



# **The future of Sheffield's library services**

## **PROSPECTUS**

**Sheffield City Council**

**February 2013**

The Council is facing tough financial decisions in order to find £50m of savings in 2013/14 and more in future years. It has already cut £140m from its budget in the last two years due to the Governments drastic cutbacks in Council funding. This has meant that the library services budget will have to take its share of the reductions – with a proposed £1.6m less available to run the library service which currently costs £6.4m a year.

We want to save our libraries for future generations in the City. However, if there are no viable alternatives, given the budget available, this could mean the closure of up to 14 libraries.

As part of a review of library services, an extensive consultation was carried out over the summer of 2012 and over 6000 people gave their views. The majority of respondents thought that developing partnerships with others was a good idea. This included some interest from groups and individuals who are open to becoming more involved in the running of library services.

We are inviting individuals, groups and organisations to engage with us to discuss their ideas and proposals for maintaining the viability of the City's library services. This can range from offers of volunteering to the running of whole services.



A handwritten signature in black ink that reads "M. Iqbal". The signature is written in a cursive style.

Councillor Mazher Iqbal  
Cabinet Member, Communities and Inclusion  
Sheffield City Council

# Contents

## 1. Registering an interest

## 2. About Sheffield's library services

### 2.1 A Vision for Sheffield's Libraries, Archives and Information services

### 2.2 Frontline Services

- 2.2.1 Central Library
- 2.2.2 Central Children and Young People's Library
- 2.2.3 Community Libraries
- 2.2.4 Schools Library Service
- 2.2.5 The Young People's Library Service
- 2.2.6 Sheffield Library Theatre
- 2.2.7 Patients Library
- 2.2.8 Home Library Service
- 2.2.9 Mobile Library Service
- 2.2.10 Sheffield Conservation Unit
- 2.2.11 Sheffield Archives
- 2.2.12 Picture Sheffield
- 2.2.13 Sheffield Community Information Service/Help Yourself Directory
- 2.2.14 Give and Take Donation Scheme

### 2.3 Central Support Services

- 2.3.1 Records Management Service
- 2.3.2 Building maintenance & support
- 2.3.3 Distribution services
- 2.3.4 Budget & resource management
- 2.3.5 Materials management.
- 2.3.6 Marketing & promotion.
- 2.3.7 Library IT systems.

### 2.4 Use of community libraries

### 2.5 Library Buildings Summary

## 3. Library services in the future

### 3.1 Service Standards and Governance

- 3.1.1 Standards
- 3.1.2 Governance

### 3.2 Current Assessment of Need

- 3.2.1 Sheffield key issues and characteristics
- 3.2.2 Library users
- 3.2.3 Community library usage

### 3.3 Library Transfer Models

- 3.3.1 Different models of governance for transferred libraries
- 3.3.2 Examples of how other local authorities have transferred libraries

## 4. What Next

## **5. Appendices/attachments**

- Registration of interest form
- Information session booking form
- Consultation results 2012

## **1. Registering an interest**

This prospectus document has been put together to provide you with key information to help you formulate ideas and proposals to support the future of Sheffield's library services.

Appendix 1 provides you with a **Registration of Interest Form**. This form can be used by individuals, groups or organisations to register how they can support the library services to be viable and economically sustainable into the future. The form also asks you to specify what information you need.

Appendix 2 is an **Information Session Booking Form**. These information sessions are for individuals, groups and organisations that are intending to, or have made a Registration of Interest. These sessions will enable you to come along to the Town Hall and discuss your ideas and proposals and obtain information you need to develop your ideas further.

The registration of interest process, including follow up discussions and information sessions, will last for a period of approximately 8 weeks.

Later in the year we may issue formal invitations to tender based on the ideas and proposals submitted in the register of interest. If you wish to propose ideas which are your intellectual property this should be clearly stated.

## **2. About Sheffield's library services**

This section provides information about the vision, standards and governance for Sheffield's Libraries, Archives and Information Service, including its frontline services and central support functions. However, the information provided is to aid general understanding and is not fully comprehensive.

### **2.1 A Vision for Sheffield's Libraries, Archives and Information Service**

The Sheffield City Council Corporate Plan 2011-2014 states that as an organisation we will focus on four priorities:

1. Standing up for Sheffield
2. Supporting and protecting communities
3. Focusing on jobs
4. Business-friendly

Libraries are and can continue to be, key community 'anchors' connecting the City Centre with local communities. Critical to this role is the importance of a sustainable, flexible library provision which is outward facing and inclusive to all.

The four priorities above will set the direction for Sheffield's Libraries, Archives and Information Service and will work alongside our vision.

#### **What do we want for the city's Library service?**

Sheffield will be proud of its forward thinking, innovative and contemporary library service that promotes lifelong learning, digital inclusion and celebrates reading. Libraries will

enable people to become informed citizens through access to information and services and encouraging participation. The Council will ensure that our library services are maintained by developing sustainable and deliverable options for the future.

### **How will we do this?**

#### ***Promote reading and a wide range of resources***

Sheffield's libraries will provide a wealth of literacy and IT resources for people of all ages and abilities. By celebrating books and reading we will enhance literacy skills across the city through provision of a variety of programmes and outreach services.

#### ***Create welcoming library spaces***

Libraries will be attractive places that encourage use by a variety of groups and individuals whilst ensuring neutral, high quality public spaces, both indoor and outdoor, that respond to local community needs. They will be 'fit for purpose' and co-located with other services where appropriate, bringing service points closer to neighbourhoods.

#### ***Celebrate Sheffield's successful centres and rich local history***

Libraries will act as 'hubs' for the community shaping our successful centres; providing a focus for local civic pride, and celebrating the city's diverse history, locality and culture. A high quality Central Library offering an opportunity to showcase Sheffield will demonstrate the city's commitment to this.

#### ***Tackle poverty and social inequality***

As community hubs, libraries will recognise the need for tackling poverty and social inequality, enabling access to a wealth of information to aid development and new opportunities.

#### ***Promote lifelong learning***

Libraries will enable people of all ages and life experience to explore, discover and learn on their terms through access to information and learning opportunities. Children and young people will be encouraged to gain the right skills for the future and attain their potential through access to learning, reading and literacy, and usable study space.

#### ***Deliver sustainable services with a focus on 'need'***

We will take a 'tailor made' approach towards a new library model which recognises the needs of individuals and groups across the city. Sustainable, flexible and modern services that can be integrated with community resources will inspire, enrich and entertain Sheffield.

#### ***Utilising social capital***

We will provide greater opportunities for volunteers to work with local communities and to enhance different areas of our service. By developing a Volunteer Strategy that works alongside a Council wide policy on volunteering, the library service will continue to develop specialist projects and opportunities for individuals and groups to become involved in.

### **Our Key Objectives**

- Libraries that offer quality resources and space for a variety of groups and individuals;
- Cost effective and efficiently managed services that demonstrate value and quality to the community;
- Delivery of services that meet the individual and diverse needs of the local community;

- Improve literacy and skills for people of all ages and promote reading through specialist services and projects;
- Enable people to realise their potential through learning opportunities;
- Community managed and locally organised services;
- Strong partnerships and links with community organisations and local services including Advice Centres, Job Centres and other stakeholders;
- A diverse, flexible and well trained workforce, supportive of change;
- A library provision that recognises the changing demands and expectations of its users.

## 2.2 Frontline services

The front line services include:

**2.2.1 Central Library** - provides a lending library, reference and local studies service for the whole city as well as specialist services, e.g. Music and Film, World Metal Index, Intellectual Property and business information - the library is part of PATLIB UK. (Patent Libraries UK is an alliance of libraries across the UK providing information on Intellectual Property to business and the local community). The Central Library also acts as the service headquarters particularly in terms of stock purchase and management. It also has a role for reserve stock collections used across the city. .

**2.2.2 Central Children and Young People's Library** - provides a comprehensive service to children, young people and families. It has lending and reference facilities, including multi-format videos and talking books. Activities for children and parents include Beginner Bookworms, Babytime and Storytime.

