no qualifications slightly higher than S Glos average, however SOAs immediately around the library have a rate of 41% of people with no qualifications.</p> <p>High number of people in SOAs consider themselves economically inactive permanently sick.</p> <p>Above average number of households in Parkwall Ward claiming Housing or Council Tax benefits. Higher rate of no-car households.</p>
Opportunities for expansion	There is room for expansion onto the area adjacent to the library.

Chipping Sodbury Library Profile

Brief description	Chipping Sodbury Library is situated in the Old Grammar School – a stone built building facing directly onto the High Street next to the Police Station and Clock Tower, which houses the seasonal Tourist Information Centre. It is owned by Chipping Sodbury Townlands Trust who allow it to be used for pepper corn rent per annum. It is all on one level but has pillars which make it difficult to manoeuvre around inside. The rear of the building is used as a meeting area for various locals groups but library staff are not permitted to access this area.
Refurbishment work in the last five years	Counter replaced as part of DDA work in 2006. In 2008 the library had a major refurbishment of the interior including the replacement of lights, furniture and electrical system
Building issues	There has been a on going issue with damp in the walls which need regular monitoring.
Location comments, including joint-working opportunities	Being sited on the High Street is obviously a big plus point although it is difficult to make the front of the library look like what it is – a library. Conservation restrictions in the area only permit a small sign. Library staff participate in annual Victorian Evening and other local events. They also visit local pre-school groups as part of Bookstart Treasure Box deliveries and local schools to promote summer reading game – both of these are coordinated from Yate Library.
Opening hours	Tues 9.30 -12.30 & 1.30 – 5, Thurs 9 – 1, Friday 9.30 – 12.30 & 1.30 – 5, Sat 9.30 – 12.30
Key statistics	Issued 17978 books in 2006/7 from a book stock of 6903. Also 786 AV issues in same period. There are 579 registered active borrowers but also YA users use both branches.
Staffing – FTE	45 hours staffing from YA staff per week. YA staff CS on a rota basis.
Summary of community profile	The most notable feature about Chipping Sodbury ward is that there is much higher percentage of people in the 75+ age group than in South Gloucestershire as a whole. Despite this the number of people with home carers is slightly below the South Glos average suggesting the people in this age group are relatively healthy and independent.
Opportunities for expansion	None – South Gloucestershire does not own the building and there is no space to expand

Downend Library Profile

Brief description	Downend Library was built in 1960 together with the adjoining clinic, when both services were the responsibility of the local authority (Gloucestershire County Council). The Clinic is now administered by the South Gloucestershire Primary Care Trust (PCT) The single storey building, situated at the end of a residential cul de sac shares a recently extended car park with clinic staff and users.
Refurbishment work in the last five years	Pitched roof above public area was replaced in 2002. Major refurbishment was carried out in early 2006, including installation of overhead gas fired central heating; a new ceiling, redecoration throughout; new upvc windows; rewiring and replacement data cabling; removal of asbestos; improved lighting. In 2008 the furniture was replaced
Building issues	
Location comments, including joint-working opportunities	Despite the not in a central location it is relatively well used. The library enjoys good links with the 9 local infant and primary schools, Contact with the local secondary school has tended to be limited to the school librarian. The library enjoys a very productive relationship with the Downend and Bromley Heath Parish Council. The foyer hosts a Parish notice board and the Council has awarded generous grants for events such as Home Library Service Parties and young peoples activities.
Opening hours	Mon & Thurs: 9.30 – 7.00; Wed, Fri & Sat: 9.30 – 5.00; closed on Tues. Open 41.5 hours weekly
Key statistics	The population of the immediate, one mile, catchment area of the library is 32,909 The space available per 1,000 population is 8.17M ² The library has 5709 active members From its stock of 24,440 it loaned 100250 items The library 63,935 visits and dealt with 10.859 enquiries There was 16,216 hours usage of the library's 14 PCs, which were in use for 56% of the available time
Staffing – FTE	13 staff, equalling 236.5 hours per week; 6 FTE
Summary of community profile	Downend is a well established, comfortable suburb on the north east Bristol fringe. It has a very high number of retired residents, many of whom lead active lives and are low dependency. In addition there is a fairly high level of sheltered housing, as well as residential and nursing homes, many of whose residents have moved from other areas. The number of those employed is relatively high and educational attainment is similarly in the upper bracket. There is relatively little if any deprivation. The housing is predominantly owner-occupied and is of a high quality: substantial 1930's semis and detached properties as well as newer superior infill developments.
Opportunities for expansion	There is scope on the north west elevation to extend the building on to the grassed and paved area beyond the glazed curtain wall to a space of approximately 7.5 x 6 metres. This could either be used as a children's activity area or an ICT suite, thus allowing existing children's area to regain the space currently occupied by public PCs. There is also more limited scope to extend outwards from the north facing gable end, but this would involve considerably more construction work. Other possibilities include converting the office and store room which adjoins the loading bay.

