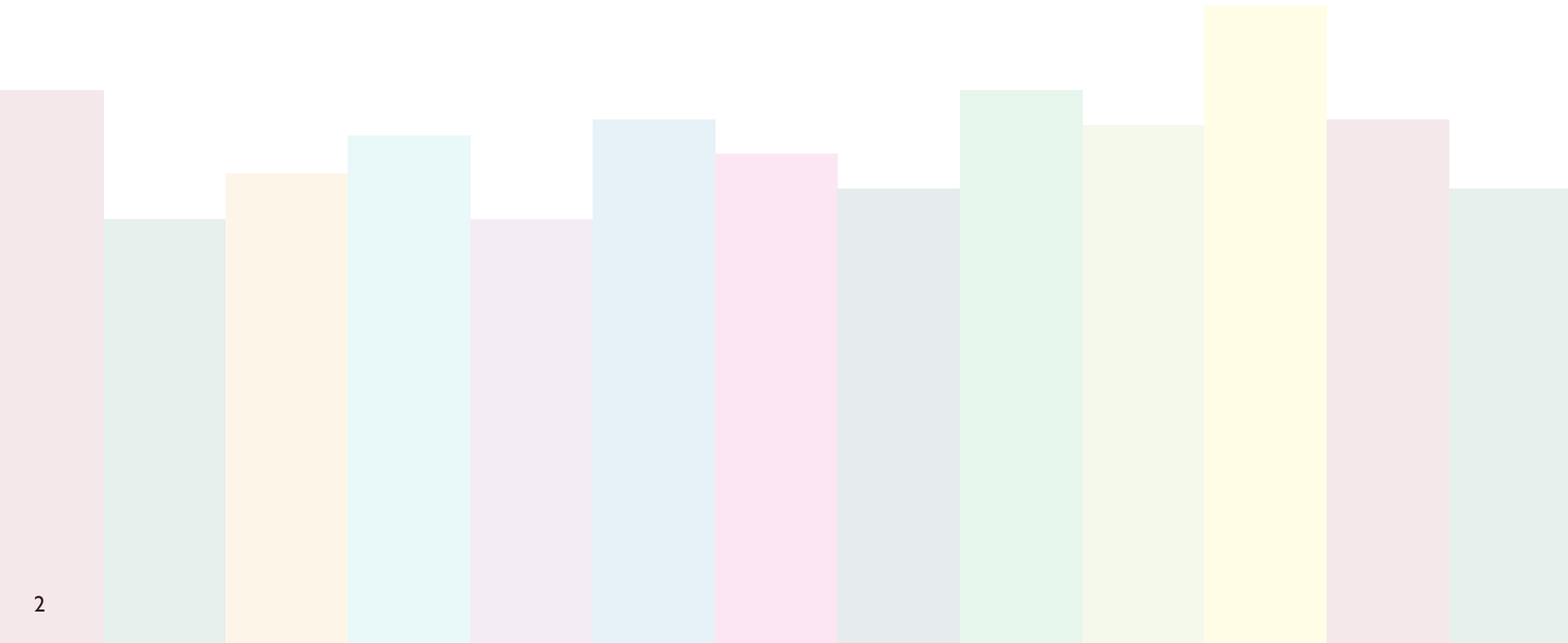


Plan for Libraries

Summary 2017 - 2020



PLAN FOR LIBRARIES



2017 - 2020

Foreword

Plymouth's branding as Britain's Ocean City captures the city's rich history of being the starting point of some of the great voyages of exploration, its role as an embarkation point for the settlement of new worlds, as well as its reputation for innovation.

Plymouth is now increasingly known for excellence in education, being at the forefront of marine science and industry and for its exciting annual programme of events and cultural activities.

The city is now competing on a global stage and it needs to clearly communicate what it has to offer, both its unrivalled past and its exciting future.

We are an ambitious city and are developing our Plymouth Plan 2011-2031 to ensure that strategically we have a clear view of what the future will look like.

Now is the time to ensure the library service and our Library Plan aligns to the future of the city and achieves its vision to deliver a consistent and sustainable service for our citizens and communities.

