

**LONDON BOROUGH OF BRENT**

**EXECUTIVE MEETING  
21.07.03**

**FROM THE DIRECTOR OF EDUCATION, ARTS & LIBRARIES**

**NAME OF WARD(S)  
ALL**

**REPORT TITLE: Library Service Opening Hours 2003/4**

**1.0 SUMMARY**

- 1.1 This report sets out officers' proposals for the extension of Library Service opening hours for the financial year 2003/4, in order to work towards achieving the Public Library Standards.

**2.0 RECOMMENDATIONS**

- 2.1 That Members approve the proposals for extending the Library Service opening hours as outlined in section 6.0

**3.0 FINANCIAL IMPLICATIONS**

- 3.1 Full council agreed £281,000 growth in 2003/4 for both meeting the library standards and developing the arts (Report 0005R, 15<sup>th</sup> July 2002). The growth allocated to the Library Service, in line with members' decisions, was £125,000 for 2003/4.
- 3.2 The estimated part year costs of the new opening hours from 1<sup>st</sup> September 2003 is £69,750 in 2003/4. Full year costs are £139,500. In 2004/5, therefore the additional cost not met by the £125,000 growth in 2003/4 budgets (£14,500) will be met in 2004/5 by re-alignment of existing revenue budgets.

**4.0 STAFFING IMPLICATIONS**

- 4.1 The proposals will result in approximately 6 new FTE posts in the Library Service.

## 5.0 LEGAL IMPLICATIONS

- 5.1 Library authorities have a statutory duty under section 7 of the Public Libraries and Museums Act, 1964, to provide a “comprehensive and efficient library service for all persons desiring to make use thereof”. The public library standards effectively articulate the nature of the “comprehensive and efficient” service required of the Council and make clear its responsibilities under the Act. The Secretary of State for Culture, Media and Sport has extensive default powers under section 10 of the Act, exercisable where there has been a complaint or where she has reason to believe that a library authority may be failing to carry out its duties.

## 6.0 DETAIL

### 6.1 Public Library Standards

- 6.1.1 In February 2001, the Department for Culture Media and Sport (DCMS) issued national standards for public libraries to be met by 2004. A report, *Implications of the national Public Library Standards*, was presented to the Education, Arts and Libraries Deciding Committee on 31<sup>st</sup> July 2001 and briefed members on the coverage of the standards, how performance against them is to be measured, Brent’s current performance, and the implications of meeting them.
- 6.1.2 Brent currently meets nine of the nineteen standards, but faces a significant challenge in meeting others. Serious areas of weakness include opening hours, levels of use, and customer satisfaction. The July 2001 report estimated that the additional cost of meeting the standards would be more than £1.7 million per annum. As a response to this, a growth in Library Service revenue budget for 2002/3 resulted in a 17% increase in opening hours across the borough.
- 6.2 The proposals include provision for service development in a number of areas that reflect the breadth of coverage of the Public Library Standards. Key targets for the service are to:
- i) Increase opening hours overall
  - ii) Rationalise opening hours to meet customer demand more effectively
  - iii) Increase levels of use
  - iv) Improve customer satisfaction.

### 6.3 Increased opening hours and levels of use

It is proposed to increase total opening hours across Brent Libraries by 49.5 hours per week, at a cost of £139,500 (full year impact). This will represent an 11% increase on the opening hours introduced in December 2002. The additional opening hours will primarily be allocated to those libraries that have the most potential to generate the largest number of additional visitors and are the result of public consultation at Barham Park and Preston Libraries, although most libraries will see a modest increase in hours. **Appendix 1** outlines the potential for each library in Brent.

The projected impact upon Brent’s ability to meet the most significant relevant standards is as follows:

<i>Standard</i>	<i>Target performance</i>	<i>Current performance</i>	<i>Projected performance</i>
PLS3 Aggregate opening hours per 1000 population	128	90	98
PLS4 Percentage of larger libraries open at least 45 hours per week		50%	58%
PLS11 Number of library visits per 1000 pop	8600	6511	6837

- 6.4 The proposed opening hours include extra opening days at Barham Park and Preston Libraries, Sunday opening at Ealing Road Library, and extra morning opening at Cricklewood, Neasden, Kensal Rise and Tokyngton Libraries. In addition, the proposals include the restoration of 9am opening in libraries across the borough, where they currently open at 9.15am or 10am. These proposals represent a 29.7% increase in the 2001-2 opening hours. The projected implementation date is 1<sup>st</sup> September 2003. **Appendix 2** sets out the existing hours and the proposed hours in those libraries to see an addition.
- 6.5 Brent Archive, which is located within Cricklewood Library, will also be increasing its opening hours in line with the new opening hours of the library with a view to maintaining the current uniformity of service provision within the building. This will be achieved within existing staffing levels.

