

# LONDON BOROUGH OF BRENT

**Meeting of the Executive**  
13 December 2004

## Report from Director of Education, Arts & Libraries

For action	Wards affected: All
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### Report Title: LIBRARY OPENING HOURS 2004/2005

Forward Plan Ref: EAL-04/05-0067

#### 1.0 Summary

- 1.1 This report sets out officers' proposals for the extension of Library Service opening hours for the financial year 2004/5, 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 3 and in Appendix 1.

#### 3.0 Detail

- 3.1 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. Phased growth in the library service revenue budget was agreed by members in order to meet the requirements of the Standards.
- 3.2 Brent Library Service currently meets nineteen of the existing possible twenty-six standards and still faces a significant challenge in meeting

others. Areas of weakness continue to include opening hours, levels of use, staff ratios and customer satisfaction, despite a 29% increase in library opening hours to date since June 2002.

### Library Opening Hours Increases 2001/2 – 2003/4

Year	Number of hours per week
2001/2	393
2002/3	458.5
2003/4	508

- 3.3 The Public Library Standards have been revised and launched as the Public Library Service Standards from 1<sup>st</sup> October 2004 and have been reduced from 26 to 10. These new Standards will be measured as new Best Value Performance Indicators for libraries from 2005/6 and as such will be monitored by the Audit Commission and inform the Comprehensive Performance Assessment.
- 3.4 Public Library Service Standard 2 on the aggregate scheduled opening hours per 1,000 population remains at **128 hours**. This figure represents a calculation of the total library annual opening hours in proportion to the resident population. Brent currently provides **100** aggregate scheduled opening hours per 1,000 population. Proposals for opening hours in this report will increase this aggregate to **107** hours.
- 3.5 In order to meet the Standards, key targets for the service are to:
- i) Further Increase opening hours overall
  - ii) Rationalise opening hours to meet customer demand more effectively
  - iii) Increase levels of use
  - iv) Improve customer satisfaction.
- 3.6 The Library Service and the Sports Service undertook a joint consultation during the summer of 2004 to assess customer satisfaction with the existing pattern of opening hours in libraries and sports centres. The consultation was announced in the Brent Magazine and questionnaires were distributed to libraries, sports centres and One Stop Shops. An online version of the questionnaire was featured on the Library Service website. Two-thirds of respondents favoured an additional weekday open or Sunday opening. These responses have influenced the proposals for extending opening hours in some libraries
- 3.7 It is proposed to increase total opening hours by 33 hours per week from the 1<sup>st</sup> January 2005, at a cost of £92,500 (full year impact). This represents a **6.5%** increase on the opening hours introduced in September 2003. **Appendix 1** (attached) indicates the additional hours that are proposed. The proposals consolidate opening times with extra morning opening at some libraries to enable more school visits, and for older people; extra day opening at Neasden Library (to reflect the

upgrade of the shopping area) and Harlesden Library; and the introduction of Sunday opening at Preston Library.

- 3.8 It is not proposed at this time to increase the opening hours at Willesden Green Library due to the disruption that will be caused by the building works that will take place during 2005/6 for the relocation of the Grange Museum and the potential short-term closure of the library during this period. An extension of the opening hours to include Fridays will have more impact if linked to the improvements which will be made to the library as a result of the building works, as well as being reflected by the opening hours of the new museum. This should be considered for Spring 2006.

#### **4.0 Financial Implications**

- 4.1 The full year costs of implementing these changes, estimated at £92k, can be contained within growth allocated to the library service for 2004/05. There are therefore no growth implications for the 2005/06 budget. However, there is a separate bid for £100k growth in 2005/06, which would allow further improvements to the library service, if approved. This growth bid is being considered as part of the 2005/06 budget process.

#### **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 Diversity Implications**

- 6.1 The revised opening hours will enable greater access to library and information services for a wide range of Brent’s community including children as part of school visits, very young children, older people. In addition, the extra Sunday opening hours in the north of the borough will ensure that the library service reflects the differing needs of all communities across Brent.

#### **7.0 Staffing/Accommodation Implications (if appropriate)**

- 7.1 The proposals will require the appointment of approximately 5 FTE members of staff for the Library Service.

***Background Papers***

i) 0009R Library Service Opening hours 2003-4

***Contact Officers***

Marianne Locke, Assistant Director Lifelong Learning & Cultural Services  
Chesterfield House, 9 Park Lane, Wembley Middx HA9 7RW.  
Tel 020 8 938 3146

John Christie,  
Director of Education, Arts & Libraries.