**2.2.3 Community Libraries** - are a key component of the Council's Successful Centres Programme providing a variety of social spaces – as well as somewhere to borrow books or find information. Sheffield currently has 27 Community Libraries (not including the Central Library) across the city. Services provided include: -

- Book lending, request service and inter-library loan
- 24 hour online services, online reservations and renewals and interaction via social media – Twitter, Facebook, Flickr, & blogs.
- Fax and photocopying services
- Online training courses and other IT classes
- Children's books and activities
- Reading groups for adults, teenagers/young people and children (including groups for different communities/languages)
- Reference and information services
- Family and local history
- Newspapers and magazines
- CD and DVD hire
- Community meeting rooms
- Homework Zones and after school groups
- Access to computers and the internet for all via the People's Network
- Reader development activities, e.g. 'Meet the Author' sessions, adult literacy schemes, the 'Six Book Challenge'

- Targeted services for ‘new arrivers’ – e.g. access to the ‘Life in Great Britain Citizenship course’
- Books in a broad range of community languages
- Partial membership for individuals without ID
- Councillor’s and MPs surgeries
- Job search sessions
- Writing groups
- Coffee mornings/discussion groups
- Mother and baby sessions
- Smart meters for loan
- Art clubs/creative activities for young people
- Exhibition spaces

**2.2.4 Schools Library Service** – provides collections of material linked to the National Curriculum and to reading for pleasure in schools as well as providing help and advice on school libraries and literacy provision, author events and activities. The unit operates on a trading basis and individual schools purchase the service.

**2.2.5 The Young People’s Library Service** - oversees the Summer Reading Challenge, Sheffield Children’s Book and Baby Book Awards and Bookstart. It also manages the Little Library van - targeting ‘hard to reach’ families across the city. The unit has links with major events and festivals, reading groups, Homework Zones and after school groups as well as a broad range of activities for children and young people. The service is also recognised as a Learning Destination for The Children's University.

**2.2.6 Sheffield Library Theatre** - offers an affordable venue, supporting the local arts, theatre, music and film scene hosting a broad range of events, from music, to wrestling to burlesque to variety and film shows.

**2.2.7 Patients Library** - provides a library for patients and staff in Weston Park Hospital in conjunction with the NHS, who partially fund the service

**2.2.8 Home Library Service** - is for any Sheffield resident who is unable to get to their local library and has no-one to help them do so. Reason for doing so could include disability, illness and or cultural isolation. The service may also be offered on a temporary basis, for example, whilst recovering from a hospital operation. Each month the service will select and deliver books or other materials based on the individual interests of the user.

**2.2.9 Mobile Library Service** – this is similar to our other lending services but provides a flexible alternative to borrowing materials for users who may be without transport or live a long distance from community libraries. There are 2 mobile library vehicles that cover 15 routes and over 90 stopping points.

**2.2.10 Sheffield Conservation Unit** - provides a full range of preservation and conservation by accredited staff. Principally the service works on archival material and undertakes the conservation of wax seals, parchment, paper and photographic material. The Unit also provides a service to the Local Studies library (which has items from the 17th century onwards in its collections) and, on occasion the wider



library service. The service also provides a digital preservation service to Archives and Local Studies. It acts as the Conservation Unit for the South Yorkshire Archives Service based at Sheffield Archives.

**2.2.11 Sheffield Archives** - acts as the archival repository for the City Council and its predecessors from the 13th century to date - this includes records relating to governance, schools, planning, finance, etc. It has 'The National Archive' status and is appointed a 'Place of Deposit' by the Ministry of Justice for the storage and management of archives from central government - the NHS, HM Courts and HM Coroner. In addition it is the repository for historical records of South Yorkshire Police, the Diocese of Sheffield and the Roman Catholic Diocese of Hallam. Also stored are the records of the South Yorkshire Archives Service which is funded by all four local authorities. Under the Local Government Act 1972 it also stores private records on loan or gifted to the City Council. Two large collections are held on behalf of the DCMS under the Treasury's Acceptance in Lieu of Inheritance Tax Scheme. The service responds to Freedom of Information and Data Protection requests on a daily basis and is open to the public 5 days a week. In addition there is a public engagement programme as well as services dealing with incoming material (the collections expand by approx 700 boxes a year), cataloguing and digitisation.

**2.2.12 Picture Sheffield** - is an online database of over 50,000 images of the city.

**2.2.13 Sheffield Community Information Service / Help Yourself Directory** - provides up to date information on voluntary organisations, clubs, community groups and related statutory services.

**2.2.14 Give and Take donation scheme** - began in February 2012 and is a great way of recycling used books, talking books and music CD's. As of Sept 2012, 6,079 items have been donated through 'Give and Take', 3,539 of which have been added to the library stock. Through the sale of donations, a total of £894.31 has been generated and reinvested into the materials fund.

## **2.3 Centralised support services**

The following services provide support to front line library services to enable them to function efficiently, particularly the operation of the 28 libraries. Please note that the descriptions are clustered to aid general understanding of function, and are not necessarily reflective of service structure.

**2.3.1 Records Management Service** - provides a file storage, retrieval and disposal service for most Council Departments. The service also liaises with Archives to select files for permanent preservation.

**2.3.2 Building maintenance & support** - provides ad hoc and planned buildings work e.g. repairs, maintenance, and refurbishments. H&S risk assessments, First Aid training, Legionella testing, fire training and compliance monitoring at all sites.

**2.3.3 Distribution services** - has 3 library vans based at Staniforth Road that make deliveries to and from community libraries and other services. This facilitates the circulation of books and other library materials, delivery of internal mail and library equipment.

**2.3.4 Budget & resource management.** General budget management including the payment of utility bills and rates. HR functions including salary payments, timetabling and deployment of staff.

**2.3.5 Materials management** - focuses on the selection of books and materials for acquisition involving ordering, cataloguing, and electronic tagging. This service also involves managing book reservations, book donations and the inter-library loan system (i.e. lending and receipt of materials from other authorities).

**2.3.6 Marketing & Promotion** - service promotes library activity via social media e.g. Twitter, Facebook, blogs, Flickr and other sites. The service also produces promotional materials, e.g. quarterly newsletter, posters, notices, web and Intranet content.

**2.3.7 Library IT Systems** – provides the development and day to day support and maintenance of a range of IT systems in partnership with BIS & Capita This includes:

- The Symphony library management system
- The People’s Network (pc internet access).
- Dealing with systems failures and managing system recovery.
- System updates e.g. library closed dates, alterations to charges etc
- Training and development of staff on the Library Management System
- Provision of digital services e.g. web catalogue, online reservation and renewal facilities
- Netloan – a PC booking system for the People’s Network
- Installation and maintenance of RFID (Radio Frequency Identification) self service machines.

**Note:** I.T systems are delivered by Capita as part of SCC contract, e.g. network connections, servers, business applications, desktop hardware.

