**Proposal 7: Community Library Opening Hours**

**Version Date:** 16/11/15  
**Document author:**

<table>
<thead>
<tr>
<th>1</th>
<th>What is the proposal?</th>
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<tr>
<td>To standardise opening hours across all community libraries. All community libraries will be closed on Wednesdays and Sundays. This will mean Caludon Castle, Earlsdon and Foleshill libraries closing on Wednesdays and Bell Green, Earlsdon, Foleshill, Stoke and Tile Hill closing on Sundays.</td>
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<tr>
<th>2</th>
<th>What is the rationale for this particular proposal and what are the key messages?</th>
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| To standardise delivery days across the service. It is anticipated that the majority of people who use libraries on these days would be able to access them on other days of the week.  
During week commencing 7th September 2015, 524 items were issued on Wednesdays from Caludon Castle, Earlsdon and Foleshill libraries and 556 items were issued on Sundays from Bell Green, Earlsdon, Foleshill, Stoke and Tile Hill libraries.  
A key objective for the Library and Information Service is to promote the digital offer and the range of library services that are available 24/7 for people to access from their own home rather than from a specific library. For example, renew and reserve books, access online reference and information services to support children with educational attainment. |

<table>
<thead>
<tr>
<th>3</th>
<th>Service Description</th>
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<tbody>
<tr>
<td>3.1</td>
<td>What does the service do?</td>
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| The Coventry Library and Information Service provide a wide range of services. The core services provided in Central and community libraries include:  
- Book lending, including books in large print and in community languages  
- Space for activities and events  
- Information  
- Internet access  
- DVD lending including box sets  
- CDs  
- Newspapers, magazines  
- Readers’ Groups  
Caludon Castle Library offers activities for children and parents including rhymetime, storytime, craft sessions and homework help once a week. Caludon Castle Library is located within Caludon Castle School and this means that staff and the school children are regular users of the library. Other local schools also use the library. For adults and older people, there are weekly computer help sessions and a monthly readers group.  
Earlsdon Library has a wide range of events and activities operating form the library. For children and parents there is rhyme time sessions that are held twice a week, stay and play once a week and a monthly storytime and craft session. For adults and older people there are a variety of shared interest groups that meet in the library, for example readers group, family history group, knitting group and a French and Spanish conversation groups.  
Foleshill Library has a wide range of events and activities operating from the library. For children and parents there is rhyme time sessions that are held three times a week, stay and play once a week and monthly storytime and craft session. For adults and older people, there is computer help sessions twice a week, weekly knitting group and a monthly readers group. Careers advice is available weekly through the National Careers Services. NHS Health Checks are available once a week for 40 to 74 year olds.  
Bell Green Library has a wide range of events and activities operating from the library. For children and parents there is rhyme time, stay and play sessions held once a week and a monthly storytime and craft session. For adults and older people, there are a weekly computer help sessions, weekly knitting group, a monthly readers group and a monthly Friendship Group which is run in partnership |
with Age UK. Weekly benefits and debt advice is available via a partnership with Coventry
Independent Money Advice Service.

**Stoke Library** has a wide range of events and activities operating form the library. For children and
parents there is rhymetime and stay and play sessions that are held twice a week, Homework help
once a week and a monthly storytime and craft session. For adults and older people, there are a
weekly computer help sessions, a monthly readers group and a weekly Friendship Group which is
run in partnership with Age UK. The NHS run stop smoking clinics once a week and sexual health
clinic and health checks once a month from the Library.

**Tile Hill Library** has a wide range of events and activities operating form the library. For children and
parents there is rhymetime, stay and play sessions, early years music sessions and homework help
that are held once a week. For adults and older people, there is a weekly coffee morning, knitting
group and craft group. NHS health checks are available once a month. A readers group is also held
once a month.

