

## SERVICE LEVELS: LIBRARIES

### 1. SERVICE LEVELS POLICY

1.1 A Service Levels Policy has been agreed by the County Council, in order to specify the type and standards of service to be provided from groups of similar libraries across the County. These range from the smallest village / community libraries at Level One, through to the wide-ranging and specialist services at Cambridge Central Library - Level 4. The service level of a library is formulated on the basis of:

- the catchment population it serves
- the number of items (books, videos, etc) it issues
- the number of visitors it receives.

1.2 The Service Levels Policy:

- sets out clearly the services customers can expect
- determines the amount of resource to be allocated consistently to particular types of library in order to meet the standards set.

### 2. SERVICE LEVELS SPECIFICATION FOR LIBRARIES OF DIFFERENT SIZES

#### 2.1 Static Libraries

	SERVICE LEVEL			
	1	2	3	4
<b>Catchment population</b>	>4,000	>7,000	>14,000	>50,000
<b>Library size</b>	180 sq m (150sq m of operational space)	350 sq m, including community meeting / activity space and facilities for partner services (270 sq m of operational space)	1,000 sq m of library operational space  PLUS  200 sq m of staff space  PLUS  Additional requirement for partner services and community facilities. The exact size of this space is	4,000 sq m

			dependent on the extent of these additional services; a typical figure would be 200 sq m, giving a total floorspace requirement of: 1400 sq m	
<b>Opening hours per week</b>	10- 26	27-35	42+	58+
<b>Target lending stock level</b>	>6,000	>13,000	18,000 – 40,000	>110,000 (excluding lending reserve stocks)
<b>Stock turnover (annual issues per item of stock)</b>	4 - 6	6 - 8	8 – 10	5.5
<b>Shelf stock as % of total lending stock</b>	75	65	55	55 (excluding lending reserve stocks)
<b>Book issues per annum</b>	>27,000	>80,000	150,000 – 400,000	>650,000
<b>Book issues per opening hour</b>	40 - 50	50 – 80	>80	>200
<b>Issues per staff hour</b>	40	40	40	40
<b>Visitors</b>	>10,000	>50,000	>100,000	>500,000
<b>Enquiries</b>	>1,500	4,000 – 15,000	10,000 – 100,000	>150,000

The list of libraries allocated to each service level is set out in the Appendix below.

## 2.2 Mobile Libraries

The revised service delivery policy for mobile library services – adopted by the County Council's Cabinet on 22<sup>nd</sup> May 2007 – is set out in the appendix to this document.

### 3. STRATEGY FOR THE DEVELOPMENT OF THE SERVICE DELIVERY PATTERN IN CAMBRIDGSHIRE

3.1 Arising from the Strategy Review of the Library Service in 2002/3, the key elements of the strategy for the future development of the service delivery pattern – forming a closely coordinated network based on the Service Levels policy – are set out in the table below:

Service Level	Existing Services and Planned Improvements
Central Library (Level 4)	<ul style="list-style-type: none"> <li>• Completely refurbished with improved layout and environment to attract new customers and retain existing ones</li> <li>• Offering a wide range of books and other resources, and with specialist services in the reference, information, business and local studies areas</li> <li>• Conference, meeting, venue facilities</li> <li>• Major e-learning centre</li> <li>• Coffee shop/cafe</li> <li>• Range of partner provided facilities and services</li> </ul>
Hub libraries (Level 3)	<ul style="list-style-type: none"> <li>• Located in main market towns</li> <li>• Offering wide choice for customers through a greater range of stock and services, including partners services such as Connexions.</li> <li>• 5-10 year programme of capital investment to include refurbishment of the remaining libraries in this group which have not benefited from recent investment– Wisbech and St Neots</li> <li>• Learning Centres to be provided at Wisbech and St Neots, so that a learning centre is available at all hub libraries</li> <li>• significant public ICT provision – with support from trained staff for those who need it</li> <li>• Food and drinks vending machines available</li> </ul>
Key Libraries (Level 2)	<ul style="list-style-type: none"> <li>• Located where there are good public transport links in rural centres - smaller market towns and larger villages - and in certain of the Cambridge City suburbs</li> <li>• 5-10 year programme of capital investment to include refurbishment of the remaining libraries in this group which have not benefited from recent investment – Burwell (<i>new library opened January 2006</i>), Ramsey and Great Shelford – and the building of a library for the new settlement at Cambourne (<i>opened November 2004</i>)</li> <li>• good range of general lending, study and children's services</li> <li>• space for promotional activities and events</li> <li>• learning centres in priority communities</li> <li>• public ICT provision, giving easy local access to information and learning resources, as well as on-line information and interaction with public services – with support from trained staff for those who need it</li> <li>• look to provide partner services</li> </ul>
Community Libraries (Level 1)	<ul style="list-style-type: none"> <li>• Located in medium sized villages and in one of the Cambridge City suburbs</li> <li>• popular range of general lending and children's services, including homework resources</li> <li>• learning centres in priority communities (only Littleport at present)</li> </ul>