## 2.4 Use of community libraries

Community Libraries	Issues	People's Network	Visits	Weekly Hrs	Annual Hrs	Issues/Hr	PN/Hr	Visits/Hr	Comment
Broomhill	121,341	3,810	69,289	36.00	1,800	67.4	2.1	38.5	
Burngreave	23,699	10,784	37,810	24.00	1,200	19.7	9.0	31.5	
Chapelton	111,793	6,521	81,780	36.00	1,800	62.1	3.6	45.4	
Crystal Peaks	114,309	11,749	117,706	40.00	2,000	57.2	5.9	58.9	
Darnall	47,175	4,580	75,431	36.00	1,800	26.2	2.5	41.9	
Ecclesall	209,102	5,571	115,096	42.50	2,125	98.4	2.6	54.2	
Ecclesfield	42,302	1,723	23,232	21.00	1,050	40.3	1.6	22.1	
Firth Park				40.00		43.5	11.9	67.1	

	87,098	23,851	134,246		2,000				
Frecheville	28,366	1,382	38,699	21.00	1,050	27.0	1.3	36.9	
Gleadless	53,144	2,701	65,282	25.00	1,250	42.5	2.2	52.2	
Greenhill	66,794	6,988	47,681	25.00	1,250	53.4	5.6	38.1	
Highfield	95,605	11,586	77,312	36.00	1,800	53.1	6.4	43.0	
Hillsborough	94,864	8,341	75,761	36.00	1,800	52.7	4.6	42.1	
Jordanthorpe	17,432	5,050	27,302	21.00	1,050	16.6	4.8	26.0	
Manor	67,987	22,062	73,832	36.00	1,800	37.8	12.3	41.0	
Newfield Green	22,321	4,843	33,387	21.00	1,050	21.3	4.6	31.8	
Park	41,250	6,460	39,300	21.00	1,050	39.3	6.2	37.4	
Parson Cross	37,586	11,971	92,352	36.00	1,800	20.9	6.7	51.3	Visitor figure is for whole building not just library
Southey	26,160	6,623	39,879	21.00	1,050	24.9	6.3	38.0	
Stannington	59,652	1,003	46,482	21.00	1,050	56.8	1.0	44.3	
Stocksbridge	65,507	6,406	71,157	36.00	1,800	36.4	3.6	39.5	
Tinsley	16,842	5,063	26,866	21.00	1,050	16.0	4.8	25.6	
Totley	84,821	3,757	59,232	32.00	1,600	53.0	2.3	37.0	
Upperthorpe	35,957	10,428	190,350	35.00	1,750	20.5	6.0	108.8	Visitor figure is for whole building not just library
Walkley	44,404	3,409	39,915	21.00	1,050	42.3	3.2	38.0	
Woodhouse	42,506	4,158	40,489	21.00	1,050	40.5	4.0	38.6	
Woodseats	89,189	10,527	62,235	36.00	1,800	49.5	5.8	34.6	
<b>Total Community Libraries</b>	<b>1,747,206</b>	<b>201,347</b>	<b>1,802,103</b>	<b>798</b>	<b>39,875</b>	<b>1,119.5</b>	<b>131.0</b>	<b>1,163.7</b>	

## 2.5 Library buildings summary

Library	Postcode	Total hours open	Space/ Area estimate in m <sup>2</sup>	Building quality & state of repair	Building Date	Does SCC own the Building?	Who owns the freehold?	Councils Interest	Toilets	DDA Accessibility	Community space and co-location
Broomhill	S10 5BR	36	548	Moderate	2005	Yes	Council	Freehold	staff	x	
Burngreave	S4 7LF	24	299	Good	2005	Yes	Other	Leasehold	staff	✓	Community room.
Central	S1 1XZ	52.5	4723	Poor	check	Yes	Council	Freehold	public	✓but limited	Community room.
Chapelton	S35 1AE	36	391	Moderate	2008	Yes	Council	Freehold	public	✓	Community room. Co-located with a Children's Centre
Crystal Peaks	S19 6HZ	40	2419	Good	2008	No	Other		staff	✓	Library & Council Offices building - shared with First Point, Sheffield Homes. Shared community room.
Darnall	S9 5JG	36	474	Moderate	2008	Yes	Council	Freehold Reversion	staff	✓	Community room.
Ecclesall	S11 9PL	42.5	561	Good	2005	Yes	Council	Freehold	public	✓	Community room.
Ecclesfield	S35 9UA	21	193	Good	2008	Yes	Council	Freehold	staff	✓	
Firth Park	S5 6QQ	40	1018	Moderate	2008	Yes	Council	Freehold	staff	✓	Community room.
Frecheville	S12 4YD	21	173	Poor	2008	Yes	Council	Freehold	staff	✓	
Gleadless	S12 3GH	25	212	Good	2008	Yes	Council	Freehold	staff	✓	The building is co-located with a medical centre and other health organisations.
Greenhill	S8 7FE	25	467	Moderate	2008	Yes	Council	Freehold	staff	✓	
Highfield	S2 4NF	36	782	Moderate (listed)	2008	Yes	Council	Freehold	public	x	Highfield House is attached to Highfield Library but is currently vacant.
Hillsborough	S6 4HD	36	994	Moderate (Listed)	2008	Yes	Council	Freehold	staff	✓	
Jordanthorpe	S8 8DX	21	230	Good	2008	Yes	Council	Freehold	staff	✓	
Manor	S12 2SS	36	920	Good	2008	Yes	Council	Freehold	public	✓	Manor Library co-located with a First Point Service. Community room.
Newfield Green	S2 2BT	21	196	Good	2008	Yes	Council	Freehold	staff	✓	
Park	S2 5QP	21	480	Good	2008	Yes	Council	Freehold	staff	✓	Community room.
Parson Cross Learning Zone	S5 8RB	36	276	Good	2011	No	Council	Freehold - Leased to SOAR	public	✓	Library is co-located with Sheffield Homes and SOAR (Southey and Owlerton Area Regeneration)
Southey	S5 8RB	21	385	Moderate	2008	Yes	Council	Freehold	staff	✓	Community room is used as a base for Southey Development Forum and LEAF (Local Enterprise Around Food).
Stannington	S6 6BX	21	112	Good	2008	Yes	Council	Freehold	staff	✓	
Stocksbridge	S36 1DH	36	569	Moderate	2008	Yes	Council	Freehold	staff	x	There is a community room which is accessible to wheelchair users on the ground floor.
Tinsley	S9 1UY	21	248	Moderate	2008	No	Other	Leasehold	staff	✓	
Totley	S17 4DT	32	313	Moderate	2008	Yes	Council	Freehold	staff	✓	
Upperthorpe	S6 3NA	35	1062	N/A	N/A	Yes	Council	Leasehold		x	Shared with various health and leisure facilities provided by Zest
Walkley	S6 3TD	21	446	Moderate (listed)	2008	Yes	Council	Freehold		x	
Woodhouse	S13 7JU	21	306	Moderate	2008	Yes	Council	Freehold	staff	✓	Community room.
Woodseats	S8 0SH	36	354	Poor	2008	Yes	Council	Freehold		x	

### **3. Library services in the future**

#### **3.1 Service standards and governance**

If you are proposing to run a library service, in whole or in part, you will need to consider the following requirements for service standards and governance. We will want to discuss jointly with you how these standards will be met. Sheffield City Council reserves the right to amend or add to these requirements prior to any agreement.

##### **3.1.1 Standards**

- Libraries should be welcoming and open to everyone.
- Libraries should be free at the point of access and should be promoted as free and accessible to all sections of the community
- Library membership should be available for everyone who is living, working, studying or visiting Sheffield.
- The operation of the library, including the purchase of books and other materials must be neutral to political or religious interests.
- Libraries will continue to provide books as their core product but this should increasingly be in a variety of formats
- Libraries should aim to meet the diverse needs of the community for which it serves
- Libraries should continue to work with and develop the library services with organisations and groups outside of their library buildings
- The use of a wide range of library promotional events and activities should be seen as integral to a healthy and successful library service
- Fees and charges should be published and fairly applied to all users.
- Library users must be able to visit a library without a time limit, subject to library opening hours. (This does not extend to the use of resources).
- Library users must be able to visit a library free of charge. There should not be an entrance fee or membership restriction.
- In some circumstances admittance may be restricted i.e. anti-social behaviour, offensive or abusive behaviour.
- Responsibility for promoting and developing the service will be communicated in line with local, Regional and National decision making bodies and policy

##### **3.1.2 Governance**

- A clear, advertised and accountable decision making structure should be in place
- Procedures for dealing with complaints and disputes concerning the operation of a library service
- Safeguarding procedures for vulnerable adults and children using the service should be in place and both the provider and user of the service should be aware

- Awareness, understanding and compliance with employment, equalities, data protection and health and safety legislation
- Possession of the relevant insurances necessary for the operation of a library service– e.g. public liability
- Proven financial management procedures and accountability

## 3.2 Current Assessment of Need

The Library Review is undertaking a comprehensive needs assessment and analysis of which this 'Current Assessment of Need' is a preliminary extract. The comprehensive document will be finalised later in 2013. We will be looking for ideas and proposals that can help meet the needs of Sheffielders now and into the future.

