

AGENDA MANAGEMENT SHEET

Name of Committee Communities Overview & Scrutiny

Date of Committee 1st March 2011

Report Title **Facing the Challenge**
Changing times for Warwickshire
Library & Information Service

Summary This report provides a series of proposals for the future direction of the service which will achieve the budgetary reductions recommended by Cabinet.

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Would the recommended decision be contrary to the Budget and Policy Framework? No.

Background papers Cabinet report 16th October 2008: Framework for the Future: Library Transformation

Adult Health & Community Services Overview and Scrutiny Committee 11th February 2009 (Select Committee – Library Transformation)

Report from Chair of Adult Health & Community Services Overview and Scrutiny Committee to Cabinet as a result of above – 23 April 2009

Report of the Strategic Director of, Adult Health & Community Services 2 March 2010: Transformation of Library and Information Services (LIS) Progress Report

CONSULTATION ALREADY UNDERTAKEN:-

Details to be specified

Other Committees

Local Member(s)

- | | | |
|--------------------------|-------------------------------------|--|
| Other Elected Members | <input checked="" type="checkbox"/> | Cllrs Roodhouse, Cllr Tandy (For Information) |
| Cabinet Member | <input checked="" type="checkbox"/> | Cllr Farnell, Cllr Hayfield |
| Chief Executive | <input type="checkbox"/> | |
| Legal | <input checked="" type="checkbox"/> | Alison Hallworth |
| Finance | <input checked="" type="checkbox"/> | John Betts, Virginia Rennie, Chris Kaye |
| Other Chief Officers | <input checked="" type="checkbox"/> | SDLT |
| District Councils | <input type="checkbox"/> | |
| Health Authority | <input type="checkbox"/> | |
| Police | <input type="checkbox"/> | |
| Other Bodies/Individuals | <input checked="" type="checkbox"/> | Steve Smith, Nick Gower-Johnson, Simon Robson, Area Managers |

FINAL DECISION

SUGGESTED NEXT STEPS:

Details to be specified

- | | |
|---|-------------------------------------|
| Further consideration by this Committee | <input type="checkbox"/> |
| To Council | <input type="checkbox"/> |
| To Cabinet | <input checked="" type="checkbox"/> |
| To an O & S Committee | <input type="checkbox"/> |
| To an Area Committee | <input type="checkbox"/> |
| Further Consultation | <input type="checkbox"/> |

**Communities Overview and Scrutiny Committee
1st March 2011**

**Facing the Challenge
Changing Times for Warwickshire Library & Information
Service**

**Report of the of the Strategic Director of Customers,
Workforce and Governance**

Recommendations:

1. That this Committee considers and comments upon the proposals set out in this report
2. That the Committee agrees that comments are submitted to Cabinet for consideration on 17 March.

1. Introduction

- 1.1 The purpose of this report is to update Members of the Committee on the Library & Information Service Transformation programme, and to outline possible ways of achieving further significant savings.
- 1.2 Public sector bodies throughout the country are having to deal with the national deficit. Over the next three years Warwickshire County Council will have to reduce its budget by more than £60 million across all of its services.
- 1.3 The pace and magnitude of the financial challenge requires large scale reform and this will mean we will have to make difficult decisions across our services, including our valued Libraries & Information Service.
- 1.4 We are proposing that Warwickshire's library service will be completely redesigned, with libraries contributing to, for example, one-stop shops for local services and with communities and technology playing a much bigger role in enabling local people to connect with and access our services.
- 1.5 The library service in Warwickshire has been undergoing change for some time to reflect the changing way people access information, books and its services. It must now reduce its annual costs by £2 million over the next three

financial years. This provides an opportunity to redesign the whole service.

- 1.6 We have reviewed the whole network of libraries and have identified 16 libraries that are no longer sustainable in their current form. We are also reviewing the opening hours of all the other libraries. We are proposing to continue to run the libraries which account for more than 90% of all library visits.
- 1.7 Budget allocations to the service have reduced by over £2 million between 2006/7 and 2010/11. The service had an accumulated deficit of £1.029 million at 31 March 2010. Staffing has reduced by 63 FTE (24.7%) without any building closures or reductions in opening hours. In order to pay back the accumulated deficit of £1.029 million over the next three financial years, the savings plan will have to be front loaded so that there is scope to pay back the deficit.