	<ul style="list-style-type: none"> <li>public ICT provision, giving easy local access to information and learning resources, as well as on-line information and interaction with public services – with support from trained staff for those who need it</li> </ul>
Service delivery to smaller communities	<ul style="list-style-type: none"> <li>Improved fleet of mobile libraries with expanded facilities – improved access for people with disabilities and online links to Unicorn online library management system and the internet</li> <li>Library Access Points – community owned and managed service providing: <ul style="list-style-type: none"> <li>small collection of popular general stock – changed on an annual basis – aimed in particular at older people and children</li> <li>access to Unicorn online library management system and the internet provided via Cambridgeshire Community Network (CCN) broadband service</li> </ul> </li> </ul>

#### 4. ALLOCATION OF LIBRARIES TO SERVICE LEVELS

4.1 The table below shows the service level for each of the existing libraries.

<b>LEVEL 1 Community Libraries</b>	<b>LEVEL 2 Key Libraries</b>	<b>LEVEL 3 Hub Libraries</b>	<b>LEVEL 4 Central Library</b>
Barnwell Road Buckden Burwell Comberton Cottenham Linton Littleport Papworth Sawston Sawtry Warboys Willingham	Arbury Court Bar Hill Cambourne Chatteris Cherry Hinton Great Shelford Histon Milton Road Ramsey Rock Road Soham Whittlesey Yaxley	Ely Huntingdon March St. Ives St. Neots Wisbech	Cambridge Central

## APPENDIX

### MOBILE LIBRARIES: SERVICE DELIVERY POLICY

1. Mobile library services will be provided to the general public through stops, which meet the following criteria:
  - a) A minimum of four individual users is required for each stop
  - b) A stop will not normally be provided within 2 miles, by road, of a static library.
  - c) A community will normally have one stop, rather than a number of scattered short stops. The position of the stop should be as centrally located as possible. It should be chosen in consultation with the community and should be kept under review.
  - d) Stops will not normally be sited within half a mile of one another, by footpath or road.
  - e) The frequency and length of stop will normally be determined by the amount of regular use made of the stop.
2. If levels of usage do not meet the above criteria, provision will be reviewed and adjusted according to the following process:
  - a) where there is only one library user at a stop, and he/she is housebound or has limited mobility, he/she should be transferred to the Doorstep Service
  - b) where there are less than 4 regular individual users and the stop also fails on one of the other criteria (e.g. within 0.5 miles of another stop) this should be deleted and the Doorstep Service used for those unable to reach the alternative stop.
  - c) where there are less than 4 regular users, but the stop meets the other criteria, it should be retained and the community should be encouraged to promote the service if they wish to see it continue. If it dwindles to just 1 user the process above will be followed.
3. Communities where libraries closed in 2003:
  - a) the time allowed at these stops will be in line with that applying to other public stops.
  - b) in communities where there is a Library Access Point, if use falls below 4 regular users, the stop will be discontinued and the Doorstep Service used for those unable to reach the Library Access Point.
4. Sheltered Housing and Residential Homes:
  - a) Sheltered housing will receive monthly stops
  - b) In rural areas sheltered housing more than 0.5 miles from another stop will be treated as a full public stop and served fortnightly
  - c) All sheltered housing stops will be available for all members of the community to use
  - d) Individuals in residential homes, who wish to use the library service, will be served through the Doorstep Service, or by regular delivery via the library delivery vans, or by the Postal Tape Service, if appropriate.

- e) It is not the Council's policy to provide deposit collections of books as a service to a home per se. However, we will provide books to support organised activities within a home if requested to do so – delivered by the library delivery vans rather than by the mobile libraries.
5. It is recognised that the flexibility and approachability of mobile libraries makes them an important means of reaching people who do not currently use library services. Where resources allow, therefore, and where it meets the objectives of the County Council, the service may operate beyond the standard level of service set out above. For example:
- a) to serve disadvantaged communities within 2 miles of a static library
  - b) to provide enhanced levels of service to large communities which for historical reasons do not have a static library
  - c) to enable pilot projects to take place which will explore different forms of service, reach different groups of people, and/or be provided on a short term basis
  - d) to target communities where the level of library use per head of population is significantly low