This section highlights some of the issues and choices facing Sheffield people and library users.

### 3.2.1 Sheffield – key issues and characteristics

For more detailed information see the State of Sheffield report 2012  
<https://www.sheffieldfirst.com/key-documents/state-of-sheffield>

#### a. Population

- The population for the city of Sheffield is 552,700 (Census 2011).
- By 2020, the city's population is expected to rise to around 587,000.
- Factors relating to increased population are: more young adults living in the city and a growing student population, longer life expectancy and a continuing increase in the city's birth rate.

#### b. Deprivation and affluence

- Generally, the most deprived communities are concentrated in the north east and east of the city.
- There are 29 neighbourhoods in the city that are within the most 20% deprived within England, in total accounting for 28% of the city's population.
- 12% of households rely on benefits with 24% of Sheffield's dependent children and 28% of the population over 60 years old living in households claiming Housing and/or Council Tax Benefit.
- There are 7 neighbourhoods in the 10% of least deprived (most affluent) locations in England.
- The most affluent communities are in the south west of the city.

#### c. Education and employment

- Sheffield's two universities now have around 58,500 students and Sheffield College has some 26,600 students.

- The proportion of the population with a degree level qualification in 2011 (32.5%) comparing well with many other cities.
- The educational profile of the city's population has seen the proportion of residents with no qualifications falling from 16.6% in 2008 to 10.0% in 2011, bringing Sheffield in line with the national average.
- Communities living in neighbourhoods in the north east and east of the city are more likely to experience deprivation in respect to education, skills and training.
- Sheffield still has a higher number than the national average of 16-18 year olds not in education, employment or training (NEET).

#### **d. Health and wellbeing**

- Compared to the other Core Cities, Sheffield has the longest overall life expectancy and the lowest levels of early deaths from cancer, heart disease and strokes.
- People in all parts of the city are living longer. Deaths from major illnesses, especially heart disease and cancer, have reduced markedly and there has been a reduction in the number of people, particularly children, killed or seriously injured on the roads.
- Mortality rates for men have halved since 1975 and for women reduced by 40%.
- Life expectancy, at 81.8 years for women and 78.2 years for men, is only a little below the national average.
- People in the most deprived parts of Sheffield still experience poorer health and die earlier than people living in the rest of the city.
- Ageing is a key component of overall wellbeing, and it is likely that Sheffield will have many more older people in the future than it does now.
- Currently around 9,000 older people (12% of all in city) receive support.
- By 2025 it is estimated that there will be a 23% increase in people aged over 75 years living alone, and an increase of 21% in people over 65 years old unable to manage at least one self-care activity (such as washing or dressing) on their own.

#### **e. Diversity**

- There are 128 languages spoken in the city's schools and communities.
- The ethnic and cultural profile continues to change. The proportion of residents classifying themselves as non-British white has grown from 11% in 2001 to 17% in 2009, with the largest increases occurring in the East European, Indian and Chinese communities.

#### **f. Travel and accessibility**

- Getting around the city is changing with more people using the city's tram network (Supertram) and favouring walking and cycling.

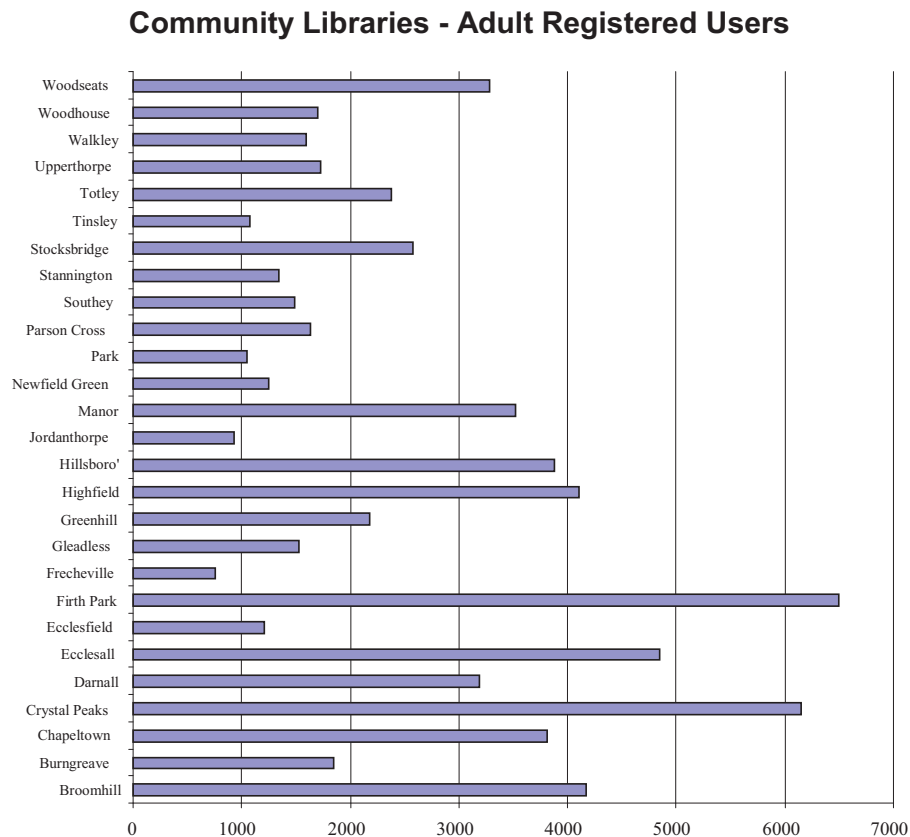
- Bus travel is declining and motor vehicles are still used by most people to travel with 153,960 households in Sheffield having access to a car or van (Census 2011).

### 3.2.2 Library users

#### a. Registered library users (RLU's)

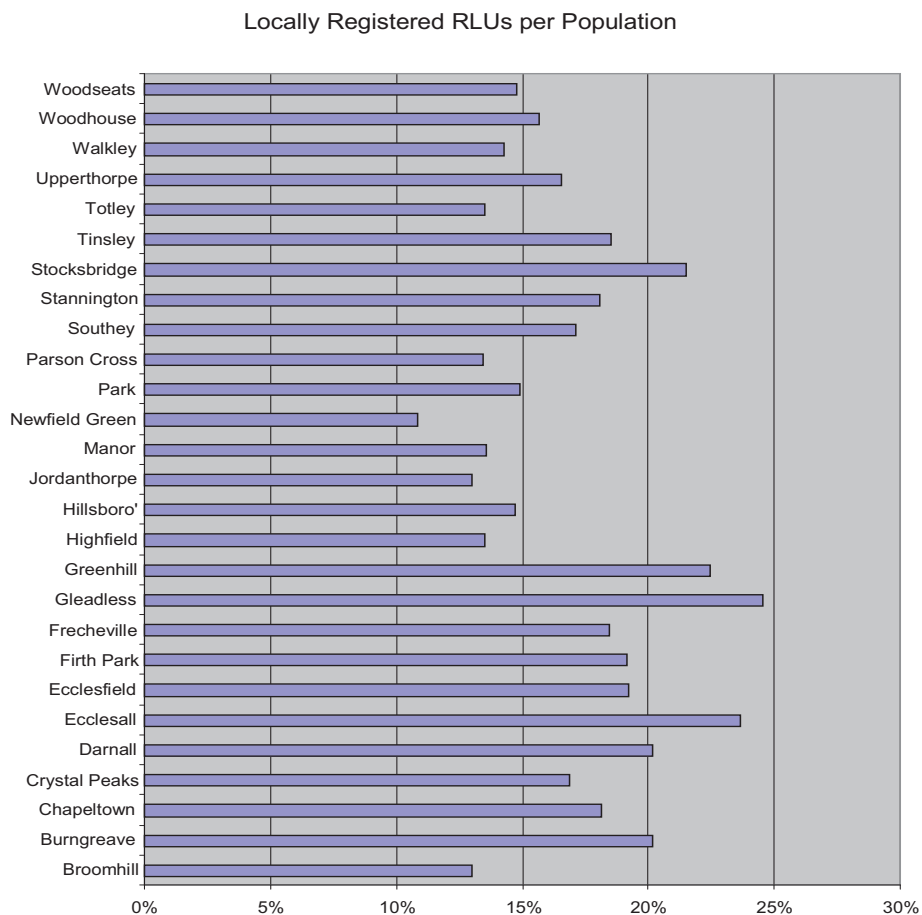
- Almost 1/3 of the city's population are registered library users.
- Individuals can register at, and use the services of, any of the library access points.
- 2011/12 figures show the number of registered (and active within 2 years) library users as 110,111, plus 69,702 children and young people under 18.
- In the period from November 2006 to April 2010 there was an overall reduction of 25% in Adult RLU's.
- The current record of RLU's includes anyone who has registered since April 2010 and anyone who registered before 2010 and used library services between 2010 and April 2012.
- The topography of Sheffield and its public transport links means that RLU's do not always live near to their closest library.