### 3.2 How many people use the service?

<table>
<thead>
<tr>
<th>Library</th>
<th>Registered Library Users as at 3rd September 2015</th>
<th>Library visits in 2014/15</th>
<th>Items Issued in 2014/15 (Books, and all audio visual items)</th>
<th>Computer Sessions in 2014/15</th>
<th>Number of computers in the library available for public use</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bell Green</td>
<td>4165</td>
<td>159,208</td>
<td>42,618</td>
<td>22,707</td>
<td>13</td>
</tr>
<tr>
<td>Cauldon Castle</td>
<td>883</td>
<td>28,545</td>
<td>18,692</td>
<td>2,008</td>
<td>6</td>
</tr>
<tr>
<td>Earlsdon</td>
<td>6184</td>
<td>140,104</td>
<td>95,897</td>
<td>16,914</td>
<td>14</td>
</tr>
<tr>
<td>Foleshill</td>
<td>7403</td>
<td>112,666</td>
<td>65,532</td>
<td>38,393</td>
<td>21</td>
</tr>
<tr>
<td>Stoke</td>
<td>5154</td>
<td>118,003</td>
<td>52,197</td>
<td>22,287</td>
<td>18</td>
</tr>
<tr>
<td>Tile Hill</td>
<td>5691</td>
<td>119,737</td>
<td>77,991</td>
<td>14,922</td>
<td>20</td>
</tr>
<tr>
<td><strong>Total across the six community libraries</strong></td>
<td><strong>29,480</strong></td>
<td><strong>678,263</strong></td>
<td><strong>352,927</strong></td>
<td><strong>117,231</strong></td>
<td><strong>92</strong></td>
</tr>
</tbody>
</table>

A total of 29,480 members are registered with the Library and Information Service at across the six
community libraries potentially affected by a change in their opening hours, with Foleshill having the
most registered library users. A registered user is where the person first registered to become a
member of the Library and Information Service. This does not mean that the registered users always
visit one particular library and members of the library can visit any library in the city including the
mobile library service.

In 2014/15 there were 678,263 visits across the six libraries. Bell Green Library was the busiest
library for visitors out of the six. Earlsdon Library the most book issues out of the six libraries in
2014/15. The number of overall visits to these six community libraries has remained fairly static when
compared to the visitor numbers for 2013/14. Foleshill Library saw the biggest decline in visitor
numbers by seeing reduction of 6.3% in the number of visits.

The six community libraries provide access to a total of 92 computers for general public use. This
equates to 42% of the computers available across the Library and Information service.

In 2014/15 there were 117,231 computer sessions undertaken by the public in these six community
libraries. A session is where one person has used the computer. The length of a session will vary
to person depending on the reason that are using the computer, for example someone may
only use computer for 15 minutes to check emails and someone else may use the computer for one
hour because they doing their school homework or applying for a job.

3.3 When is the service open?
The six community libraries affected by this proposal are currently open at the following times:

<table>
<thead>
<tr>
<th>Library</th>
<th>Current Opening Times</th>
<th>Current Total hours open per week</th>
<th>Proposed Reduction in hours open</th>
<th>New Proposed hour open per week</th>
</tr>
</thead>
</table>
| Bell Green Library | Monday - 9am till 7pm  
Tuesday - 9am till 7pm  
Wednesday CLOSED  
Thursday - 9am till 7pm  
Friday - 9am till 7pm  
Saturday - 9am to 4pm  
Sunday - 12 noon till 4pm | 51 Hours                          | -4 hours                        | 47 hours                        |
| Caludon Castle Library | Monday - 1pm till 5pm  
Tuesday - 9am till 12 noon  
Wednesday 2pm till 5pm  
Thursday - 2pm till 7pm  
Friday - 9am till 12 noon  
Saturday - 9am till 4pm  
Sunday - CLOSED | 25 hours                          | -3 hours                        | 22 hours                        |
| Earlsdon        | Monday - 9am till 7pm  
Tuesday - 9am till 7pm  
Wednesday 9am till 7pm  
Thursday - 9am till 7pm  
Friday - 9am till 7pm  
Saturday - 9am till 4pm  
Sunday 12 noon till 4pm | 61 hours                          | -14 hours                       | 47 hours                        |
| Foleshill       | Monday - 9am till 7pm  
Tuesday - 9am till 7pm  
Wednesday 9am till 7pm  
Thursday - 9am till 7pm  
Friday - 9am till 7pm  
Saturday - 9am till 4pm  
Sunday 12 noon till 4pm | 61 hours                          | -14 hours                       | 47 hours                        |
| Stoke Library   | Monday - 9am till 7pm  
Tuesday - 9am till 7pm  
Wednesday CLOSED  
Thursday - 9am till 7pm  
Friday - 9am till 7pm  
Saturday - 9am till 4pm  
Sunday - 12 noon till 4pm | 51 Hours                          | -4 hours                        | 47 hours                        |
| Tile Hill Library | Monday - 9am till 7pm  
Tuesday - 9am till 7pm  
Wednesday CLOSED  
Thursday - 9am till 7pm  
Friday - 9am till 7pm  
Saturday - 9am till 4pm  
Sunday - 12 noon till 4pm | 51 Hours                          | -4 hours                        | 47 hours                        |

The current community library opening hours across the whole Library and Information Service,
equates to 656 hours per week. Across the six community libraries affected by this proposal it would
mean a total reduction of 43 opening hours. This equates to a 6.6% reduction in community library
opening hours if this proposal was agreed.

3.4 Are service users currently charged for using the service?
Libraries offer free access to:
- reading
- book borrowing (initial loan 4 weeks)
- information
- IT resources – (2 hours free internet use)
- Events and activities

There are small charges made for the loan of CD’s and DVD’s, computer printouts, photocopying and use of the fax machine. Additionally any computer usage over the free two hour period, a charge is applied.

Charges are also made where items are returned late.

### 3.5 What is the history and background to the service?

Coventry is a compact city and has seen a large population growth over the past 100 years, from 62,000 in 1901 to almost 330,000 in 2014.

There are three “Carnegie” libraries situated in Coventry – Earlsdon, Foleshill and Stoke.

The Carnegie libraries in Coventry are the libraries built with money donated by Andrew Carnegie. Carnegie, a Scottish American industrialist, held a special interest in local libraries and had given away a huge amount of his wealth to charities and foundations by the time of his death in 1919.

The central library opened in 1986 in its current location. Up until the 1990’s library services were operated from a mixture of buildings across the city. Willenhall Library opened in 1995 as part of a redevelopment of the retail area and housing redevelopment in Willenhall.

Following the publication of National Public Library Standards in 2001, it was stipulated that unitary authorities should provide a footprint of public library facilities ensuring that no resident had to travel more than 2 miles to access a service.

In 2001 ‘Best Value’ inspected Coventry City libraries and awarded them ‘no stars for the quality of its service’ and outlined eight recommendations for improvement.

Coventry City Council committed to provide a modern vibrant library service to meet the needs of Coventry. Libraries were refurbished and modernised as community hubs, ready to lead on information, education and digital inclusion.

Investment from the Council was used to create new library facilities, libraries in shared buildings and to redesign existing libraries. Stoke, Arena Park, Bell Green and Cheylesmore were some of the first libraries to be part of the change. The new style of libraries was successful and informed the further modernisation of Earlsdon and Foleshill. Property development opportunities saw the creation of Caludon Castle, Tile Hill, Stoke Aldermoor, Arena Park and Allesley Libraries.

Central Library was modernised and refurbished in 2012.

### 3.6 Is there any additional relevant service information? (e.g. value of service/interdependencies etc.)

The Arts Council plays a significant role in supporting and developing the libraries sector. The Art Council’s vision for libraries is that they inspire and empower people to lead active lives, enriched through cultural experience. Recent research ‘Envisioning the library of the future’ was a major project undertaken by the Arts Council in 2012/13 in order to understand the future for libraries, and how to enable them to develop.