2. Service profile

2.1 Service statistics

- We currently run 34 libraries countywide and a fleet of five mobile libraries.
- The operational budget for 2010/11 is £7.4m
- We raise approximately £800,000 income per annum
- We currently employ 192 (FTE) staff
- We are supported by 159 regular volunteers.
- More than 250,000 local people are Warwickshire library members

2.2 Library Service offer (reading, information, learning and literacy)

We provide:

- Free book loans - up to 10 at any one time
- Low-cost CD and DVD rental, faxing and photocopying services
- A comprehensive Enquiry and Information service
- 234 public computers offering 30 minutes free time per person, per day
- Events and activities for all ages and wide interests
- Space for people to meet
- Support for groups such as reading groups, Silver Surfers and job seekers
- 24/7 online services for renewals, reservations, enquires, information, and more
- Mobile services to outlying communities and housing for older people.
- Home visits to more than 750 housebound readers, assisted by Age UK and volunteers
- Specialist library services for schools and Bookstart programme for babies
- Local studies promoting the county's culture and heritage
- Music and Drama service

3. Transformation

3.1 The transformation programme has already delivered:

- Library makeovers, along with the introduction of self-service equipment in some of our libraries
- Alterations to Wellesbourne & Wolston libraries integrating with on-Children's Centres.
- Five libraries are One Stop Shops; sharing premises with our partners.
- The trial introduction of 'Playaway' ipod-style audio books.
- Extra online subscription services, free to library members, including the official Driver Theory Test and some interesting archives.
- The installation of free public wifi and Touchdown stations for mobile workers in all Warwickshire libraries.
- A free trial e-books service, with hundreds of downloadable titles to choose from.
- Two 'Get it Loud in Libraries' events at Rugby attracting teens into the library
- The launch of Books on Prescription in conjunction with NHS Warwickshire

3.2 Value for money in tough times

We must question the practicalities and public value of trying to maintain 34 separate library buildings, and whether integrating and co-locating some libraries with other local services would be more cost-effective. There may be other and better ways to offer non building-based library services to smaller Warwickshire communities - more relevant and convenient for today's 24/7 busy lifestyles

4. The Future

The future vision is about re-shaping the provision of the service to reach and engage with our customers in a new way within the budgetary restraints we find ourselves facing as a nation. It is less about buildings and more about developing quality services in flexible and cost-efficient ways.

4.1 We propose to reshape the library network, providing three categories or levels:

Library Hub	with the widest range of opening hours
Library Local	with opening hours that reflect community needs
Library Direct	online library open 24/7 plus mobile and outreach services to local communities

4.2 The new offer could include:

Library Hub

- our longest opening hours a week within budgetary restrictions.
- quality bookstock which borrowers can return to any Warwickshire library
- specialist collections

- extensive, high-quality children's and young people's services
- fast internet access with learning support, bookable in one-hour slots
- well-trained, friendly staff
- specialist services and staff
- a wide range of events and regular activities
- information and specialist advice to help with life's challenges
- space to relax, chat or study
- self service borrowing and returns
- tourist information
- photocopying and fax services

Library Local

- opening hours within budgetary restrictions
- quality stock focused on quick choice and self study
- high quality children's and young people's services
- fast internet access with learning support, bookable in one-hour slots
- well-trained, friendly staff
- an events and activities programme including rhymetime
- information to help with life's challenges
- self service borrowing and returns

Library Direct

Virtual Library

- online membership
- online enquiry service
- online reference library
- e-books service
- online library catalogue
- online request and renewal service

Mobile Library Service

- regular mobile library visits
- tailored range of books and materials
- internet-linked computer carrying office systems and giving access to email and the library catalogue
- reservation and request service

Outreach service

- a programme of activities and events delivered at local venues

Housebound reader service

- Home deliveries to housebound readers countywide - run in conjunction with Age Concern and staffed by volunteers

5. Tough choices - achieving the £2m savings:

- 5.1 A review has been carried out of all 34 libraries and careful consideration has been given to a number of factors including the aggregate number of visits and issues per hour, and existing or potential partnership links.