The graph below shows the number of RLU's at each community library:





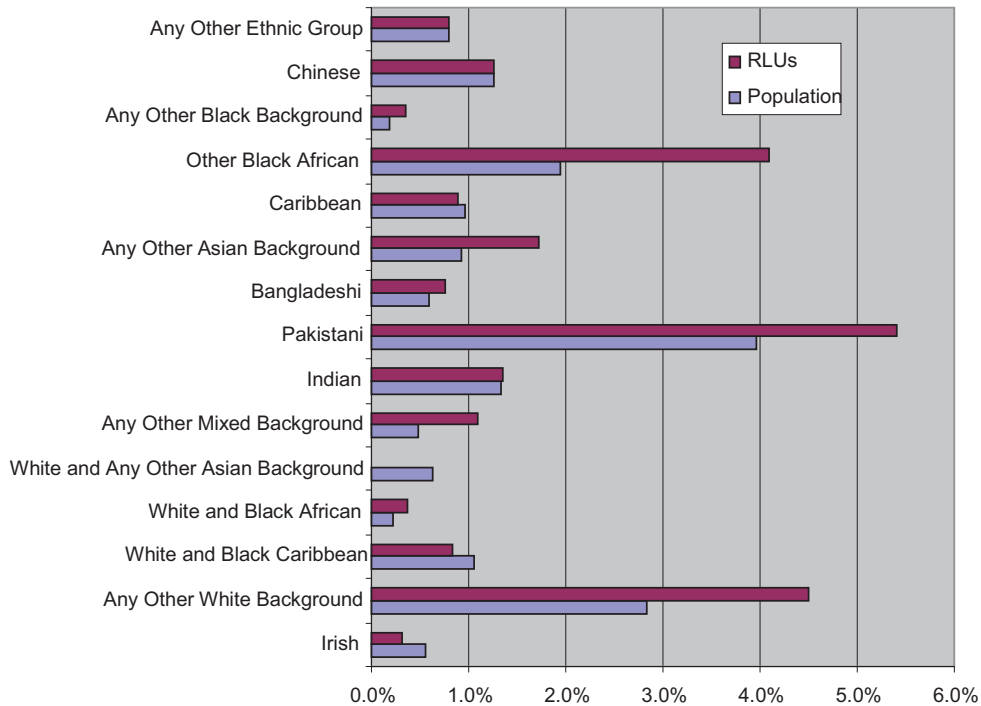
The graph below shows the percentage of RLU's per population:



**b. Black and Minority Ethnic community**

- Analysis of RLU's shows that 24% are from BME backgrounds compared to an estimate 17-18% of the population. This means 40% of BME adults are RLU's compared to 25% of White British adults. However, the BME community cannot be seen as a single homogenous group thus within the BME profile there are wide variations such that 60% of Black African adults and 20% of White Irish Adults are RLU's.
- Libraries can offer refugees and asylum seekers an environment to communicate, build relationships and improve English language skills. There is an expectation for libraries to provide information about UK citizenship and links to advice services such as the Citizens Advice Bureau. (**Source:** Focus group with refugees and asylum seekers in Sheffield).
- The chart below shows the percentage of RLU's from BME communities compared to the overall number of RLU's. This shows that the 3 BME ethnic groups most likely to be RLU's are Black African, Pakistani and Other White groups.

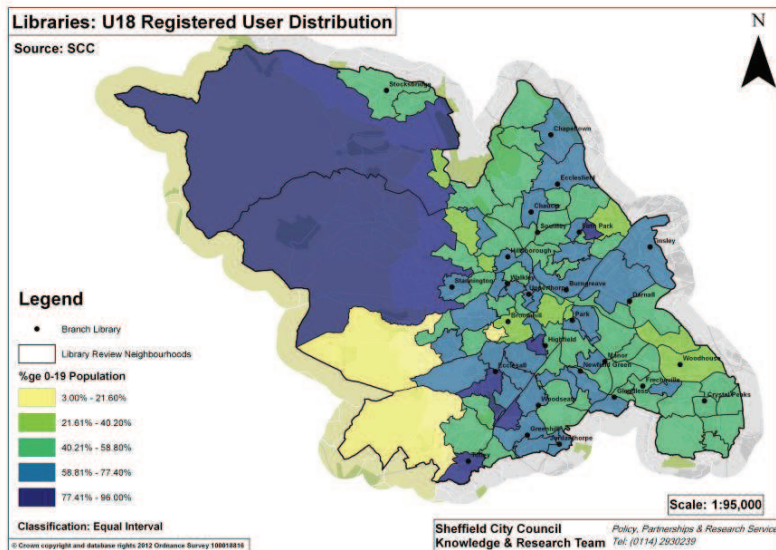
## BME Population v RLU's



### c. Children and Young People

- Young people have expressed a need for libraries to provide a quiet space to study and do their homework as well as to provide an element of social space that is warm and welcoming. (**Source:** Consultation focus groups with young people aged 11-18 years who live in the north and north east of the city).
- There is no discernable pattern in the proportions of children (under 18's) in the population registered as library users. The best performing areas are dispersed around the city. The only apparent feature is the generally lower performance in this area across the south east of the city.

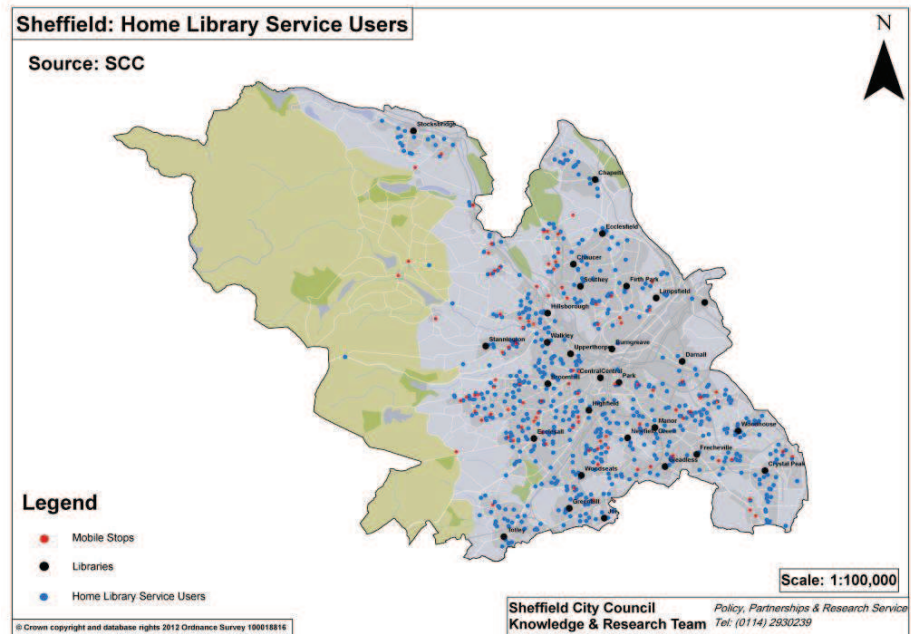
The map below shows the distribution of RLU's who are under 18 years of age:



**d. Older People**

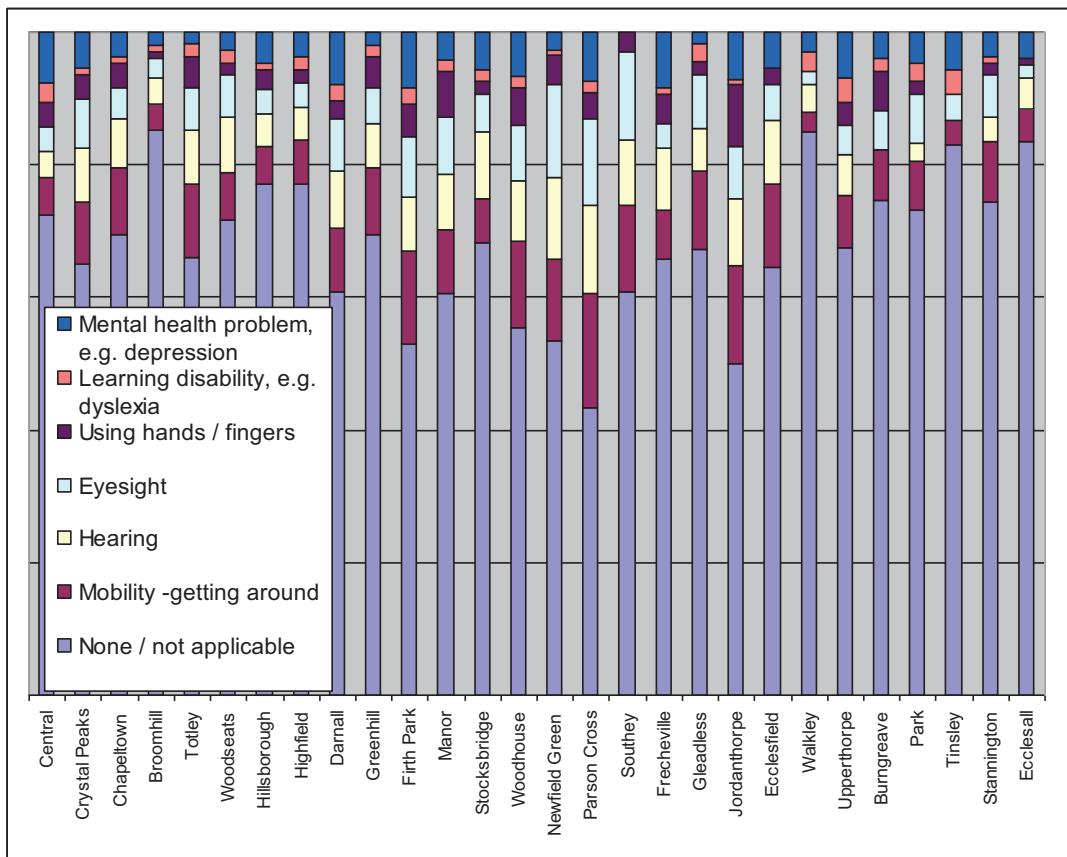
- Sheffield residents are living longer and there is an estimated increase in the number of people over 75 years living alone.
- The Home Library Service currently has 763 (Jan 2013) active users (majority aged 60+) which delivers books and other materials to people who otherwise cannot access library provision - this may be because of old age, disability or illness.
- Around 9,000 older people in Sheffield currently receive some form of social support

The map below shows how the Home Library Service users appear to be evenly distributed around the city:



**e. Disability**

- Monitoring of library users asks whether individuals consider themselves disabled. The current overall figure for this declaration is 10% in community libraries.
- People with disabilities feel it is important for libraries to be accessible. Issues such as the need to increase signage in libraries and the use of pictorial signs have been raised along with the barriers that physical access to non DDA compliant buildings can pose. (**Source:** Consultation focus groups).
- The need to provide accessible library buildings has been supported by a programme of works to improve accessibility (this is not yet complete).
- Users of the Home Library Service were invited to respond to a survey about the home delivery provision during the same consultation. 189 users responded which is approximately 26% of the total active users for this service. Out of these respondents, 125 people (65%) told us that they consider themselves to have a disability.
- The 2009 PLUS survey asked for further details about the nature of disability and the graph below details the relative proportions of the responses – this does not identify where one individual might have multiple disabilities.



### 3.2.3 Community library usage

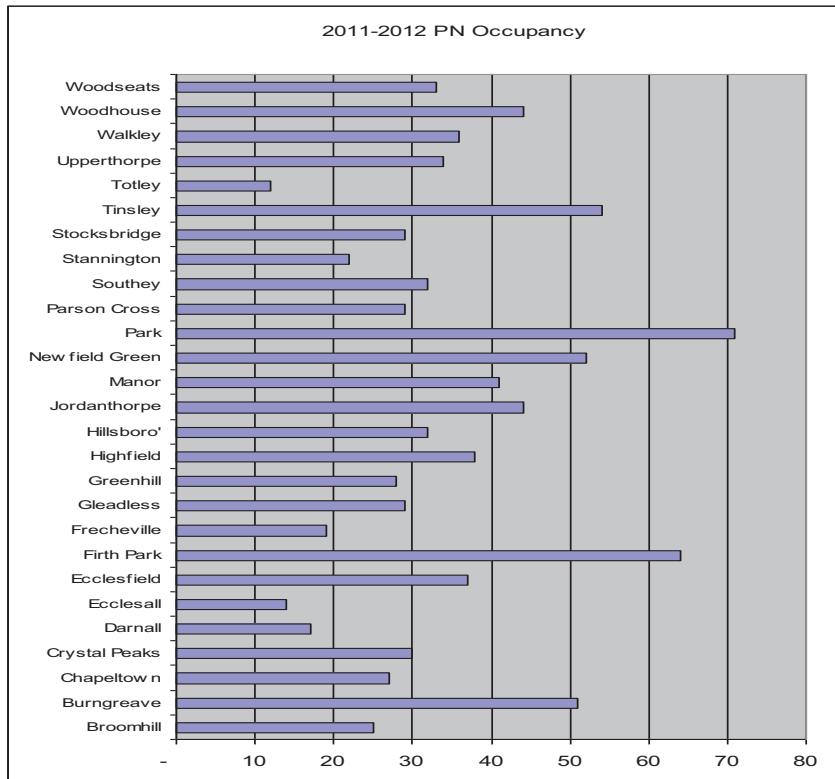
#### a. Trend

- The general trend of library activity shows a steady reduction in borrowing – down around 13% between 2009 & 2011. This contrasts with a steady increase in access to the People’s Network (PN) – up around 10% between 2009 & 2011.