The research found that public libraries are trusted spaces, open to all, in which people continue to explore and share the joys of reading, information, knowledge and culture. It is clear that people

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1. PLSS1 - Proportion of households living within specified distance of a static library. Unitary 2 miles
value the services that libraries provide and will continue to do so. Indeed, there is a clear message that there is a compelling and continuing need for a publicly funded library service.

The research also highlighted that public libraries face many challenges in the coming years, including advances in technology, which affect the ways in which people want to connect to information and culture, reduced public expenditure, the increasing involvement of citizens in the design and delivery of public services, and the needs of an ageing population.

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<th>4</th>
<th>What are the proposed financial savings?</th>
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<tr>
<td>The Council can save a total of £98k from this proposal from a reduction in staffing costs.</td>
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<tr>
<th>5</th>
<th>What is the potential impact on service users (see Equality and Consultation Analysis) and what is the potential mitigation?</th>
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<tbody>
<tr>
<td>This proposal will affect children, adults, older people and disabled people who visit and use Cauldon Castle, Earlsdon and Foleshill Libraries on Wednesdays and Bell Green, Earlsdon, Foleshill, Stoke and Tile Hill close on Sundays.</td>
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For children, older people or disabled people it may be more difficult for them to travel to the city centre independently to utilise Central Library facilities which will remain open on Wednesdays and Sundays.

Users of Foleshill and Earlsdon Library will see a double impact as they are both currently open on a Wednesday and Sunday.

The current timetable of events and activities means that certain activities that currently take place on a Wednesday or Sunday e.g. at Foleshill a Stay and Play session is currently run on a Wednesday. If the opening hours were revised, the Library and Information Service would look accommodate existing activities within the new opening hour arrangements, where possible.

Further information about the potential impact and potential mitigation of this proposal is available within the Community Library Opening Hours Equality and Consultation Analysis (ECA) Document.

<table>
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<th>6</th>
<th>What is the impact on staff?</th>
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<tr>
<td>The current budgeted staffing establishment of the Library and Information Service is 118.8 full equivalent (FTE) contracts.</td>
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This proposal would potentially mean a reduction of 5.05 FTE contracts and these staffing reductions would be made from across the service and staff displaced from a library that is reducing its opening hours will, if possible, be relocated or redeployed to other parts of the Service in line with the City Council Security of Employment Policy.

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<tr>
<th>7</th>
<th>What are the potential options are there for the use of the buildings?</th>
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<tr>
<td>All the community libraries affected by this proposal will continue to operate from their current location and therefore no other use of the building has been considered.</td>
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<tr>
<th>8</th>
<th>What other service alternatives have been considered?</th>
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<tr>
<td>The proposal about Community Library Opening hours is one of a number of current proposals affecting the Library and Information Service. Other proposals include:</td>
<td></td>
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- **Proposal 2** - To end delivery of library services from the Arena Library facility (and not renew the lease) and to enter into discussions to relocate reduced library provision at an alternative community location in Holbrooks.
- **Proposal 3** - To end delivery of library services (and not renew the lease) from the current Willenhall Library facility and to continue discussions with the Haggard Centre about a more cost effective community library being located within the Centre.
- **Proposal 4** – To end the mobile library service.
- **Proposal 5** – To cut the library media fund of £658,000 by £100,000 in 2016/17. The media fund is used for the purchase of new books, including books in large print and talking books, DVDs, newspapers, magazines and materials in other languages.
- **Proposal 6** – For Central Library to continue to open seven days per week, but to close one hour earlier on weekdays – closing at 7pm instead of 8pm.
In addition to these current proposals for 2016/17, the Council wishes to pursue alternative ways of running the libraries working with other statutory and/or voluntary sector organisations and groups.