Introduction



Councillor Glenn Jordan
Cabinet member for culture

In 2014 the cabinet agreed that the library service should support cultural engagement through literacy, learning and skills development. They agreed that these services should be embedded in the community and not dependent on buildings for success. Residents should not only be able to borrow books but also enhance their digital skills, seek information and advice about employment and skills and health and wellbeing.

Statistics show that just 7 of our 17 libraries currently account for 80% of all library visits and 75% of all items borrowed. Trying to operate 17 libraries is unsustainable, is a drain on our resources and limits our ability to offer the quality of service that we know is possible. We will not be constrained by a building, the 24/7 digital offering shows that more eBooks are borrowed each year than printed books from 10 of our libraries. We are living in the digital world and customers expect us to offer our service in a way they prefer.

Requesting a book online and being able to collect it at a new local 'click and collect' location is more convenient for our customers. The ability to take the service out into the community where it is needed means that more people can experience our offer without having to come to us.

Since 2014 the library service has evolved and improved. In 2016 the opening of the Central Library in the city centre had the effect of doubling library membership there and the numbers of visitors to the library has significantly increased. This has shown us that the vision we have outlined in this plan is the right one, supporting resident's clear expectations for modern and flexible spaces with access to digital services and advice and guidance in areas such as employment and health.

This Plan for Libraries describes our activities for the next three years and the steps we will take to continue our evolution. Whilst we are under significant financial constraints our plan involves a commitment to invest in the future of the library service to ensure our buildings, technology and resources are fit for purpose now and into the future.

I am proud to say that Plymouth Libraries are now prepared to participate more strategically in the city's plans for the future and welcome your comments, your suggestions, and your support, as we work to realise our vision.

2017 - 2020

Assistant Director Customer Services Introduction

At Plymouth Libraries we're passionate about the difference we can make to the lives of the people of the city. Whether we're encouraging a love of reading, enabling users to embrace technology and the digital world, or supporting health and wellbeing through a range of activities, we have our customers at the heart of everything we do.

Libraries are trusted sources of information with a brand that is valued, non-judgmental and reliable.

It's widely acknowledged that libraries are used very differently from a decade or two ago yet our delivery model of 17 static libraries across Plymouth hasn't changed significantly in well over 15 years. Our challenge is to provide a delivery model that offers consistency, value for money and meets the ever changing needs of our customers.

The new Central Library has been a tremendous success with increased visits, new members, computer use and book lending compared to the old library on North Hill. This proves that we must invest in buildings in the right locations to keep physical libraries relevant, accessible and sustainable for the future.

Earlier this year we held a "Conversation" with the people of Plymouth who told us that whilst traditional services are valued increasingly users are accessing library services online. We issue more eBooks than our smaller libraries combined.

Investment in technology means we needn't be constrained by our buildings, but able to provide our services to communities where and when they need them. Pop-up libraries offering a full range of our services including a 'click and collect' service will soon be a reality within settings such as Children's Centres, Health and Wellbeing Hubs and Community Centres.

We're excited about this plan to transform the library service in Plymouth to enable more people to benefit from our wide range of services.



Faye Batchelor-Hambleton
Assistant Director for
Customer Services

PLAN FOR LIBRARIES 2017 - 2020

Our vision is that...






“Plymouth Libraries will deliver modern services that inspire learning and creativity, improve health and wellbeing, and support digital inclusion.”

Almost one million people use Plymouth Library Services every year for cultural engagement through literacy, learning and skills development. However, in light of the changing needs of library users this statutory service needs to change to ensure future sustainability and to increase usage throughout communities in the City.

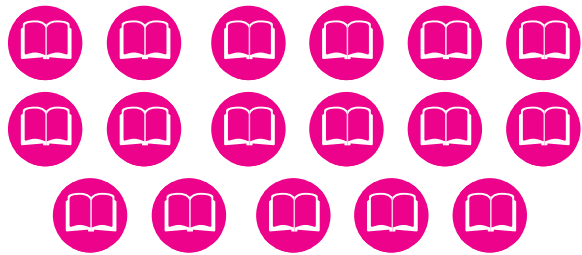
In 2014, Plymouth City Council's Cabinet recognised the need for fundamental changes to the statutory service. This Plan sets out proposals for these changes and supports the Local Authority during this pivotal time of unprecedented financial pressures and challenges to transform the delivery of local services.