## 7.0 BACKGROUND INFORMATION

The following papers were used in the compilation of this report:-

- i) 0005R Arts and Libraries Growth 2002/3

Any person wishing to inspect the above papers should contact  
Marianne Locke, Chesterfield House, 9 Park Lane, Wembley Middx  
HA9 7RW. Tel 020 8 938 3149

**EXEC-21.07.03/0009R/Marianne Locke/Lead Officer J. CHRISTIE**

**ADDITIONAL OPENING HOURS:  
ASSESSMENT OF POTENTIAL**

<b>Library</b>	<b>Advantages</b>	<b>Disadvantages</b>
Barham Park	Steady increase in use Articulated demand for extra hours by existing users	Proximity to Ealing Rd
Cricklewood	Growing usage by children, now around 49% of total usage.	Isolated location makes significant increase in use unlikely High unit cost per visitor
Ealing Rd	Strategic location in busy Sunday shopping area Maximise use of newly refurbished library & ICT centre High and growing usage – May 2003 increased by 25% on previous year Potential for library events Key collection of Asian language materials	Relative cost of Sunday opening <i>Hours increased in December 2002</i>
Harlesden	Strategic location Maximise use of ICT centre Increasing usage Potential for library events Proximity to neighbourhood renewal and Sure Start areas Freephone link to OSS contact centre	Capital investment required to modernise library and to make it fully accessible in order to maximise impact of additional hours <i>Already increased by one extra day in December 2002</i>
Kensal Rise	Attractive library with space potential Freephone link to OSS contact centre	Usage in decline High unit cost of additional visitors
Kilburn	Strategic location Maximise use of ICT centre Potential for increased usage Potential for library events Proximity to neighbourhood renewal and Sure Start areas Freephone link to OSS contact centre	<i>Already increased by one extra day in December 2002</i>

Kingsbury	Large catchment area North of borough less well served for library services Potential for library events Freephone link to OSS contact centre	Location – not near local shopping centre <i>Already increased by one extra day in December 2002</i>
Neasden	Freephone link to OSS contact centre Usage increasing by children	Major investment needed in library building and in shopping precinct in order to attract more users Low usage High unit cost per visitor
Preston	Steady increase in usage 5th busiest library in Brent Articulated demand for extra hours by existing users	Lack of physical space
Tokington	Most recently built Brent library (1975) Plans to re-develop park and health centre may impact positively on future usage	Low and declining usage Lack of physical space Plans to re-develop park may impact negatively on future usage
Town Hall	Library with second highest number of stock issues and potential to increase further	High cost Lack of physical space Potential for re-location of library to Wembley stadium environs is under active consideration <i>Hours increased in December 2002</i>
Willesden Green	Student demand	High cost of additional hours Increase in issues likely to be marginal

