



FIND YOUR PLACE AT THE LIBRARY



Library Service Transformation Strategy to 2020

Members Briefing

Sara Teers, Head of
Libraries & Registration
18 September 2017



HAMPSHIRE LIBRARY SERVICE

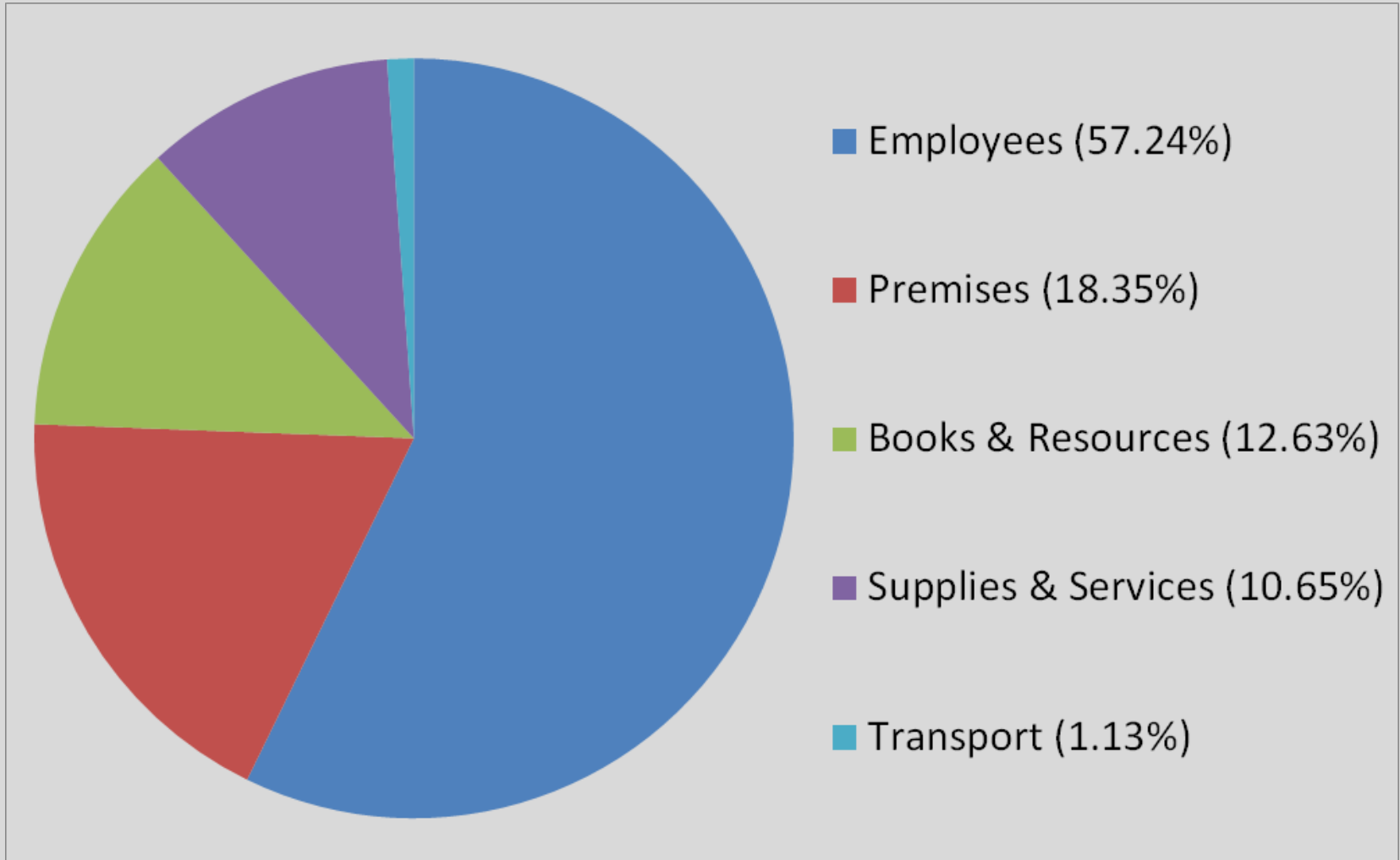
- 45 Libraries
- 3 Discovery Centres
- 4 Community Libraries
- HMP Winchester
- Online/Digital Library
- Home Library Service
- 5 Special Collections
- Schools Library Service
- Learning in Libraries