Our vision for a new approach to library service delivery has been determined through a combination of community needs assessment, the Plymouth Plan and lengthy community engagement.

The purpose of the library service

Five strategic aims have been identified as integral to the delivery of a modern library service:		Corporate Plan Objective
 <p>Reading</p>	<p>Reading and Literacy</p> <p>We'll provide free access to books and literature for all, promoting reading for pleasure. Through initiatives including the Summer Reading Challenge, Bookstart and Reading Ahead the library service aspires to raising literacy levels across the city.</p>	<p>GROWING PLYMOUTH</p> <p>We will make our city a great place to live by creating opportunities for better learning and greater investment, with more jobs and homes.</p>
 <p>Information</p>	<p>Information and History</p> <p>We will ensure that everyone has access to information and services to help them make informed decisions. We will contribute to economic development, providing support for job seekers and small businesses through work clubs and PatLib. We will make the most of the library's history collections ensuring access and preserving for future generations.</p>	<p>CARING PLYMOUTH</p> <p>We will work with our residents to have happy, healthy and connected communities where people lead safe and fulfilled lives.</p>
 <p>Digital</p>	<p>Digital</p> <p>We will provide free Wi-Fi and computers with skilled staff on hand to help people make the most of the internet and digital world. An active digital inclusion programme will ensure that no-one is left behind.</p>	<p>PIONEERING PLYMOUTH</p> <p>We will be innovative by design, and deliver services that are more accountable, flexible and efficient.</p>
 <p>Health</p>	<p>Health and Wellbeing</p> <p>We will provide access to public health information, including signposting and referrals. Through creative and social activities and initiatives such as Books on Prescription, Memory Cafés and Feel Better with a Book we will contribute to the health and wellbeing of communities.</p>	<p>CARING PLYMOUTH</p> <p>We will work with our residents to have happy, healthy and connected communities where people lead safe and fulfilled lives.</p>
 <p>Learning</p>	<p>Learning</p> <p>We will provide space, resources and opportunities to support lifelong learning for all. The Library Service to Schools supports learning in schools by providing quality resources, expertise and advice.</p>	<p>GROWING PLYMOUTH</p> <p>We will make our city a great place to live by creating opportunities for better learning and greater investment, with more jobs and homes.</p>

Where we are now



17
Libraries



Staff
FTE 81.6



Average cost per visit
£4.78

- Just 7 of our libraries account for:
 - 80% of all library visits
 - 75% of all items borrowed
 - 75% of attendance at library events or activities
- More eBooks are borrowed each year than printed books from 10 of our libraries
- Cost per visit ranges from £0.93 to £28.26
- Opening hours and library offer are inconsistent across the city
- Thinly spread staff means we can't always deliver the service our customers need
- Limited outreach offer with some areas of the city not benefiting from a library service

2017 - 2020

Current library catchment

- 1 Central Library
- 2 Crownhill Library
- 3 Devonport Library
- 4 Efford Library
- 5 Egguckland Library
- 6 Ernesettle Library
- 7 Estover Library
- 8 Laira Library
- 9 North Prospect Library
- 10 Peverell Library
- 11 Plympton Library
- 12 Plymstock Library
- 13 Southway Library
- 14 St Budeaux Library
- 15 Stoke Library
- 16 Tothill Library
- 17 West Park Library