Emersons Green Library Profile

Brief description	A purpose-built library(opened May 2003), Emersons Green Library is single story, square brick with dominant pyramid- shaped roof topped with glass. Located where green footpath crosses busy estate road, very near shopping centre and next door to Village Hall.
Refurbishment work in the last five years	Newly built in 2002/3.
Building issues	Problems with overheating in summer because of poor ventilation and solar gain from glass rooflight. Not enough parking next to library. Problems with shared parking space with offices next door and access to delivery bay.
Location comments, including joint-working opportunities	The Library is well located, with level access, being next to Village Hall and park/ path from houses to shops and near large retail park. However it sometimes missed as it is "behind" shops and low, relative to street. It has a very good relationship with the 4 local primary schools which often send classes to visit and with the two secondary schools, students from both attending the library's teenage group. In addition, staff work with all the local pre-school settings. Being next to the Village Hall helps engender a close working relationship with their staff and the parish council which is based there. Being next to the park has meant we are useful as a base for 'Walking to health' and an emergent Friends of the Park. We are close enough to other small Council offices to offer their staff an alternative meeting place.
Opening hours	Tues & Thurs 10.30 – 8, Fri 10.30 – 6, Sat 9.30 – 5, Sun 11 – 3. Open 37 Hours weekly
Key statistics	The population of the immediate, one mile, catchment area of the library is 15, 675. The space available per 1000 population is 21m ² . The library has 3019 active members. From its stock of 19962 items it loaned 127, 626 items. The library had 99338 visits, and dealt with 9598 enquiries. 11981 hours usage of the library's 13 PCs, which were in use for 48% of available time
Staffing – FTE	15 staff, equalling 175.75 hours per week; 4.75 FTE
Summary of community profile	The library has a very high number of under 4 year olds and 25 – 44 year olds. Also a very low number of over 45 year olds; this is reflected in the library's membership and participation in activities. There is a high turnover of affluent owner-occupiers and MOD personnel in Emersons Green but the neighbouring Blackhorse Road is an area of contrasting indicators of low income, educational achievement, health and social deprivation. Full time employment high in Emersons Green and the opposite in Blackhorse Road.
Opportunities for expansion	When Emersons Green East is developed the library will expand the children's area and improve the interior layout to create more public area. There is limited room for expansion but the library could benefit from extended opening hours which could be achieved through the implementation of RFID