**Employing about 500 staff (325 FTE) &
1000 volunteers in 2016/17**



HAMPSHIRE LIBRARY SERVICE



Library Budget 2017/18 £11 Million



HAMPSHIRE LIBRARY SERVICE

Delivering modern, comprehensive and efficient library services



Strategic Aim 1

Support and encourage reading and literacy



Strategic Aim 2

Improve digital services and inclusion



Strategic Aim 3

Contribute to the health and well being of local communities



Strategic Aim 4

Provide access to trusted sources of information



Strategic Aim 5

Facilitate and provide learning

Library Outcomes

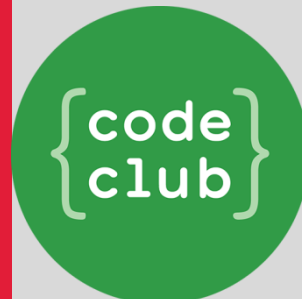
Developing and supporting stronger, safer communities for all

National recognition from Libraries Taskforce for our Needs Assessment and wider strategy



HAMPSHIRE LIBRARY SERVICE

- Two major refurbishments at Fleet and Fareham Libraries completed including a coffee shop
- Two new Makery projects launched + Code Clubs in 17 Libraries
- Commitment to install customer self service to all of our Libraries
- Larger Libraries as community hubs





HAMPSHIRE LIBRARY SERVICE

- Successful Arts Council bid to tackle social isolation and improve digital literacy
- Successful bid for Covenant Grant to fund a volunteer community champion scheme in Aldershot and Gosport
- Review of induction, training and recruitment of volunteers (phase 1)
- Gosport Discovery Centre Project
- Apprenticeships

HAMPSHIRE LIBRARY SERVICE



iPad lending and training scheme



Supported using public funding by

**ARTS COUNCIL
ENGLAND**



HAMPSHIRE LIBRARY SERVICE

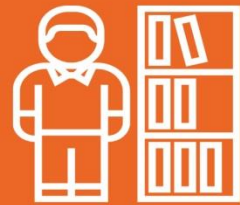
T19 Challenge: Budget reduction of £2.25m by 2019 achieved through;

- Vacancy management (including roll out of self service)
- Increased use of volunteers
- Alternative 'Book Exchange' model for Community Libraries
- Relocation of stock services from Moorside Place
- A community hub at Gosport Discovery Centre
- Income generation e.g. Donations & Sponsorship
- New models of governance to be explored
- Programme of investment in staff, buildings and IT (self service technology)
- Reduction in the Book & Resources Fund



THE NATIONAL PERSPECTIVE

8000



JOB
S LOST IN
UK LIBRARIES
IN THE LAST 6
YEARS



15,000
NEW VOLUNTEERS RECRUITED
TO SUPPORT SERVICE DELIVERY

NUMBER OF PAID LIBRARY
STAFF REDUCED BY

25 A large downward-pointing arrow with a percentage sign inside, indicating a reduction.

343 LIBRARY
CLOSURES

111 LIBRARY CLOSURES
PLANNED DURING
2016-17



2009 2016
CIFPA STATS
INDICATE A
REDUCTION OF 700
SERVICE DELIVERY
POINTS BETWEEN
2009 AND 2016



174
LIBRARIES TRANSFERRED TO LOCAL
COMMUNITIES

50
LIBRARIES TRANSFERRED TO EXTERNAL
ORGANISATIONS TO RUN



HOW DOES HAMPSHIRE COMPARE?

ONE



ADDITIONAL
LIBRARY
OPENED

IN BURSLEDON IN 2014



150

LESS PAID
LIBRARY STAFF
JOBS SINCE 2010



20

SERVICE POINT
REDUCTIONS
SINCE 2010

1 STATIC LIBRARY
1 COMMUNITY LIBRARY
AND 18 MOBILE ROUTES

SIGNIFICANT
REDUCTION
IN THE
NUMBER OF
MANAGERIAL
POSTS WITHIN
THE SERVICE
GENERATING
SAVINGS IN
EXCESS OF



2 MILLION



ADDITIONAL
VOLUNTEERS
SINCE 2010

931

NINE HUNDRED
AND THIRTY
ONE



Current & future challenges

- Required cultural shift to achieve an agile and fully flexible workforce
- Public consultation to inform difficult decisions around budget savings – Spring '18
- Significant challenges with IT infrastructure, spiralling costs and implementation of new technology eg self service





HAMPSHIRE LIBRARY SERVICE

Options for reducing operating costs

- Reducing opening hours
- Transferring Libraries to local communities
- Increased use of volunteers
- Permanent reduction in Book & Resources fund
- Review of poorly performing Libraries
- Alternative business model i.e. Trust



