

## Library Transformation information pack



The biggest transformation in the history of Warwickshire's Library Service is now underway and everyone is being urged to have their say.

Warwickshire County Council is conducting a 12-week public consultation on the proposals to reshape library provision and save £2 million over the next three years. The consultation begins on March 18 and will run until June 9, giving local people a chance to find out more and share their views before any final decisions are made. Communities considering volunteer-run library services will need to have the facts and figures at their fingertips.

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2. Library data sheet
3. Warwickshire Library Service offer
4. Frequently asked questions
5. List of public meetings to discuss library transformation

### Further information

- Library performance trend data (2005-2010)
- 'Warwickshire Library and Information Service: Facing the Challenge', Report to Communities Overview and Scrutiny Committee 01.03.11
- Warwickshire Library and Information Service: Facing the Challenge', Report to Warwickshire County Council Cabinet 17.03.11

This information is available on our website:  
[www.warwickshire.gov.uk/facingthechallenge](http://www.warwickshire.gov.uk/facingthechallenge)

Or can be requested from:  
email: [libraries@warwickshire.gov.uk](mailto:libraries@warwickshire.gov.uk)  
post: **Head of Customer Service & Communications,**  
**Shire Hall, Market Square, Warwick CV34 4RR**

# Consultation 18 March - 9 June

# Warwickshire Library Service Offer

## Service statistics

- We currently run 34 libraries countywide and a fleet of five mobile libraries.
  - The operational budget for 2010/11 is £7.4m
  - We raise approximately £800,000 income per annum
  - We currently employ 192 (FTE) staff
  - We are supported by 159 regular volunteers
  - More than 250,000 local people are Warwickshire library members
- 

## Library Service offer (reading, information, learning and literacy)

### We provide

- Free book loans - up to 10 at any one time
  - Low-cost CD and DVD rental, faxing and photocopying services
  - A comprehensive Enquiry and Information service
  - Public computers offering 30 minutes free time per person, per day
  - Free public wi-fi
  - Events and activities for all ages and wide interests
  - Space for people to meet
  - Support for groups such as reading groups, Silver Surfers and job seekers
  - 24/7 online services for renewals, reservations, enquires, information, and more
  - Mobile services to outlying communities and housing for older people.
  - Home visits to housebound readers, assisted by Age UK and volunteers
  - Specialist library services for schools and Bookstart programme for babies
  - Local studies promoting the county's culture and heritage
  - Music and Drama service
-

## Why are you proposing to close libraries?

All local authorities have to make savings to help deal with the national deficit. Warwickshire County Council must reduce its total budget by more than £60 million over the next three years. As part of this, the Library and Information Service has to reduce spending by £2 million and can no longer afford to run 34 library buildings. 16 have been identified as no longer sustainable in their current form. We have to look at other ways to provide library services in those communities.

## How did you select which ones?

We constantly monitor how much each library is used and the figures vary considerably. The top performing Warwickshire library receives 201 visits per hour open and the lowest 4.69 per hour. We assessed all 34 in terms of visits and loans per hour open, and whether they already - or plan to - share their premises, and costs, with other services. On that basis, reducing the number of separate library buildings by 16 would affect less than 10% of all library visits.

## What's going to happen to the staff in my library?

We will be working with staff who are affected, and involve trade unions in the change process. Every effort will be made to redeploy staff and avoid compulsory redundancies - but making savings on this scale means these cannot be ruled out.

## Why can't you get rid of management instead?

Cutting the current £7.4 million Library and Information Service budget by £2 million requires a review of all costs and a major reshaping of services. Reducing the number of separate library buildings by 16 would achieve only half the necessary savings. The other £1 million will have to be found in other ways, one of which is the proposal to reduce the workforce by the equivalent of 50 full-time posts, including administration, technical, management and specialist staff.