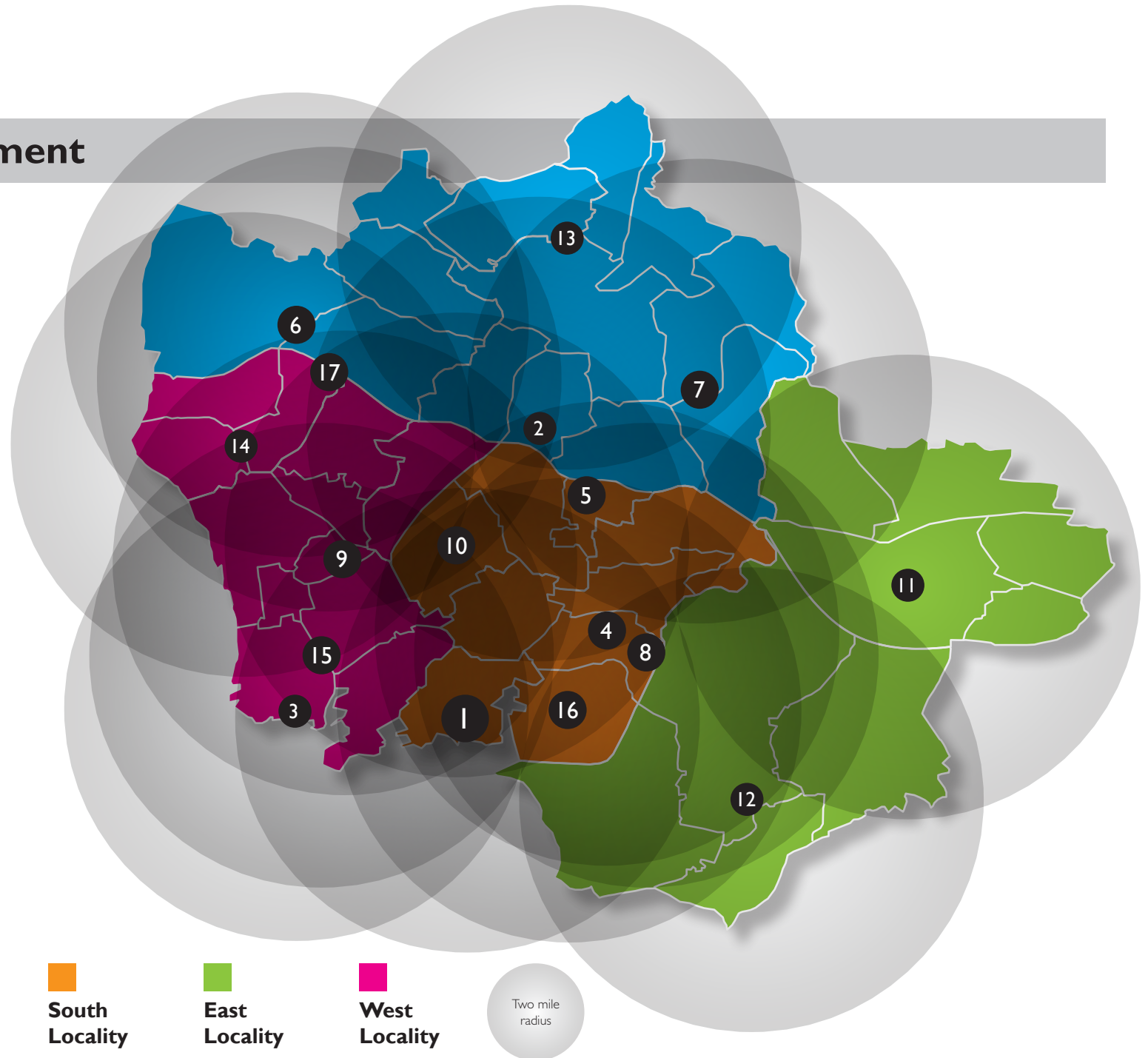
 **North
Locality**

 **South
Locality**

 **East
Locality**

 **West
Locality**

 Two mile
radius



How will we deliver our Strategic Aims?