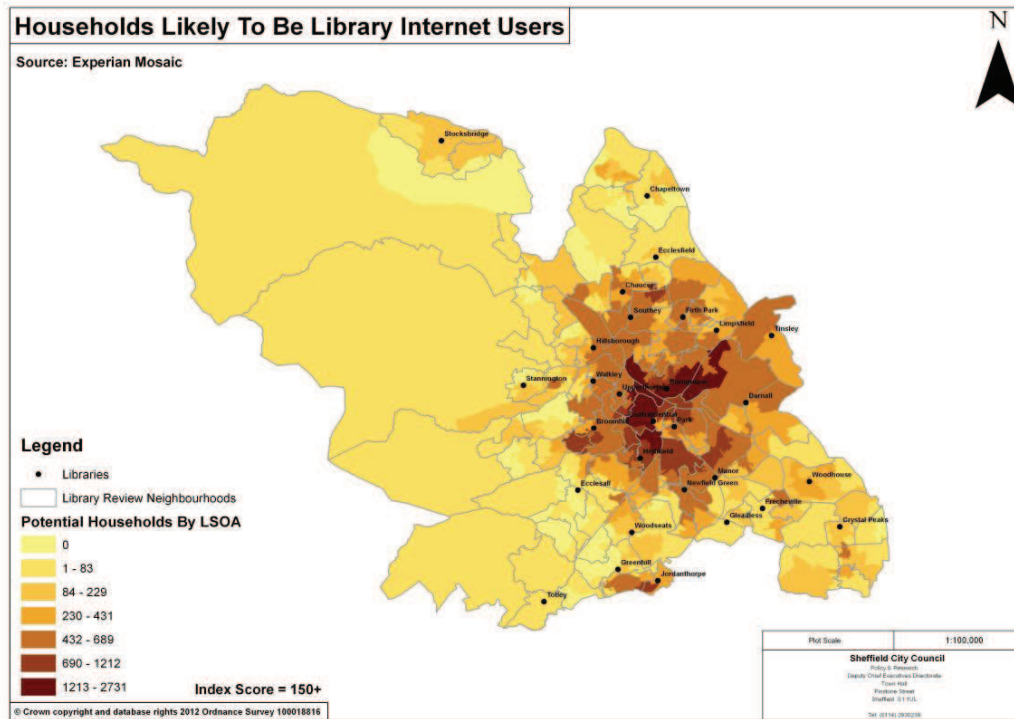
#### b. Internet access

- The PN internet access service was first introduced in 2003, grant funded from the New Opportunities Fund (the midweek lottery).
- The usage of this service varies significantly across the library service points with Manor and Firth Park providing more than twice the number of sessions than all other community libraries.
- Some community libraries have very limited space and hence limited numbers of PCs whilst others are better equipped and have more PN sessions available. This impacts on the number of PN sessions recorded. Therefore analysis is based on ‘occupancy’ rate to show how well the individual library sessions available are utilised.
- Occupancy rates vary from under 15% in less deprived areas like Ecclesall and Totley, to more than 60% in relatively poorer areas like Park and Firth Park. There is a correlation between the areas where households are less likely to have internet access and where library internet activity is high.

The graph below shows PN occupancy rates for each community library:



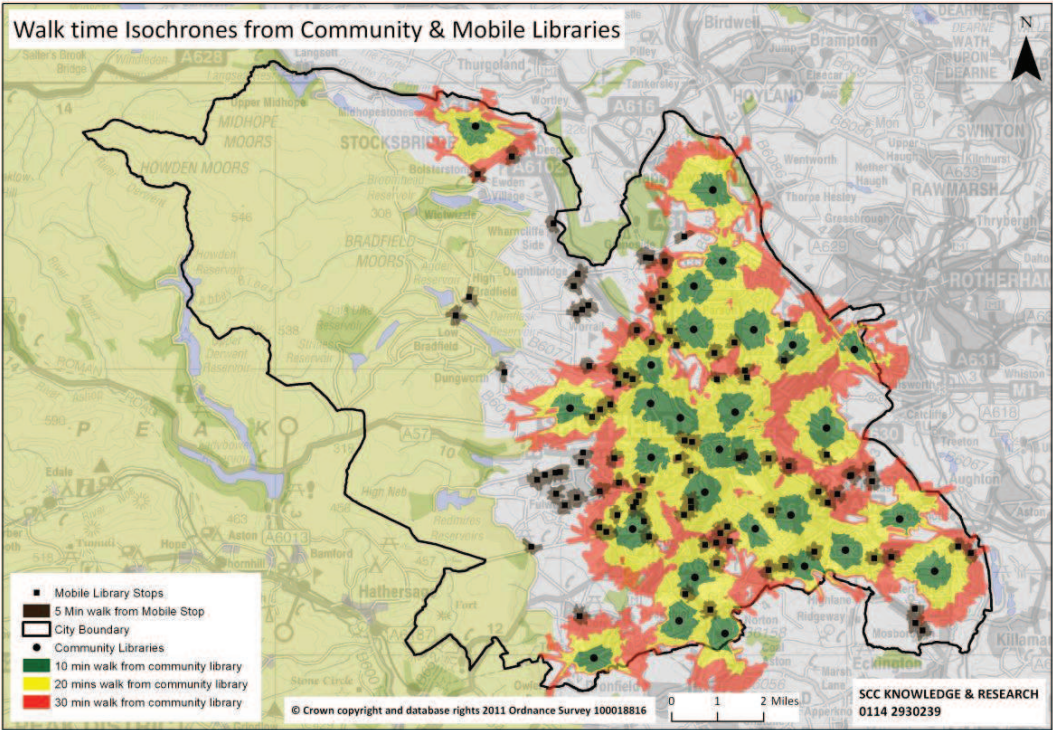
The map below depicts Experian Mosaic data set asking if households are 'likely to be Library Internet users'. This has common characteristics with the distribution of Job Seekers Allowance claimants across the city.



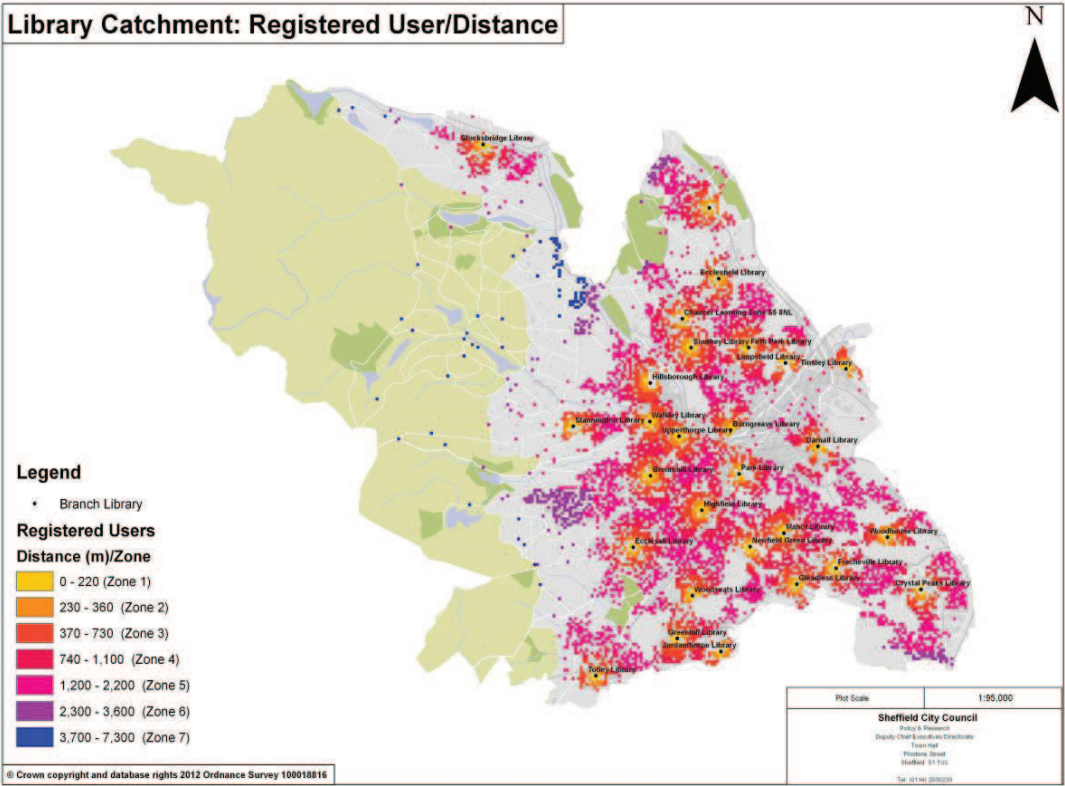
### c. Location of libraries

- The location of libraries around the city results from a legacy stretching back to Victorian times when some of the current buildings were built but also encompasses initiatives throughout the last century and more recently, to respond locally to needs.
- Changes in the number of the population and the shifts in preferred locations mean that current buildings are not always in ideal locations.
- Some community libraries are relatively close together, whilst others are several miles away from the next nearest library.
- The topography of Sheffield is such that the proximity of a nearby library does not necessarily mean that it is accessible by public transport routes. Some library users therefore choose to use the Mobile Library Service as an alternative.
- Some of the mobile stops are located in rural areas well away from static libraries whilst in other areas mobile stops can be within 10 minutes walking distance.