## EXISTING AND PROPOSED LIBRARY OPENING HOURS 2003-4

Table 1: Existing hours

	EXISTING HOURS							
<i>Libraries</i>	<i>Mon</i>	<i>Tues</i>	<i>Wed</i>	<i>Thur</i>	<i>Friday</i>	<i>Sat</i>	<i>Sunday</i>	<i>Total</i>
<b>Barham Park</b>	Closed	Closed	9.15-8.00	9.15-6.00	Closed	9.15-5.00	Closed	27.25
<b>Cricklewood</b>	1.00-5.00	10.00-5.00	Closed	1.00-8.00	Closed	9.15-5.00	Closed	25.75
<b>Ealing Road</b>	11.00-8.00	9.15-6.00	Closed	9.15-8.00	9.15-6.00	9.15-5.00	Closed	45
<b>Harlesden</b>	11.00-8.00	9.15-6.00	Closed	9.15-8.00	9.15-6.00	9.15-5.00	Closed	45
<b>Kensal Rise</b>	1.00-6.00	1.00-7.00	Closed	1.00-7.00	Closed	9.15-5.00	Closed	24.75
<b>Kilburn</b>	11.00-6.00	9.15-8.00	Closed	9.15-8.00	9.15-6.00	9.15-5.00	Closed	45
<b>Kingsbury</b>	11.00-6.00	9.15-6.00	Closed	9.15-8.00	9.15-6.00	9.15-5.00	Closed	45
<b>Neasden</b>	1.00-6.00	1.00-6.00	Closed	11.00-6.00	Closed	9.15-5.00	Closed	24.75
<b>Preston</b>	Closed	9.15-8.00	Closed	Closed	9.15-6.00	9.15-5.00	Closed	27.25
<b>Mobile</b>								22
<b>Tokington</b>	1.00-6.00	1.00-6.00	Closed	11.00-6.00	Closed	9.15-5.00	Closed	24.75
<b>Town Hall</b>	11.00-8.00	9.15-8.00	Closed	9.15-8.00	9.15-6.00	9.15-5.00	Closed	47
<b>Willesden Green</b>	11.00-8.00	9.15-8.00	9.15-6.00	9.15-8.00	Closed	9.15-6.00	11.00-6.00	55
							<b>Total</b>	<b>458.5</b>

**Table 2: Proposed opening hours 2003-4**

	<b>NEW OPENING HOURS 2003-4</b>							<b>Total</b>	<b>No of</b>	<b>%</b>
<b>Libraries</b>	<b>Mon</b>	<b>Tues</b>	<b>Wed</b>	<b>Thur</b>	<b>Friday</b>	<b>Sat</b>	<b>Sunday</b>		<b>Hr Increase</b>	<b>Increase</b>
<b>Barham Park</b>	<b>11.00-6.00</b>	Closed	<b>9.00-6.00</b>	<b>9.00-8.00</b>	Closed	<b>9.00-5.00</b>	Closed	35	7.75	28%
<b>Cricklewood</b>	<b>1.00-6.00</b>	<b>9.00-6.00</b>	Closed	<b>1.00-8.00</b>	Closed	<b>9.00-5.00</b>	Closed	29	3.25	13%
<b>Ealing Road</b>	11.00-8.00	<b>9.00-6.00</b>	Closed	<b>9.00-8.00</b>	<b>9.00-6.00</b>	<b>9.00-5.00</b>	<b>12.00-5.00</b>	51	6	13%
<b>Harlesden</b>	11.00-8.00	<b>9.00-6.00</b>	Closed	<b>9.00-8.00</b>	<b>9.00-6.00</b>	<b>9.00-5.00</b>	Closed	46	1	2%
<b>Kensal Rise</b>	1.00-6.00	1.00-7.00	Closed	<b>11.00-7.00</b>	Closed	<b>9.00-5.00</b>	Closed	27	2.25	9%
<b>Kilburn</b>	11.00-6.00	<b>9.00-8.00</b>	Closed	<b>9.00-8.00</b>	<b>9.00-6.00</b>	<b>9.00-5.00</b>	Closed	46	1	2%
<b>Kingsbury</b>	11.00-8.00	<b>9.00-6.00</b>	Closed	<b>9.00-8.00</b>	<b>9.00-6.00</b>	<b>9.00-5.00</b>	Closed	46	1	2%
<b>Neasden</b>	<b>11.00-6.00</b>	1.00-6.00	Closed	11.00-6.00	Closed	<b>9.00-5.00</b>	Closed	27	2.25	9%
<b>Preston</b>	Closed	<b>9.00-8.00</b>	<b>9.00-6.00</b>	<b>9.00-8.00</b>	<b>9.00-6.00</b>	<b>9.00-5.00</b>	Closed	48	20.75	76%
<b>Mobile</b>								22	0	0%
<b>Tokington</b>	<b>11.00-6.00</b>	1.00-6.00	Closed	11.00-6.00	Closed	<b>9.00-5.00</b>	Closed	27	2.25	9%
<b>Town Hall</b>	11.00-8.00	<b>9.00-8.00</b>	Closed	<b>9.00-8.00</b>	<b>9.00-6.00</b>	<b>9.00-5.00</b>	Closed	48	1	2%
<b>Willesden Green</b>	11.00-8.00	<b>9.00-8.00</b>	9.00-6.00	<b>9.00-8.00</b>	Closed	<b>9.00-5.00</b>	11.00-6.00	56	1	2%
							<b>Total</b>	<b>508</b>	<b>49.5</b>	<b>11%</b>