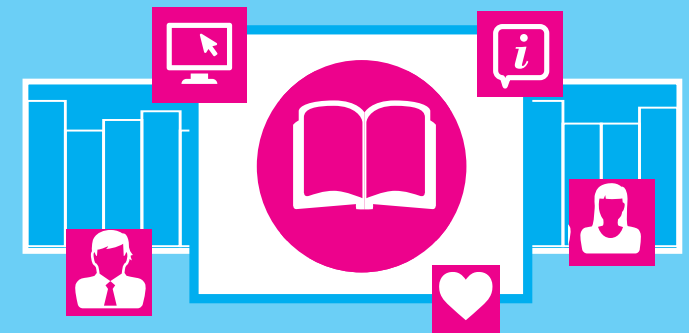
Online Offer

Our online offer is accessible 24 hours a day, 365 days a year and provides an online library catalogue, eBooks, audiobooks and magazines plus a range of premium online resources.



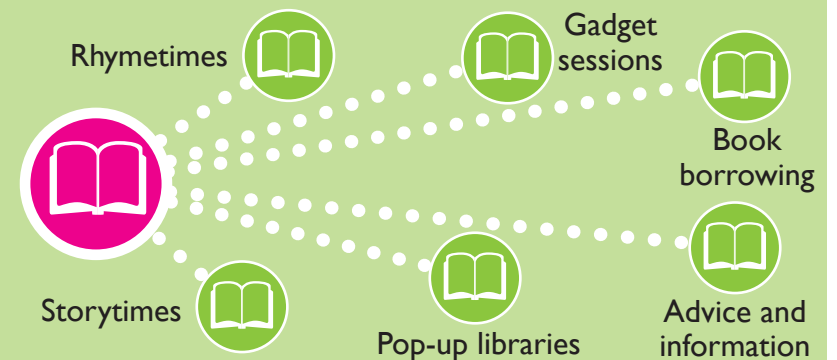
In-Library Offer

Our library buildings will be fit for purpose and include meeting spaces so we are able to offer a full range of services based around the offers of Reading and Literacy, Information and History, Digital, Health and Wellbeing and Learning. They will be clean, modern and welcoming and run by friendly and trained staff.



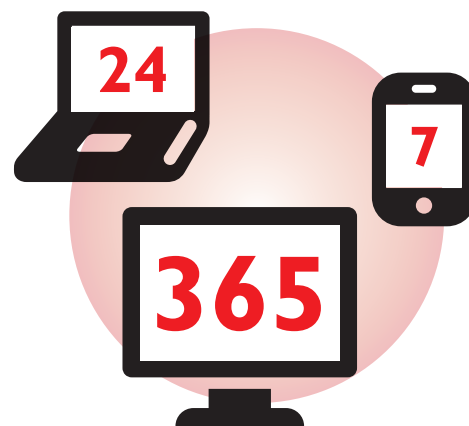
Outreach Offer

Our outreach offer will increase. Investment in technology will mean we are able to take the library into communities, providing a pop-up library with click and collect, activities and services. This will include our Home Library Service for housebound users.



PLAN FOR LIBRARIES 2017 - 2020

What we are proposing?



Enhanced Online Offer to include

- Click and collect service
- Wider selection of eBooks and eMagazines
- Streaming films and music

Outreach Offer

Pop-up libraries across the city to include:

- Rhymetimes
- Storytimes
- Book borrowing
- Signposting for advice and information
- Gadget sessions and online demos

In-Library Offer

- Consistent and enhanced offer across the city
- Modern, well maintained buildings with meeting spaces
- Full complement of fully, trained staff (no lone working)
- More than books... respondents to our recent questionnaire told us that they would use the following services in the future:
 - Help with job seeking (72%)
 - Digital skills training (71%)
 - Access to council services (63%)
 - Finding health information (62%)