## Why are you proposing to cut opening hours?

To achieve the target £2 million savings we will also need to reduce opening hours in remaining libraries by 28%. The proposed reduction is as follows: Library Hubs open up to 50 hours a week and Local Libraries open between 15 and 35 hours per week.

## You conduct surveys but do you take notice of what people say?

The proposals for change are open for communities to discuss. We genuinely want to hear about suggestions for alternative ways in which the service can be provided. Feedback from public meetings, library roadshows and the questionnaire will be considered at the Warwickshire County Council Cabinet Meeting in July.

## What would the new Warwickshire Library Service look like?

We propose three levels, or categories, of service:

- Library Hubs in three main centres of population (Leamington, Nuneaton and Rugby) offering the widest range of services and the longest opening hours.
- Local Libraries in 15 locations (Alcester, Atherstone, Bedworth, Coleshill, Kenilworth, Lillington, Polesworth, Shipston, Southam, Stockingford, Stratford, Warwick, Wellesbourne, Whitnash and Wolston) offering services and opening hours that reflect local need.
- Library Direct encompassing the full range of 24/7 online library services plus countywide mobile, outreach and housebound reader services.

## Will you keep libraries open after the school day has finished so my child can do their homework?

If opening hours are reduced or a library building closed, we will provide information about any other homework support provision available to local students.

## **Where can I go to take my child to Rhyme Time?**

If a library building closes we will continue to deliver children's activities, including Rhyme Time, in other Local Libraries, if at all possible. We would like to explore using other venues that are suggested by local communities.

## **Libraries have helped my children to learn to read. What will you offer in future?**

The library service will continue to promote Bookstart which gifts books to babies and young children, and work with partners to deliver events and activities in local community venues. If a library closes, we will provide information about where the nearest collection of library books, including children's titles, can be found.

## **I don't have my own transport. If my local library closes, how will I be able to access library services?**

People with access to the internet can use online library and information services around the clock. The range of virtual library services is expanding all the time - and growing in popularity, as a convenient, user-friendly option. Mobile library service schedules will be revised to include new stops for some communities, particularly if a library building closes. We will provide information about these, along with details of the nearest static libraries.

## **Will the mobile library still visit me?**

The mobile library service will, in future, have a wider and more multi-functional role, taking a range of local information, services and advisors to people in outlying communities. We propose to review current schedules, remove least-used stops and revise routes to ensure the reduced fleet of vehicles reaches as many people as possible.

## **How can I access Silver Surfer advice if my library is closing?**

If a library building is closed we will provide information about other Libraries that provide internet access with support for Silver Surfers.

## **Not everyone has access to a computer at home. If you close the library how will I access the internet?**

We would provide information about other places that provide internet access including other Local Libraries and, finances allowing, investigate the potential to provide a public computer in a suitable alternative local venue. Communities receiving mobile library visits would be able to access information, the full library catalogue and the internet via the onboard computer.

## **What will you do to support people applying for jobs who don't have a computer at home?**

We will provide information about computer access and job seeking support available at other Local Libraries.

## **Will my library have fewer computers?**

Given lower usage of public computers in libraries over the past year or so, and the introduction of free public wifi in libraries, we propose to reduce the network and save money by running fewer PCs. We also plan to make savings on our general ICT overheads.

## **What if my community wants to set up volunteer-run library services?**

Considering other ways to deliver library services is a key part of the consultation and decision-making process. So we want to hear from any community interested in setting up local alternatives. They would need to present a business case for their proposals. Support is available from Warwickshire County Council to help you with the process.

## **Are there any other options?**

We will look at other options to maintain a library service at reduced cost, such as sharing existing library buildings - or alternative community premises - with other local services. Other alternatives might include mobile library visits and/or an electronic access point at a suitable place in the community, for people to make enquiries and request books for delivery, and a drop-off box for returns. A mail order loan service might be another option.