APPENDIX 1

EXISTING AND PROPOSED LIBRARY OPENING HOURS 2004-5

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>	11.00-6.00	Closed	9.00-6.00	9.00-8.00	Closed	9.00-5.00	Closed	35
<b>Cricklewood</b>	1.00-6.00	9.00-6.00	Closed	1.00-8.00	Closed	9.00-5.00	Closed	29
<b>Ealing Road</b>	11.00-8.00	9.00-6.00	Closed	9.00-8.00	9.00-6.00	9.00-5.00	12.00-5.00	51
<b>Harlesden</b>	11.00-8.00	9.00-6.00	Closed	9.00-8.00	9.00-6.00	9.00-5.00	Closed	46
<b>Kensal Rise</b>	1.00-6.00	1.00-7.00	Closed	11.00-7.00	Closed	9.00-5.00	Closed	27
<b>Kilburn</b>	11.00-6.00	9.00-8.00	Closed	9.00-8.00	9.00-6.00	9.00-5.00	Closed	46
<b>Kingsbury</b>	11.00-8.00	9.00-6.00	Closed	9.00-8.00	9.00-6.00	9.00-5.00	Closed	46
<b>Neasden</b>	11.00-6.00	1.00-6.00	Closed	11.00-6.00	Closed	9.00-5.00	Closed	27
<b>Preston</b>	Closed	9.00-8.00	9.00-6.00	9.00-8.00	9.00-6.00	9.00-5.00	Closed	48
<b>Mobile</b>								22
<b>Tokynghon</b>	11.00-6.00	1.00-6.00	Closed	11.00-6.00	Closed	9.00-5.00	Closed	27
<b>Town Hall</b>	11.00-8.00	9.00-8.00	Closed	9.00-8.00	9.00-6.00	9.00-5.00	Closed	48
<b>Willesden Green</b>	11.00-8.00	9.00-8.00	9.00-6.00	9.00-8.00	Closed	9.00-5.00	11.00-6.00	56
							<b>Total</b>	<b>508</b>

Table 2: Proposed opening hours 2004-5

<i>Libraries</i>	<b>NEW OPENING HOURS 2004-5</b>							<i>Total</i>	<i>No of Hr Increase</i>	<i>% Increase</i>
	<i>Mon</i>	<i>Tues</i>	<i>Wed</i>	<i>Thur</i>	<i>Friday</i>	<i>Sat</i>	<i>Sunday</i>			
<b>Barham Park</b>	11.00-6.00	Closed	9.00-6.00	9.00-8.00	Closed	9.00-5.00	Closed	35	0	0%
<b>Cricklewood</b>	<b>11.00-6.00</b>	9.00-6.00	Closed	<b>11.00-8.00</b>	Closed	9.00-5.00	Closed	33	4	<b>14%</b>
<b>Ealing Road</b>	11.00-8.00	9.00-6.00	Closed	9.00-8.00	9.00-6.00	9.00-5.00	12.00-5.00	51	0	0%
<b>Harlesden</b>	11.00-8.00	9.00-6.00	<b>9.00-6.00</b>	9.00-8.00	9.00-6.00	9.00-5.00	Closed	55	9	<b>20%</b>
<b>Kensal Rise</b>	<b>11.00-6.00</b>	<b>11.00-7.00</b>	Closed	11.00-7.00	Closed	9.00-5.00	Closed	31	4	<b>15%</b>
<b>Kilburn</b>	11.00-6.00	9.00-8.00	Closed	9.00-8.00	9.00-6.00	9.00-5.00	Closed	46	0	0%
<b>Kingsbury</b>	11.00-8.00	9.00-6.00	Closed	9.00-8.00	9.00-6.00	9.00-5.00	Closed	46	0	0%
<b>Neasden</b>	11.00-6.00	<b>11.00-6.00</b>	<b>11.00-6.00</b>	11.00-6.00	Closed	9.00-5.00	Closed	36	9	<b>33%</b>
<b>Preston</b>	Closed	9.00-8.00	9.00-6.00	9.00-8.00	9.00-6.00	9.00-5.00	<b>12.00-5.00</b>	53	5	10%
<b>Mobile</b>								22	0	0%
<b>Tokynghon</b>	11.00-6.00	<b>11.00-6.00</b>	Closed	11.00-6.00	Closed	9.00-5.00	Closed	29	2	7%
<b>Town Hall</b>	11.00-8.00	9.00-8.00	Closed	9.00-8.00	9.00-6.00	9.00-5.00	Closed	48	0	0%
<b>Willesden Green</b>	11.00-8.00	9.00-8.00	9.00-6.00	9.00-8.00	Closed	9.00-5.00	11.00-6.00	56	0	0%
							<b>Total</b>	<b>541</b>	<b>33</b>	<b>6.5%</b>