The map below shows the proximity of community libraries and mobile stops and relative walking distances:



The map below shows the distance registered library users need to travel to their nearest library:



### 3.3 Library transfer models

At present Sheffield City Council operates 28 community libraries including the Central Library. To enable libraries to be economically sustainable in the future, some community libraries may be transferred to other organisations or groups. In many parts of England different local authorities have transferred some of their local libraries to community organisations.

#### 3.3.1 Different models of governance for transferred libraries

The following are 4 possible different models of community involvement in running a library service:

- a. SCC oversees all libraries in the city, sets standards and monitors outcomes – any library service which is transferred will be subject to SCC standards and monitoring.
- b. SCC only oversees libraries which are part of a supported network. Other libraries act independently and can vary their service delivery and standards.
- c. A Trust is set up to oversee all library services across the city, or a Trust is set up to oversee some of the library services across the city.
- d. SCC provides centralised support services such as I.T., stock movement and peripatetic staff support, rather than providing and running library buildings. Support can be provided to independent libraries and/or libraries which are part of a supported network.

Further information and guidance for local authorities on communities becoming more involved in the provision of local library services has recently been produced by Arts Council England. This can be found on their website at:

<http://www.artscouncil.org.uk/what-we-do/supporting-libraries/community-libraries-research/>

#### 3.3.2 Examples of how other local authorities have transferred libraries

- a. **Wakefield (Independent community libraries model)** - Wakefield Council are committed to managing and funding 14 libraries. 12 libraries were identified as not being viable and were in the process of closing. The Council explored whether any community groups were able to take on this library provision and 8 community groups have come forward to offer a volunteer run service. These 8 community led libraries are now independent of the Council and most have moved in to other buildings. The Council will provide training to the community groups running these libraries and a one off grant of £100k. They are also gifting a supply of surplus book stock, fixtures and fittings where available.

Web link:

<http://www.wakefield.gov.uk/CultureAndLeisure/Libraries/LibraryReview/default.htm>

- b. **Suffolk (Co-produced model - commissioned community library)** - Suffolk County Council has transferred its 44 libraries, mobile, school and prison library services to an independent organisation with charitable status. The new organisation



aims to work in partnership with local library groups to support and expand the service and opening hours. Library staff have been transferred to the new organisation, although some roles have been restructured.

Web link: <http://suffolkreads.onesuffolk.net/news/new-chapter-for-suffolk-s-libraries/>

- c. **Peterborough (Co-produced model - commissioned community library)** - An independent not-for-profit organisation with charitable status was set up called Vivacity which now runs the city's libraries and archives as well as other leisure and cultural services. The bulk of their funding comes from the Council but the remainder comes from trust funds. The library service is run with a mixture of paid staff and volunteers. Staff numbers were reduced prior to the transfer to Vivacity. Staff were transferred under the same terms of employment and pension conditions.

Web link: <http://www.vivacity-peterborough.com/vivacity/>

- d. **Wigan (Co-produced model - commissioned community library)** - The Wigan Leisure and Culture Trust was formed in 2003. The Trust is both a registered charity and a social enterprise and works on behalf of Wigan Council and other local authorities in the Metropolitan Borough of Wigan. The Trust manages and supports libraries and other leisure and cultural services. The transfer was intended to improve investment and the quality of service and 800 members of staff were transferred at the time from the Council. Staff were issued with new, more flexible working agreements and volunteers support and enhance the service whilst also running one of the Boroughs' libraries. The Trust receives external funding and is supported by income generation schemes that help to improve facilities and services. The Council also provides an annual grant to the Trust and remains the owner of all library buildings. A review is being carried out in light of current financial challenges which may see more changes to the library model.

Web link: <http://www.wlct.org/library-services/library-services.htm>

- e. **Luton (Co-produced model - commissioned community libraries covering the entire service)** - Luton libraries are now part of Luton Culture, a registered charity delivering services on behalf of the local authority. The aim was to enhance services whilst also making savings. The model enables funding to be more accessible, income to be generated and decisions made quicker. 9 libraries were transferred to the charitable trust. There remains an agreement whereby the Council still has the power to close libraries in the future if it needs to and the service is currently undergoing a review.

Web link: <http://www.lutonculture.com/luton-libraries/>

- f. **Kirklees (Co-produced model, community managed library)** - In 2005 the Chestnut Centre which is run by community organisation Fresh Horizons, opened in the deprived Deighton Brackenhall area of Kirklees. At the time, the centre contained a community café, nursery, IT suite and other community facilities. Then in 2007, a Library and Information Centre opened in the same building which was seen as a natural extension to the already successful centre. The service is delivered by

volunteers and there is a service level agreement between the Council and Fresh Horizons.

Web link: <http://www.kirklees.gov.uk/events/venuedetails.asp?vID=1533>

- g. **Hounslow (Commercial)** - Hounslow libraries were initially transferred to a charitable trust. When this arrangement came to an end, the council issued a tender to run the library service which resulted in a 15 year partnership (since 2008) with John Laing a private sector organisation. As part of the agreement libraries have been kept open. Most of the staff were transferred to the employment of John Laing, and efficiencies were identified in the staffing structure.

Web link: <http://www.hounslowlibraries.org/web/arena>

- h. **Caistor (Independent community libraries model)** - The Council transferred its library at Caistor to a social enterprise - the Caister Arts and Heritage Centre. This involved the library moving into the centre (formerly a council owned chapel) and the premises being transferred into the ownership of the social enterprise. The centre is run mainly by volunteers. The library is run with a mixture of employed staff (formerly council staff) and volunteers who are trained by the Council. Under the terms of a service level agreement the centre must house a café and a library and the Council pays an annual fixed sum.

Web link: <http://www.28ploughhill.co.uk/content/library>

- i. **Lewisham (Co-produced model, community managed library)** - Lewisham Council made the decision to retain 7 libraries and close 5. The closures were prevented by 4 libraries being transferred to community organisations. The libraries are run with a combination of volunteers and staff (from the community organisation), and library staff from the Council provide a peripatetic service. The fifth library scheduled for closure was shut in 2011 but is now being run in partnership between the Council and local organisations (without transfer). The opening hours have either remained the same or increased and there are self-issue terminals in all libraries.

Web link:

<http://www.lewisham.gov.uk/myservices/libraries/branches/Pages/Community-library-service.aspx>

- j. **Dorset** - Dorset Council runs 34 libraries in the county and plans to retain 25 and transfer 9. Dorset Council is working with eight communities to set up nine community managed libraries. The Council will provide books, computers and self service facilities and some staff support.

Web link: <http://www.dorsetforyou.com/403893>

#### **4. What Next**

Over the next couple of months (February - April 2013), we will be seeking ideas and proposals to support the future of Sheffield's library services. This will involve running information sessions, meeting with groups and organisations and providing, where possible, additional information (without breaching confidentiality or data protection).

Proposals will be formed by looking at the possibilities that come forward, alongside:

- The comprehensive needs assessment and analysis
- The results of consultation from the summer 2013
- The City's priorities
- The budget requirements
- Learning and good practice from elsewhere

These proposals will be the subject of a cabinet report in the spring. This will be followed by a further period of consultation, likely to be in the summer 2013 before the final decisions are ratified.

#### **5. Appendices / attachments**

Appendix 1 (Registration of Interest form) and Appendix 2 (Information session booking form) are attached to this document. They are accessible via the attachments panel on the left hand side.

These documents, along with the attached summary of consultation results, can also be downloaded from:

[www.sheffield.gov.uk/libraryprospectus](http://www.sheffield.gov.uk/libraryprospectus)

[www.sheffield.gov.uk/libraryreview](http://www.sheffield.gov.uk/libraryreview)

Paper copies can be mailed upon request.

Enquiries to: [libraryreview@sheffield.gov.uk](mailto:libraryreview@sheffield.gov.uk)

This page is intentionally left blank