## What do I need to do to keep my Library open?

We do have to make savings and reshape Library provision in Warwickshire. We do want to talk to local communities about the proposals and listen to what effect the proposed changes will have on you, and also what you would like to do to be part of the changes. The public consultation process aims to reach people by questionnaire, public meetings or roadshows.

## How can I find out more and have my say?

A 12-week public consultation on the proposed changes to Warwickshire Library and Information Service is running from March 18 to June 9 2011. Feedback received will be collated, analysed and reported to County Councillors in July so they are fully informed before making any final decisions.

More information and a consultation questionnaire is available in all Warwickshire libraries and online at: [www.warwickshire.gov.uk/facingthechallenge](http://www.warwickshire.gov.uk/facingthechallenge)

In addition, there is a travelling roadshow explaining more about the proposals, and public consultation sessions to be held at locations around the county for face-to-face questions, answers and discussion.

For a full schedule of dates for public meetings and Library Roadshows visit: [www.warwickshire.gov.uk/facingthechallenge](http://www.warwickshire.gov.uk/facingthechallenge) or at your Local Library.



# FACING THE CHALLENGE

Libraries Consultation • Warwickshire County Council

Have your say about the proposed changes to the Warwickshire Library and Information Service.

## Stratford-upon-Avon Libraries Consultation Events

### Public Meetings

|           |   |         |
|-----------|---|---------|
| 9/5/2011  | Alcester/Bidford<br>Community Forum<br>Crawford Memorial Hall<br>Salford Road,<br>Bidford-on-Avon, B50 4EZ      | 7.00 pm |
| 12/5/2011 | Stratford Community<br>Forum Stratford Methodist<br>Church, Old Town<br>Stratford-upon-Avon<br>CV37 6BG         | 7.00 pm |
| 12/5/2011 | Harbury Parish Council<br>Annual Meeting<br>Harbury Village Hall<br>South Parade, Harbury<br>CV33 9JE           | 7.30 pm |
| 13/5/2011 | Wellesbourne/Kineton<br>Community Forum<br>Kineton Village Hall<br>Mill Street, Kineton<br>CV35 0LB             | 7.00 pm |
| 18/5/2011 | Southam/Feldon<br>Community Forum<br>Southam Fire Station<br>Coventry Street, Southam<br>CV47 0EL               | 7.00 pm |
| 19/5/2011 | Studley Community<br>Forum<br>Studley Village Hall<br>High Street, Studley B80 7HJ                              | 7.00 pm |
| 20/5/2011 | Stour/Shipston<br>Community Forum<br>Shipston High School<br>Darlingscote Road<br>Shipston-on-Stour<br>CV36 4DY | 7.00 pm |
| 24/5/2011 | Henley in Arden<br>Henley in Arden VA<br>C of E Primary School<br>Arden Road<br>Henley-in-Arden<br>B95 5LT      | 7.00 pm |

### Mobile Libraries Roadshows

|           |                            |         |
|-----------|----------------------------|---------|
| 10/5/2011 | Alcester Mobile - Titania  | All day |
| 11/5/2011 | Bedworth Mobile - Othello  | All day |
| 13/5/2011 | Southam Mobile - Cleopatra | All day |
| 16/5/2011 | Atherstone Mobile - Hamlet | All day |
| 17/5/2011 | Kenilworth Mobile - Romeo  | All day |