Filton Library Profile

Brief description	<p>Filton Library was opened in Spring 1999: it is situated in the Shield Retail Park, at the junction between the A38 and the Filton Link Road. It is a single storey, purpose-built library constructed from bricks and metal beams. It is a bright, airy building with large windows and a glass roof. The library is on one level, it has a public disabled toilet and there is a meeting room at the front of the library. Extensive parking is available although it is limited to 3 hours and there are disabled spaces immediately outside the library. There is also vehicle access at the back of the library.</p> <p>There is an office and staff room at the back of the library.</p>
Refurbishment work in the last five years	Replacement of carpet to the children's library and entrance area following burst pipe flood. The area behind the counter has also been extended to provide storage.
Building issues	<p>The metal beams at the entrance of the library need to be redecorated.</p> <p>There is an intention to change the meeting room into a dedicated part of the library using funding from S106 contributions</p>
Location comments, including joint-working opportunities	<p>The library is situated in the Shield Retail Park where there is a large freezer food centre and other specialist shops i.e. motorbike showroom, camping and outdoor equipment, bed shop, etc.</p> <p>A Surestart Children's Centre opened in Oct 2007 in temporary accommodation at St Peters Church and the library staff have established links.</p> <p>The library has close connections with the 3 primary schools that are within walking distance of the library. There is 1 other school some distance away and the library has established links with this school for assembly visits etc. There is 1 secondary school in the catchment area.</p>
Opening hours	<p>Monday, Thursday: 9.30am - 7.00pm</p> <p>Tuesday, Friday, Saturday: 9.30am - 5.00pm</p> <p>Wednesday, Sunday: closed</p> <p>Open 41.5 hours per week</p>
Key statistics	<p>10,250 people live within 1 mile of the library.</p> <p>The space available per 1,000 population is 12.4m²</p> <p>The library has 3521 active members</p> <p>From its stock of 14421 items it loaned 70,640 items in 2006/2007.</p> <p>The library has 75340 visits and dealt with 8558 enquiries in 2006/2007.</p> <p>11488.06 hours usage of the 8 Peoples Network computers, which were in use for 69.29% of the time available.</p>
Staffing – FTE	8 staff. Equalling 148 hours per week: 4 FTE
Summary of community profile	<p>The library serves a Priority Neighbourhood area,</p> <p>Elderly people are a significant proportion of the active users; they combine use of the library with visits to shops and other facilities.</p>
Opportunities for expansion	<p>The meeting room at the front of the library it is the only area where public can see into the library, it houses 3 Peoples Network computers several chairs and tables. Filton Town Council currently rent the meeting room, they have agreed to relinquish ownership when they receive money from the S106 agreement for an alternative meeting room. The area could be incorporated into the main body of the library by removing the internal windows, the internal wall and the internal library doors.</p>

Hanham Library Profile

Brief description	Hanham Library is a purpose-built library, attached to Hanham Youth Centre, and opened in November 1980. It is a single storey, red brick building, located on a sloping site on the High Street in Hanham, with a shared car park at the rear. The front of the building has a grassed area between it and the public footpath.
Refurbishment work in the last five years	The library was refurbished in March 2005 – it was repainted internally following work on structural cracks; a new central heating boiler was installed; DDA improvements included an accessible toilet; the staff room was upgraded and new units installed; new shelving was installed in the children's area and new mobile island units were purchased for the adult area. In 2006 another section of adult wall shelving was replaced and all the library shelf-bay guiding was replaced. In 2007 the shelving in the workroom was replaced with new, deeper, shelves.
Building issues	The building has had some superficial subsidence problems in the last ten years. However, extensive bore tests in 2004 confirmed that the foundations were again stable. All the wooden window frames at the front are rotten, are not safe to open, this has contributed to the very poor air circulation in the main library, which becomes unbearably hot in summer. The original electrical wiring is in need of replacement. These two issues will be addressed in 2009/10 There is no parking allowed at the front and the rear car park is several hundred metres from the entrance, which is not ideal for disabled library users. The car park is in need of resurfacing
Location comments, including joint-working opportunities	The library is ideally located in a very visible position on the High Street, across the road from the post office. It has a very good relationship with the youth centre next door, from which has developed several exciting youth projects, and has helped to foster an active youth group in the library. A new Children's Centre opened in October 2007, in a converted area at the rear of the youth centre, which has opened up new opportunities for joint working, including the library providing public access to one of the centre's online information kiosks. The library also has very good links with the six local infant and primary schools and with Hanham High School. The nearby Hanham Folk Centre is very supportive, as are the many local churches, the very active local history group and the parish councils, who have funded various activities in the library, including the annual housebound party.
Opening hours	Mon, Fri & Sat: 9.30 – 5.00; Tue & Thu: 9.30 – 7.00; closed on Wed. Open 41.5 hours weekly.
Key statistics	The population of the immediate, one mile, catchment area of the library is 19,460. The space available per 1,000 population is 11.92 M ² . The library has 4170 active members. From its stock of 21,150 items it loaned 111,740 items. The library had 89,400 visits, and dealt with 10,040 enquiries. 12,770 hours usage of the library's 12 PCs, which were in use for 51% of available time
Staffing – FTE	11 staff, equalling 184 hours per week; 5 FTE
Summary of community profile	Very mixed community served by the library which serves the wards of Hanham and Longwell Green. For many of the population measures it is an average South Gloucestershire district. Higher than average older people in the Hanham ward The area borders the Cadbury Heath Priority Neighbourhood
Opportunities for expansion	There is potential to convert the unused open patio area, adjacent to the children's library, into the main library. This would help alleviate the space pressures in this busy library, which has below the average floor space for South Gloucestershire libraries of 14M ² , and enable staff to greatly improve the range of services on offer. This is to be carried out in 2009/10