7 Libraries
 Enhanced outreach offer, delivering services for the community in the community.

Enhanced online offer 24/7
 365 days a year

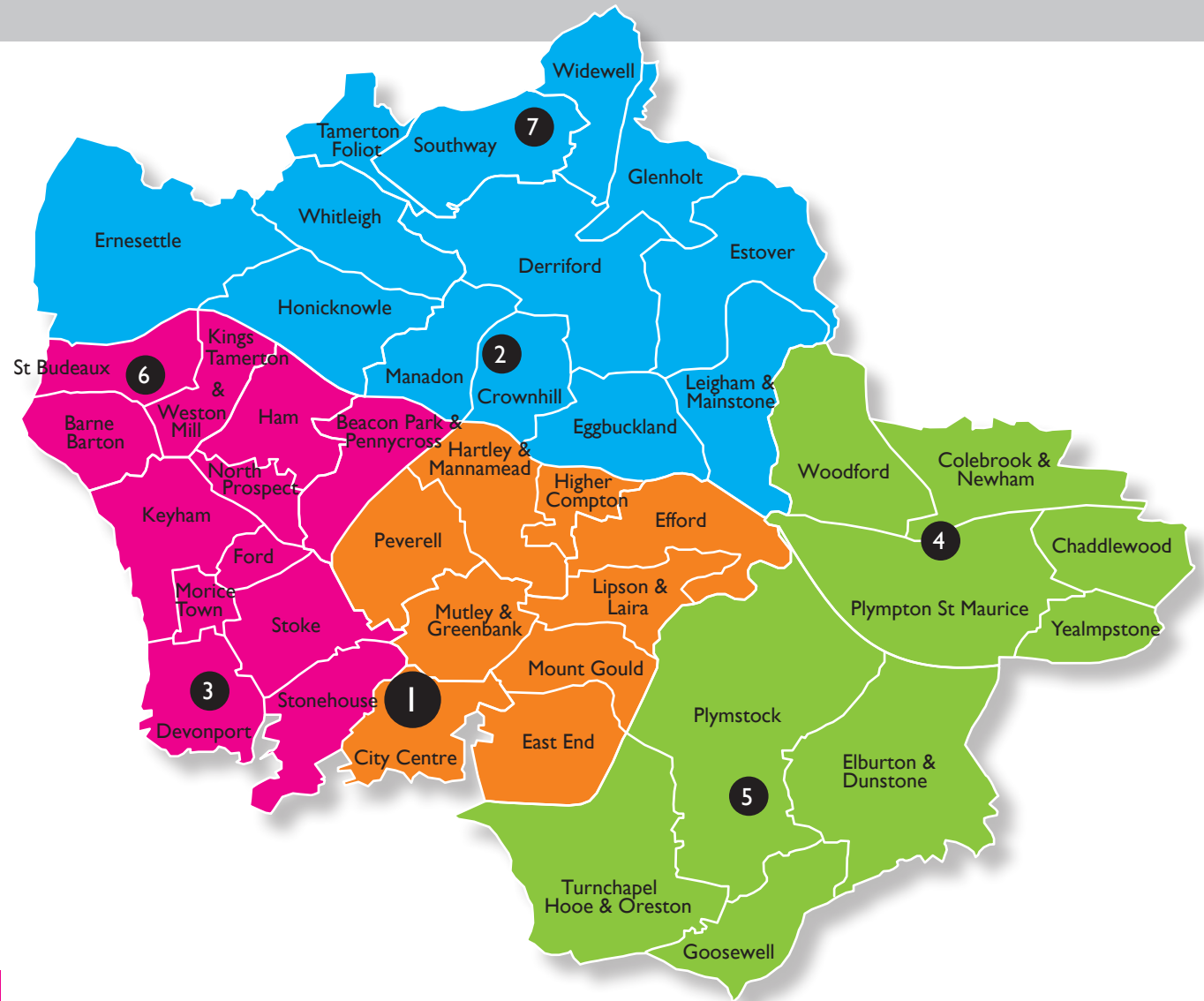


Staff
 FTE 74.6

Reduced cost
 per visit

Proposed library locations

- 1 Central Library
- 2 Crownhill Library
- 3 Devonport Library
- 4 Plympton Library
- 5 Plymstock Library
- 6 St Budeaux Library
- 7 Southway Library