### Roadshows (Drop-in sessions)

|           |   |                       |
|-----------|---|-----------------------|
| 28/3/2011 | Alcester Library<br>Priory Road<br>Alcester<br>B49 5DZ                                    | 3.30pm -<br>6.30 pm   |
| 6/4/2011  | Southam Library<br>High Street<br>Southam<br>Leamington Spa<br>CV47 0HB                   | 11.30 am<br>- 2.30 pm |
| 18/4/2011 | Kineton Library<br>Kineton Village Hall<br>Mill Street<br>Kineton<br>CV35 0LB             | 3.30 pm -<br>6.30 pm  |
| 27/4/2011 | Wellesbourne Library<br>Kineton Road<br>Wellesbourne<br>Warwick<br>CV35 9NF               | 2.00 pm -<br>5.00 pm  |
| 12/5/2011 | Studley Library<br>High Street<br>Studley<br>B80 7HJ                                      | 10.00 am<br>- 1.00 pm |
| 14/5/2011 | Henley in Arden<br>Library<br>The Guild Hall<br>High Street<br>Henley-in-Arden<br>B95 5AU | 9.30 pm -<br>12.30 pm |
| 19/5/2011 | Harbury Library<br>High Street<br>Harbury<br>Leamington Spa<br>CV33 9HW                   | 10.00 am<br>- 1.00 pm |
| 24/5/2011 | Stratford upon Avon<br>Henley Street<br>Stratford-upon-Avon<br>CV37 6PZ                   | 11.30 am<br>- 2.30 pm |
| 27/5/2011 | Bidford Library<br>Bramley Way<br>Bidford on Avon<br>B50 4QG                              | 3.30 pm -<br>6.30 pm  |
| 28/5/2011 | Shipston-on-Stour<br>Library<br>12 Church Street<br>Shipston-on-Stour<br>CV36 4AP         | 9.30 am -<br>12.30 pm |



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## North Warwickshire Libraries Consultation Events

### Public Meetings

|           |  |         |
|-----------|--|---------|
| 11/5/2011 | Water Orton<br>Water Orton Primary School<br>Attleborough Lane<br>Water Orton<br>Birmingham<br>B46 1SB | 6.00 pm |
| 16/5/2011 | Kingsbury<br>Kingsbury Youth Centre<br>Coventry Road<br>Tamworth<br>B78 2LN                            | 6.00 pm |
| 17/5/2011 | Dordon<br>St Leonards Church Hall<br>Church Road<br>Dordon<br>B78 1RW                                  | 6.00 pm |
| 18/5/2011 | Hartshill<br>Michael Drayton School<br>The Woodlands<br>Hartshill<br>Nuneaton<br>CV10 0SZ              | 6.00 pm |
| 19/5/2011 | Baddesley<br>St Nicholas Church Hall<br>Hill Top<br>Baddesley Ensor<br>CV9 2BG                         | 6.00 pm |

### Roadshows (Drop-in sessions)

|           |  |                       |
|-----------|--|-----------------------|
| 29/3/2011 | Hartshill Library<br>Holy Trinity Church<br>Church Road<br>Hartshill<br>CV10 0LY               | 10.00 am<br>- 1.00 pm |
| 8/4/2011  | Baddesley Library<br>Little Brum<br>Grendon<br>Atherstone<br>CV9 2ET                           | 3.30 pm -<br>6.30 pm  |
| 11/4/2011 | Kingsbury Library<br>Bromage Avenue<br>Kingsbury<br>Tamworth<br>B78 2HN                        | 2.00 pm -<br>5.00 pm  |
| 12/4/2011 | Atherstone Library<br>Long Street<br>Atherstone<br>CV9 1AX                                     | 11.30 am<br>- 2.30 pm |
| 16/4/2011 | Polesworth Library<br>Bridge Street<br>Polesworth<br>Tamworth<br>B78 1DT                       | 10.00 am<br>- 1.00 pm |
| 11/5/2011 | Dordon Library<br>Roman Way<br>Dordon<br>Tamworth<br>B78 1RD                                   | 2.00 pm -<br>5.00 pm  |
| 13/5/2011 | Water Orton Library<br>Mickle Meadow<br>Coleshill Road<br>Water Orton<br>Birmingham<br>B46 1SN | 10.00 am<br>- 1.00 pm |
| 17/5/2011 | Coleshill Library<br>19a Parkfield Road<br>Coleshill<br>Birmingham<br>B46 3LD                  | 11.30 am<br>- 2.30 pm |