Kingswood Library Profile

Brief description	Kingswood Library is a purpose-built library, built in the 50's or 60's. It is a single storey building, located on the High Street in Kingswood, close to Kingswood Civic Centre and the Park Centre. There is a row of car parking spaces in front of the library, including 2 disabled spaces, and 2 grassed areas between the library and the pavement. There is a public footpath leading to Park School down the side of the library. A row of staff car parking is available in the adjacent car park, which belongs to the City of Bristol College next door.
Refurbishment work in the last five years	In 2004 the boiler and hot water system was replaced. In 2005 the library was re-roofed, rewired, redecorated, carpeted throughout and the 2 staff toilets were rebuilt, making one of them DDA compliant. A ramp was also built up to the back door, making wheelchair access to the back door possible. The children's area received new shelving. In 2006 the library also received new windows along the front, and one of the areas in the back, and new blinds in the public areas. A sofa and 2 chairs were purchased for the Children's/Young Adult area.
Building issues	Car parking is a constant problem at Kingswood, as the limited number of public car parking spaces out the front are inadequate in number and limited to two hours only.
Location comments, including joint-working opportunities	The library is close to the Park School and within walking distance of Our Lady of Lourdes School, and we have fruitful relationships in terms of class visits, supporting book weeks etc with these schools. Kingswood Library also has good links with 9 other schools in the area, and delivers Bookstart treasure boxes to 12 local preschools... The library is on a main road, so has a high profile. A good relationship has been forged with the nearby Park Community Centre. Regular lettings at the library include a church, a writer's group and IT courses organised by Community Education
Opening hours	Mon, Tue and Sat: 9.30-5.00, Wed and Fri 9.30-7.00, CLOSED on Thursdays and Sundays. Open 41.5 hours weekly.
Key statistics	The population of the immediate, one mile catchment area of the library is 32,160. The space available per 1,000 population is 9.81 M2 The library has 5146 active members. From its stock of 23,732 items it loaned 105,176 items. The library had 85,717 visits, and dealt with 10,145 enquiries. 22,359 hours of the library's 18 PCs, which were in use for 60% of available time
Staffing – FTE	10 staff, equalling 204.5 hours per week;5.5 FTE
Summary of community profile	One area not far from the library has above average numbers of teenagers, and several areas have above average numbers of older people, including those 75+. There is a high degree of social housing and private rented housing in Kingswood. A large number of people in Kingswood have no qualifications or low qualifications. There are also quite a few unemployed people in Kingswood, and people doing lower classification jobs. A few areas in Kingswood have more people with health problems than is average. The area is a well-established area, with a good mix of ages and different people.
Opportunities for expansion	There is potential to convert the unused open patio area, adjacent to the children's area, into the main area. This would help increase the floor space in the children's library, as the children's library is sometimes quite congested when activities are on. An old Ellis building has been demolished at the back: this area could be used for increased car parking.