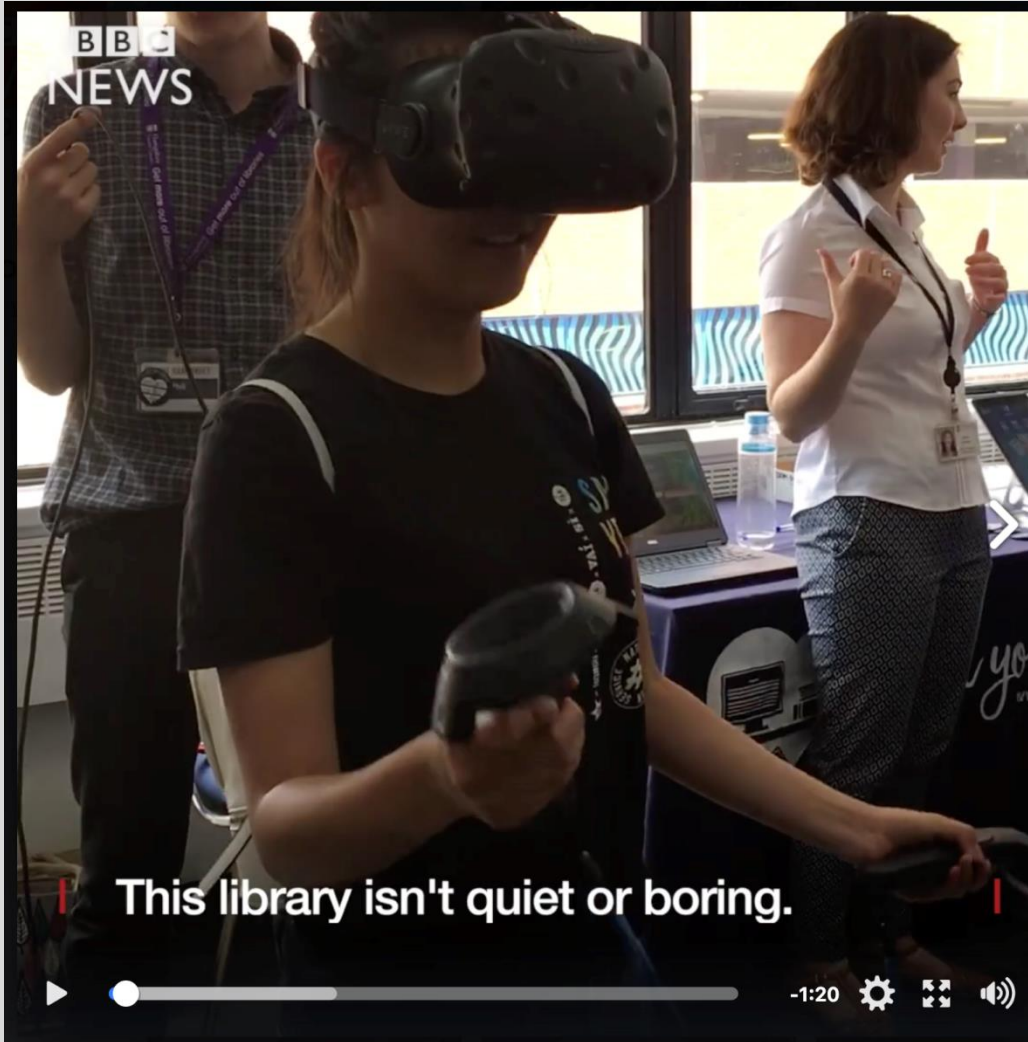


HAMPSHIRE LIBRARY SERVICE





HAMPSHIRE LIBRARY SERVICE



This library isn't quiet or boring.



BBC South Today



about 2 months ago · 🌐

Hampshire library embracing new gadgets

Welcome to the future 🧐 📖 ☕

8,478 Views

👍 Like 💬 Comment ➦ Share



👍❤️ 42

Top comments ▾

30 shares



Angi Carey Fabulous idea. I'm not a young techie person, but a mum and Nanny. This is a great way to make our libraries sustainable well done to all.

Like · Reply · 🇺🇸 3 · 13 July at 07:51



Jean Hodson Wonderful idea, but with so many of our libraries closing down due to cutbacks, how is the scheme being funded?

Like · Reply · 13 July at 08:15

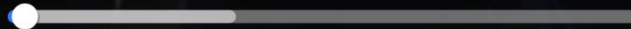


Dave Milward Great initiative. I wish you well.

Like · Reply · 13 July at 15:46



Write a comment...



-1:20





HAMPSHIRE LIBRARY SERVICE





HAMPSHIRE LIBRARY SERVICE

QUESTIONS?

This page is intentionally left blank