### Mobile Libraries Roadshows

|           |                            |         |
|-----------|----------------------------|---------|
| 10/5/2011 | Alcester Mobile - Titania  | All day |
| 11/5/2011 | Bedworth Mobile - Othello  | All day |
| 13/5/2011 | Southam Mobile - Cleopatra | All day |
| 16/5/2011 | Atherstone Mobile - Hamlet | All day |
| 17/5/2011 | Kenilworth Mobile - Romeo  | All day |



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## Nuneaton & Bedworth Libraries Consultation Events

### Public Meetings

|           |   |         |
|-----------|---|---------|
| 29/3/2011 | Bulkington<br>War Memorial Club<br>Bulkington<br>Stafford Close<br>Bedworth<br>CV12 9QX                                       | 7.30 pm |
| 5/4/2011  | Camp Hill Library<br>Camp Hill Education Sports<br>and Social (C.H.E.S.S)<br>460 Cedar Road<br>Camp Hill<br>Nuneaton CV10 9DN | 7.00pm  |
| 11/4/2011 | Bedworth Heath<br>Goodyers End Primary<br>School<br>Bowling Green Lane<br>Bedworth<br>CV12 0HP                                | 6.30 pm |
| 12/4/2011 | Keresley<br>Keresley Village Community<br>Centre<br>Howat Rd,<br>Keresley End,<br>Coventry<br>CV7 8JP                         | 6.30 pm |

### Roadshows (Drop-in sessions)

|           |  |                       |
|-----------|--|-----------------------|
| 30/3/2011 | Stockingford Library<br>St Paul's Road<br>Stockingford<br>Nuneaton<br>CV10 8HW                                 | 11.30 am<br>- 2.30 pm |
| 7/4/2011  | Bedworth Library<br>18 High Street<br>Bedworth<br>Nuneaton<br>CV12 8NF   | 11:30 am<br>-2:30 pm  |
| 15/4/2011 | Bulkington Library<br>School Road<br>Bulkington<br>Nuneaton<br>CV12 9JB  | 3.30 pm -<br>6.30 pm  |
| 19/4/2011 | Keresley Newland<br>Bennetts Road<br>Keresley End<br>Coventry<br>CV7 8HX                                       | 2.00 pm -<br>5.00 pm  |
| 6/5/2011  | Camp Hill Library<br>Camp Hill Education, Sport &<br>Social (C.H.E.S.S.)<br>Cedar Road<br>Nuneaton<br>CV10 9DN | 2.00 pm -<br>5.00 pm  |
| 7/5/2011  | Nuneaton Library<br>Church Street<br>Nuneaton<br>CV11 4DR  | 11.30 pm<br>- 2.30 pm |
| 9/5/2011  | Bedworth Heath<br>Library<br>Heath Road<br>Bedworth<br>Nuneaton<br>CV12 0BN                                    | 10.00 am<br>- 1.00 pm |

### Mobile Libraries Roadshows

|           |                            |         |
|-----------|----------------------------|---------|
| 10/5/2011 | Alcester Mobile - Titania  | All day |
| 11/5/2011 | Bedworth Mobile - Othello  | All day |
| 13/5/2011 | Southam Mobile - Cleopatra | All day |
| 16/5/2011 | Atherstone Mobile - Hamlet | All day |
| 17/5/2011 | Kenilworth Mobile - Romeo  | All day |



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## Rugby Libraries Consultation Events

### Public Meetings

|           |   |         |
|-----------|---|---------|
| 6/4/2011  | Dunchurch<br>Dunchurch Junior School<br>Dew Close<br>Dunchurch<br>Rugby<br>CV22 6NE | 7.00 pm |
| 13/4/2011 | Binley Wood<br>Binley Woods Village Hall<br>Rugby Road<br>Binley Woods<br>CV3 2JH   | 7.00 pm |

