

PLYMOUTH CITY COUNCIL

Subject:	Library Service Modernisation - Consultation Report
Committee:	Customers and Communities Overview and Scrutiny Panel
Date:	7 November 2012
Cabinet Member:	Cllr Peter Smith
CMT Member:	Adam Broome (Director for Corporate Services)
Author:	Sally Walsh, Library Service Manager (Customer Relations)
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Ref:	CCOSP/Vision/20121007
Key Decision:	No
Part:	I

Purpose of the report:

In order to inform the modernisation the Library Service, over 1,500 users and non-users were asked for their views on current services and a range of options for future developments. Service managers have now analysed the results of this consultation and the Consultation Report presents the results.

Corporate Plan 2012-2015:

The Council's medium term operational focus proposes improving customer contact through library 'hubs' where users can access a range of PCC services. The Council recognises the opportunity to "strengthen the role of libraries in the community and create community information hubs".

The Council is committed to getting "get much better use from our libraries and internet facilities".

As part of the focus on "People", the Council is committed to "developing a more joined up advice and information services through the Contact Centre, web, libraries, GP surgeries, schools and other outlets"

Implications for Medium Term Financial Plan and Resource Implications: Including finance, human, IT and land

The report shows high levels of satisfaction with current services. Maintaining current services and developing new ones remains a challenge in the current climate. Refocusing existing budgets will be used to achieve improvements.

Other Implications: e.g. Child Poverty, Community Safety, Health and Safety, Risk Management and Equality, Diversity and Community Cohesion:

Respondents were asked for equality and diversity information about themselves. This is analysed in the report.

Recommendations & Reasons for recommended action:

It is recommended that the Panel consider the conclusions of the Consultation Report and feed back their views to Cabinet in order to inform the Library Service Business Plan for 2013/14.

Alternative options considered and reasons for recommended action:

The consultation was carried out as part of the Library Modernisation programme.

Background papers:

Sign off:

Fin		Leg		HR		Corp Prop		IT		Strat Proc	
Originating SMT Member											
Have you consulted the Cabinet Member(s) named on the report? Yes											