Patchway Library Profile

Brief description	<p>Patchway Library was opened in 1974. It is situated off Highwood Road, leading up to Cribbs Causeway, on the junction of Rodway Road and Durban Road. The library is opposite Patchway Fire Station and has its own car park, with reserved parking spaces for disabled people.</p> <p>It is a single storey, flat roofed, purpose-built library constructed from bricks. The library is on one level and it has automatic doors, the public area is 242 sq. metres. At the back of the library there is a small corridor workroom, a larger workroom that is shared with community workers, a staff room, and a public and disabled toilet.</p>
Refurbishment work in the last five years	<p>It was refurbished in the autumn of 2005, when DDA works were carried out, which included; widening of internal doors; disabled access parking bay, access ramp and toilet. It is in good decorative order inside. The flat roof has also had extensive work done on it about 5 years ago.</p>
Building issues	<p>The front of the library is covered by CCTV from the fire station opposite. This is maintained by the Town Council. They also maintain the trees and 'children's bouncy animals' located on our land to the side of the building.</p> <p>The library building is not very attractive externally especially the large paved frontage. There are frequent problems with vandalism and anti-social behaviour e.g broken windows.</p> <p>The planned Northfield development on the nearby Filton airfield would mean an additional 2000+ homes to its catchment area. This would put demands on existing stock; IT facilities and space. There are plans to replace the library building with a new library combined possibly with a locality hub in 2009 - 2011.</p>
Location comments, including joint-working opportunities	<p>The library is opposite shops, the fire station and the health clinic and it is close to the community centre.</p> <p>The library serves five primary and one secondary school.</p>
Opening hours	<p>Monday: 9.00 - 7.00 pm Wednesday, Friday: 9.00 - 5.00 pm Saturday: 9.30 - 5.00 pm Tuesday, Thursday, Sunday: Closed Open 33.5 hours per week</p>
Key statistics	<p>The population of the immediate, one mile catchment area of the library is 16,000 The space available per 1,000 population is 15 M2 The library has 1,717 active members. From its stock of 9,975 items it loaned 36,164 items. The library had 35,267 visits, and dealt with 4,995 enquiries. The library's 18 PCs were used for 9,263 hours, which represents 40% of available time</p>
Staffing – FTE	<p>8 staff, equalling 111.5 hours per week; 3 FTE</p>
Summary of community profile	<p>Patchway has been identified as one of South Gloucestershire's Priority Neighbourhoods due to the level of relative deprivation. The library is well used by the local community which includes customers from the Travellers site close by. The library is an important centre for community learning as the census indicates that an above number of people have little or no qualifications and unemployment is above average within the community..</p>
Opportunities for expansion	<p>The library is due to be replaced in September 2011 with a South Gloucestershire Locality Hub which will include a One Stop Council information centre, a base for all staff who deliver area based services to children and young people and a centre for adults with learning difficulties. Through this development the library will explore extending opening hours though the use of RFID technology and integrating the service with other centre based ones.</p>

Staple Hill Library Profile

Brief description	Staple Hill Library was opened in January 2009 as a replacement for an leased building
Location comments, including joint-working opportunities	The library enjoys good links with the 2 local primary schools. The Library supports and attends meetings of the Staple Hill Regeneration Partnership which brings together different agencies whose aim is to improve the quality of life and environment in Staple Hill. Other initiatives include community notice boards and improved street surveillance. Staff take part in the annual Christmas on the Hill community festival and have delivered children's activities at Page Park and "Our Place" the community flat. The library has proved a popular venue for community learning classes, some of which have involved staff (basic library skills, reading for pleasure etc)
Opening hours	Tues & Fri: 9.30 – 7.00; Thurs & Sat: 9.30 – 5.00; closed on Mon & Wed. Open
Key statistics	The population of the immediate, one mile, catchment area of the library is 28,271 The space available per 1,000 population is 3.96 The library has 2079 active members From its stock of 13,364 items it loaned 58,793 items The library had 54,305 visits and dealt with 7575 enquiries There was 5,627 hours usage of the library's 4 PCs, which were in use for 81% of the available time
Staffing – FTE	6 staff equalling 98.5 hours per week; 2.5 FTE. In addition an average 9 hours professional time is given by Downend librarian
Summary of community profile	The library has an above average number of people over the age of 75 years and pensioner households. It has a very high transient population, which is reflected in the library membership figures showing new users make up 27% of the library membership. The number of people with little or no qualifications is above average especially in the areas of Pendennis Road and Narrow Lane. There is also high unemployment in the area, above the Council average Very high number of people who feel their health is not good, especially in the very immediate Super Output Areas. The number of people who are economically inactive / permanently sick is also very high. There are a high number of people claiming benefit and many of these will be entitled to Library Service concessions.