### Roadshows (Drop-in sessions)

|           |   |                       |
|-----------|---|-----------------------|
| 1/4/2011  | Wolston Library<br>Warwick Road<br>Wolston<br>Coventry<br>CV8 3GX         | 2.00 pm -<br>5.00 pm  |
| 2/4/2011  | Binley Woods Library<br>Monks Road<br>Binley Woods<br>Coventry<br>CV3 2BQ | 10.00 am<br>- 1.00 pm |
| 26/4/2011 | Dunchurch Library<br>The Green<br>Dunchurch<br>Rugby<br>CV22 6PA          | 3.30 pm -<br>6.30 pm  |
| 16/5/2011 | Rugby Library<br>Little Elborow Street<br>Rugby<br>CV21 3BZ               | 11.30 am<br>- 2.30 pm |

### Mobile Libraries Roadshows

|           |                            |         |
|-----------|----------------------------|---------|
| 10/5/2011 | Alcester Mobile - Titania  | All day |
| 11/5/2011 | Bedworth Mobile - Othello  | All day |
| 13/5/2011 | Southam Mobile - Cleopatra | All day |
| 16/5/2011 | Atherstone Mobile - Hamlet | All day |
| 17/5/2011 | Kenilworth Mobile - Romeo  | All day |



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## Warwick Libraries Consultation Events

### Public Meetings

|           |  |         |
|-----------|--|---------|
| 23/3/2011 | Warwick Town Council<br>Court House<br>Jury Street<br>Warwick<br>CV34 4EW  | 6.30 pm |
| 19/5/2011 | Warwick Rural East Community Forum<br>Offchurch Village Hall<br>Leamington Spa<br>CV33 9AP                                     | 7.30 pm |
| 23/5/2011 | Whitnash/South Leamington<br>Whitnash Community Centre<br>Acre Close<br>Whitnash CV31 2ND                                      | 3.45 pm |
| 26/5/2011 | Warwick Rural West Community Forum<br>Bishops Tachbrook Sports & Social Club<br>Kingsley Road<br>Bishops Tachbrook<br>CV33 9RR | 7.30 pm |
| 6/6/2011  | Kenilworth<br>Kenilworth School<br>Upper School Hall<br>Leyes Lane<br>Kenilworth<br>CV8 2DA                                    | 7.00 pm |
| 9/6/2011  | North Leamington Community Forum<br>Lillington Primary School<br>Cubbington Hall<br>Leamington Spa<br>CV32 7AG                 | 6.00 pm |

### Roadshows (Drop-in sessions)

|           |  |                    |
|-----------|--|--------------------|
| 4/4/2011  | Lillington Library<br>Valley Road<br>Lillington<br>Leamington<br>CV32 7SJ              | 10.00 am - 1.00 pm |
| 5/4/2011  | Whitnash Library<br>Franklin Road<br>Whitnash<br>Leamington Spa<br>CV31 2JH            | 3.30 pm - 6.30 pm  |
| 5/5/2011  | Kenilworth Library<br>Smalley Place<br>Kenilworth<br>CV8 1QG                           | 3.30 pm - 6.30 pm  |
| 20/5/2011 | Leamington Spa Library<br>Royal Pump Rooms<br>The Parade<br>Leamington Spa<br>CV32 4AA | 11.30 am - 2.30 pm |
| 21/5/2011 | Warwick Library<br>Barrack Street<br>Warwick<br>CV34 4TH                               | 10.00 am - 1.00 pm |

### Mobile Libraries Roadshows

|           |                            |         |
|-----------|----------------------------|---------|
| 10/5/2011 | Alcester Mobile - Titania  | All day |
| 11/5/2011 | Bedworth Mobile - Othello  | All day |
| 13/5/2011 | Southam Mobile - Cleopatra | All day |
| 16/5/2011 | Atherstone Mobile - Hamlet | All day |
| 17/5/2011 | Kenilworth Mobile - Romeo  | All day |