

# Future Libraries Programme

## The ten phase one partners

### **Working Together - Greater Manchester Libraries**

#### **(Bolton, Bury, Manchester, Oldham, Rochdale, Salford, Stockport, Tameside, Trafford, Wigan)**

The project will conduct a feasibility study and options appraisal to identify efficiency savings and customer service improvement opportunities and consider alternative governance models. This work will identify business models for a collaborative approach to library services for the Greater Manchester Region that will maintain and improve these statutory services. These models would be flexible enough to allow involvement of other library authorities and/or cultural organisations within the NW region.

The future model whilst acknowledging local accountability will go beyond delivering current services at less cost. It must release capacity to transform the services in order to invest in new developments that fit with social, economic and technological change. A vibrant, high quality, relevant and economically sustainable service for the 21<sup>st</sup> century is the ultimate aim. Improving services together; enhancing quality together; achieving value together.

### **Going Digital, Going Local; transforming libraries in Northumberland and Durham**

Faced with similar issues relating to broadband access, digital exclusion and rural outreach, Northumberland and Durham County Councils have joined together on a project which will put libraries at the heart of their communities. The two councils wish to make use of shared arrangements relating to IT and professional support to enable their libraries to offer access to a range of council and other services. Local communities will be able to use libraries to learn, make transactions, obtain the best sources of information and develop information handling skills, as well as accessing employment opportunities. Community engagement will be central to the project. Particular emphasis will be given to improving IT skills and confidence through the use of volunteers, testing how on-line borrowing challenges can be overcome, and looking at new models for the rural offer including work with rural community transport providers.

### **Modernising Library Services in two sparse rural counties (Herefordshire and Shropshire).**

Herefordshire and Shropshire Councils face many similar challenges not least delivering services to sparse population in highly rural areas, but also a number of opportunities to create modern and effective library services. The two unitary authorities share a common approach and understanding in the delivery of services at a local level. Therefore, the project will consider the use of new models of service delivery building on both authorities experience in working with communities to deliver and improve services. The programme will look at a range of delivery and management options that will shape sustainable services, including the options of charitable trust status and neighbourhood run libraries. While these approaches are also being tested elsewhere this project will ensure that they meet the needs of predominantly rural counties and build on the innovation and best practice found in both authorities. The project is a joint partnership with equal weight given to both partners, Herefordshire Council being the nominated lead authority.

### **Breaking Boundaries (Lincolnshire, Rutland, Cambridgeshire, North East Lincs; Peterborough)**

The project will focus on how Lincolnshire can work with neighbouring authorities and local communities to develop library services beyond their perceived traditional role and across a large geographical area. These 'product extensions' will include access to other public services, key information hubs and the provision of democratic community space. The aim is to reposition libraries as a core service of local government, making them relevant and responsive. It will ask how communities should be involved in the planning, design, delivery and evaluation of library services. Solutions will be developed across administrative boundaries with Rutland and North East Lincolnshire. Shared back office and procurement arrangements will be tested with Vivacity, Peterborough's Culture and Leisure Trust. The benefits of collaborative working will be explored with Cambridgeshire by developing the SPINE partnership. There will be two core elements within the project which will focus on key stakeholders: how to involve communities in the planning, design, delivery and evaluation of library services; and how to engage local councillors, the private and voluntary sectors in the development of high performing, value for money library services which meet the needs of local communities.

### **Local Libraries (Suffolk)**

The Suffolk project is about working with community groups to support them in managing their local library. This approach aims to enable communities to take control of running their library and shape it to meet the needs of local people. These community run libraries will be supported by a countywide online service, a network which allows people to borrow from one place and return to another, as well as a 'value for money' book lending and reservation service. This approach aims to enable communities to take control of running their libraries, shaping them to fit their locality, whilst making savings in management and bureaucracy, yet retaining the networked services which are so valued in Suffolk.

### **Closer working in South East London (Bexley, Bromley, Croydon, Greenwich, Lambeth, Lewisham, Southwark)**

The Future Libraries Programme is an exciting opportunity to deliver a step change across library services in South East London. Through it, Bexley, Bromley, Croydon, Greenwich, Lambeth, Lewisham, and Southwark, will look at options and opportunities for improving quality and reducing costs by working more closely together.

These library authorities - members of the South East Libraries Performance Improvement Group (SELPIG) - will build on individual strengths and distinctive features, to retain and improve best practice models and introduce new solutions.

### **Joint Delivery of library services (Hammersmith & Fulham, Kensington & Chelsea)**

The London Borough of Hammersmith and Fulham and the Royal Borough of Kensington and Chelsea plan to explore the feasibility of sharing library services to be delivered or commissioned jointly across borough borders. This will include investigating alternative models for delivering library services in what could be an innovative way forward for both authorities, and which, in addition, could provide a model for other London boroughs.

### **Library Links (Bradford)**

Bradford Council is working with communities to help remodel its library service to provide major libraries in key centres across the district supported by a network of sustainable local service points – Library Links. Potentially many of these library link points will be located in shared outlets with extended opening times in partnership with a retail partner. A joint approach with a retail partner has the potential to relocate libraries into stores with excess space, redevelop existing library sites to incorporate new library facilities attached to retail stores and new developments of joint library/retail facilities. This programme will enable Bradford to develop a remodelled and sustainable library service delivered through innovative partnership working and using a joint approach which is effective and efficient for both parties.

### **Innovation, Collaboration and Efficiency - The South West Peninsula Library Partnership: (Cornwall, Devon, Plymouth, Torbay)**

The South West Peninsula library partnership has been working together since 2009 to explore how joint working can create efficiencies, and maximise opportunities to deliver high quality, innovative and best practice library services at a time of financial constraint. This project will enable us to accelerate that work. The project will identify the scale of the potential efficiencies, explore areas for innovative service improvement across the partnership and identify appropriate governance models, which can incorporate the shared services across the four authorities whilst also retaining clear accountability and identity for the delivery of libraries at a local level. As a group of authorities, we look forward to sharing the results of our project with other local authorities as we recognise that the models we evolve may be appropriate for many other parts of the country.

### **Delivering Library Services for the Future (Oxfordshire and Kent)**

Two large counties are using the opportunity this Programme provides to develop a new long term model for library services provided in rural counties. The model will need to substantially and permanently reduce the cost of provision, while retaining those features which are valuable to customers (good stock, access to information, community spaces and knowledgeable staff). The new model will need to deliver library services fit for purpose in the 21st century, including extensive online services such as e books, e loans and social networking, as well as provision that draws on Big Society principles of locally driven and community based activity.

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