Thornbury Library Profile

Brief description	Thornbury Library was built in 1970 and is beginning to show its age. It is a dark brick/concrete with pebble dash cladding construction with a low flat roof area covering the reference, workroom and children's library and a higher central block encompassing the main public area. The front entrance opens on to the upper part of a pedestrianised shopping centre and the rear is located on St Mary Street. There is very limited parking for staff only to the rear, but the library is next door to a short stay public car park with disabled parking.
Refurbishment work in the last five years	. Approx 8 years ago some improvements were made and various small scale work has taken place since then.
Building issues	Given its age and limited size the library is in need of refurbishment and there are plans for a new library - see opportunities for expansion below. The electrics; roof; windows; lighting; heating; internal decoration; shelving all need extensive work to bring them up to an acceptable standard. The library is also too small and the plans would double the size of the public area. The library is also the hub of the van network to all libraries in South Gloucestershire and this creates its own problems both for the processing and storage of items in crates and the parking for the vans involved as there is no dedicated loading bay/parking.
Location comments, including joint-working opportunities	The library is ideally located at the top end of a pedestrianised shopping centre with parking (including disable parking) nearby. It is close to the Age Concern Headquarters, Museum and GP practice.. 14 primary and 2 secondary schools fall within our catchment area. While some, like Charfield, Tortworh, Almondsbury, Oldbury-on-Severn, Olveston and St Andrews (Cromhall) are located in nearby villages and are some distance away, some are very close e.g. Gillingstool (just across the nearby Rock Street) which houses a new Sure Start Centre to which we have just started to make monthly visits.
Opening hours	Monday, Tuesday 9.30 - 5.30; Wednesday, Friday 9.30 - 7; Saturday 9.30 - 5. Total 42.5 hours.
Key statistics	The population of the immediate one mile catchment area of the library is 11,744 The space available per 1000 population is 10.4 square metres The library has 5687 active members From its stock of 20,377 items it loaned 133,028 items The library had 131,086 visits and dealt with 17,992 enquiries 16,552 hours usage of the library's 13 PCs which were in use for 62% of available time.
Staffing – FTE	13 staff, equalling 263.5 hours per week; 7 FTE (this includes one staff equalling 15 hours which is 'van' hours paid on Martin's code) 7
Summary of community profile	Thornbury is a small market town with good primary and secondary schools, households are mainly owner occupiers with above average education profiles but there are pockets of deprivation not far from the library (Thornbury South-Streamleaze). The library is used by a broad mix of ages but by a slightly above average number of older people The Age Concern computer classes and Pensions surgeries are well used by this age group. Plans for a new library are 'on hold' for the moment
Opportunities for expansion	As noted above there were plans for a new library incorporated in a 3 story construction on the existing library site (loading bay/workroom on the ground floor; main public library on the first floor, which would double its present size) with accompanying shops and offices but these are on hold.

Winterbourne Library Profile

Brief description	Winterbourne Library is a red brick, single storey, flat roofed, purpose build property typically for the era in which it was built, the 1970's. It is located in Flaxpits Lane between the parking areas for the sports pitch to the Ridings High and roughly opposite Bradley Avenue.
Refurbishment work in the last five years	Winterbourne Library was refurbished in Spring 2005 and its improved, bright and welcoming interior is appreciated by customers and staff alike. The children's library had new shelving installed and staff had their kitchen area/staffroom refurbished.
Building issues	The building itself is too small; there is no space for any kind of storage and the shelving in the staffroom/workroom is overflowing. The children's library has to house the reference and local history collection as there is no space anywhere else and as it only has one PC most children will sit on the PCs in the adult library as they want to sit together. The Teenage section could also do with a more defined and suitable area. The fencing at the rear of the property is in a poor state Parking is an issue outside; there are not enough parking spaces to accommodate staff, customers, the Ridings 6 th formers and the general public. The building will be extended in 2009/10
Location comments, including joint-working opportunities	Winterbourne Library is away from the main shopping precinct for Winterbourne which combined with the shortage of parking spaces means that some people will take their custom at a more conveniently located library. Despite this the library is well liked and praised by first time users for its bright and welcoming atmosphere. The library has good links with 7 primary schools in the area and we regularly visit at least once a year for a school assembly and by invitation from teachers. The primary school closest to the library regularly sends a class per week for a library experience. Since Spring 2007 Winterbourne also has a Children's Centre (formerly Surestart) based at the Greenfield Centre and again the library has established links and visits occasionally.
Opening hours	Tue & Fri 9.30 – 7.00, Wed & Sat 9.30 – 5.00, Closed all other days. Open 34 hours per week
Key statistics	The population in the immediate 1 mile area of the library is 6,815 with available space per 1,000 population of 25.53m ³ . From a total stock of approximately 12,300 items for loan (includes just over 1,300 Audio Visual Materials) more than 51,800 items were loaned. The library had 40,100 visits and dealt with 7,951 enquiries. The 11 available PCs were used 35.5% of the time. The number of active borrowers registered at Winterbourne is just under 2,000.
Staffing – FTE	7 staff equalling 108.5 hours or 2.9 FTE
Summary of community profile	Winterbourne Ward has a below average number of children with a higher than average number of senior citizen (65+). The number of rented households is on par with the average for S. Glos. House prices in the area are high which may force many to live in rented accommodation. Some areas within the ward have low educational attainment levels and the number of people in full time employment is below average. The same areas have a higher than average number of people being of poor health and many in those areas are elderly which may explain the figures of poor health and lower educational standards. The population of Winterbourne Ward is predominantly White British
Expansion	There is plenty of land surrounding the library to expand the library which would allow for a better and more purpose linked use of space and greater storage. This is to be addressed in 2009/10