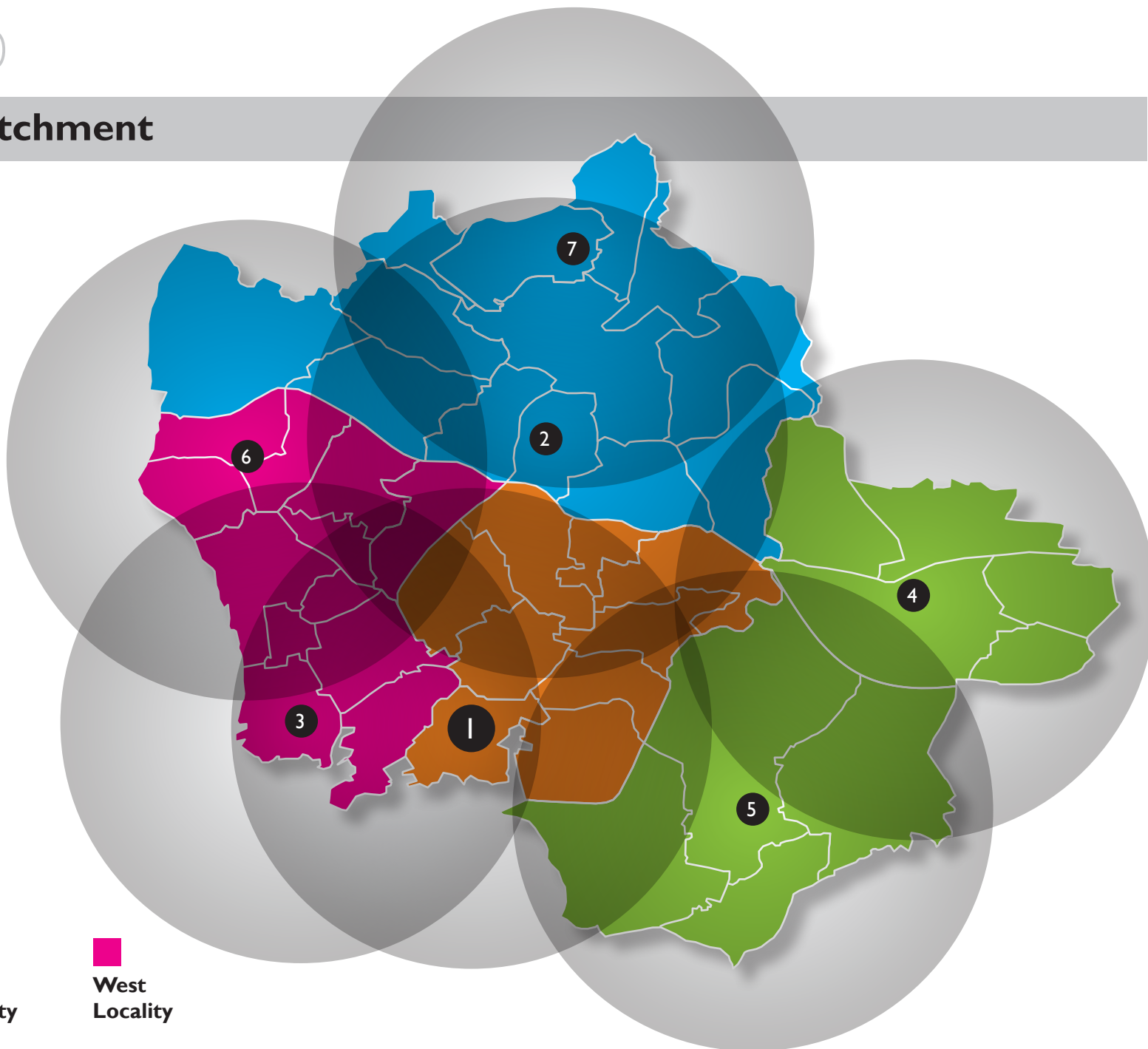
2017 - 2020

Proposed library catchment

- 1 Central Library
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- 5 Plymstock Library
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- 7 Southway Library



- North Locality
- South Locality
- East Locality
- West Locality



How can you get involved?

Email: planforlibraries@plymouth.gov.uk

Attend one of our open meetings: www.plymouth.gov.uk/planforlibraries

Facebook: [PlymouthLibraries](https://www.facebook.com/PlymouthLibraries)

Twitter: [@PlymLibraries](https://twitter.com/PlymLibraries)