Yate Library Profile

Brief description	Yate Library was opened in its current building in 1971. It is located in a very good position in Yate Shopping Centre and has level access throughout (for the public), disabled parking, a disabled persons toilet and automatic doors. There is staff parking at the rear which is also the docking point for the Mobile Library to load up each morning.
Refurbishment work in the last five years	In December 2006 the paving at the front & rear was re-laid and replaced following a number of trips by members of the public. The windows were also replaced for UPVC windows about 5 years ago. The library had a newly installed boiler in 2008.
Building issues	Following a successful bid to the Big Lottery the refurbishment and extension of Yate Library begins in January 2008. This will include an enlarged and more visible entrance lobby, an extension housing the children's library, a public meeting room, interview room, shared office space for advice agencies, an exhibition/events space and room to garage the mobile library.
Location comments, including joint-working opportunities	As mentioned above the building is ideally situated in a busy shopping centre and houses offices for Volunteer Bureau, Connexions, Shop Mobility and a pensions surgery once a week. It's proximity to local Health Centres and the Leisure Centre also means we work with these agencies as well the Shopping centre itself on occasions. We serve 27 local schools some of these are some distance away – Marshfield, Hawkesbury, Wickwar and also Acton Turville which the Mobile library visits. Some of these we have particularly strong relationships with and have also worked with in conjunction with Community Education to reach Dads groups and reception class parents. In the past 3 years we have worked with groups from Brimsham Green secondary school. This relationship has developed and the school band played at a recent Home Library Service Party. In 2007/8 we have actively sought manned displays from local agencies including the Fire & Police Service, Community Education and others. Library staff have supported events at Yate Heritage Centre in the past 2 years by manning stalls at their various summer events. The building is used by many groups in the evenings and on Wednesdays – e.g. Girl Guides, Duke of Edinburgh Award Scheme, U3A ICT classes, Craft group and German language classes.
Opening hours	Mon, Tues, Thurs, Fri 9.30 – 7 : Sat 9.30 – 5 : Sun 11 - 3
Key statistics	In 2006/7 Yate Library issued 217524 books (total book stock 37162) as well as 16523 audio visual issues. Borrowers borrowing from the library were 9808 (although we have many users especially foreign workers who only use the Internet facilities and are therefore not part of this figure.) The footfall for 2006/7 was 158484 and the public PCs were in use 71% of the time.
Staffing – FTE	322.25 hours per week (8.75 FTE). The Yate staff also staff Chipping Sodbury and the Mobile Library on a rota basis accounting for 45 hours at CS and 37hours YM.
Summary of community profile	Yate has had areas which until recently were considered Super Output Areas in South Yate but these areas have improved enough to no longer be categorized as such. However these areas are the ones where the number of households with a carer is above the South Glos average. Likewise the populations in the Blaisdon/Glenfall area have a lower level of educational attainment than in South Glos as a whole. The other significant factor is the high number of young children in the Yate area which is a driver for local services and influences the service the library provides. In many ways though Yate is very close the South Glos average for most PIs.
Opportunities for expansion	There is further space to extend the library onto the grassed area at the back of the building if section 106 monies are made available This would attach to the new extension planned for 2009.