- 5.2 The following 16 Library buildings have been identified as being no longer sustainable in their current form:

Baddesley	Harbury
Bedworth Heath	Hartshill
Bidford on Avon	Henley in Arden
Binley Woods	Keresley
Bulkington	Kineton
Camp Hill	Kingsbury
Dordon	Studley
Dunchurch	Water Orton

- 5.3 Reconfiguring services at all 16 would reduce the number of buildings by almost half but would affect only 9.6% of the total visits.
- 5.4 The aim would be to look at alternative ways of providing services to these customers and the Council is open to looking at how this could be done by working with local communities.
- 5.5 In addition there will also be a need to reduce the opening hours in the remaining libraries. The precise hours and days of opening will be discussed with local communities as part of the proposed consultation process for these changes. The initial proposals are:

Reducing Opening hours:

Libraries	Average hours open
Nuneaton, Rugby and Leamington,	Up to 50 hours a week
Alcester, Atherstone, Bedworth, Kenilworth, Polesworth*, Southam, Stratford, Warwick,	Up to 35 hours a week
Coleshill, Lillington, Shipston, Stockingford, Wellesbourne, Whitnash, Wolston	Up to 20 hours a week

6 Other savings

- 6.1 Reshaping the library network and reducing opening hours would not alone save £2 million. Additional cost-cutting measures need to be taken.
- 6.2 We also propose to review current schedules, remove least-used stops and revise routes so that the fleet of mobile libraries can be reduced from five to three.
- 6.3 In addition we propose to:

Remodel Warwick Library and relocate to Shire Hall

Install self-service equipment for borrowing and returns in some of our

libraries

Reduce the number of public computers in libraries and other ICT costs

Share services with neighbouring library authorities

Further reduce the workforce, including admin, management and specialist posts

Achieve cost savings and income from more partnership working

Share premises with other local service providers

7. Community options

7.1 As part of the decision making process, discussions with communities will look at a range of options for the provision of a library service for the community, these will include:

- The local community delivering library services (Big Society principles)
- Working in partnership to deliver library services from another building in the community
- Use the existing building to deliver extra services to provide income to maintain a library service
- Order and direct delivery by village and community agents or volunteers
- Community drop off points

7.2 The Library and Information Service already works with many volunteers on a regular basis for example through the housebound reader service. Through consultation communities may express an interest in providing a volunteer-run service.

7.3 Communities would need to come forward with a robust business case for operating the service, which we will explore with them. The business case will need to cover all the associated costs e.g. buildings and would need to take account of the on-costs and resource implications which would also need careful consideration. If no sustainable option is identified, it is proposed that Warwickshire County Council will vacate the building at that location.

8. Consultation

8.1 Warwickshire County Council will conduct a 12 week public consultation on the proposed changes so people's views can be considered and taken into account before any final decisions are made. It will also undertake an Equality Impact Assessment.

8.2 A consultation plan will be drawn up to give local people their say in discussing these options. For example, local meetings will be held and questionnaires made available, in libraries and online, explaining the issues behind the options and inviting feedback on the proposals.

8.3 Anyone who lives, works, or is being educated in Warwickshire will be invited

to make their views known by completing the consultation questionnaire, and/or by attending one of a series of local events to be arranged. We will contact/consult:

- Library users
- Our staff and union representatives
- Warwickshire MPs
- County, Parish, Town, District and Borough Councillors
- Warwickshire schools
- Our partners and wider stakeholders

9 Conclusion

9.1 We are proposing to:

- Invest in a core network of main libraries geographically spread across the county
- Make best use of technology in the areas where our customers value it most
- Think creatively about how to sustain services in as many communities as possible by sharing costs and premises with partners
- Give the community the opportunity to run community libraries themselves

9.2 Meet the needs of the most vulnerable:

We will have conversations with the most vulnerable users of our library service and those living in very rural areas about meeting their needs. This could include:

- Services to housebound people provided by volunteers
- Order and direct delivery by Village and Community Agents or volunteers
- Community drop off points
- Continuing to provide a postal service to visually impaired people through the RNIB
- Providing library related learning activities at children's centres

9.3 We are seeking to deliver, within budget, a library service which provides:

- A geographic spread of main libraries across the county
- Develops a library service that fits the changing lifestyles of our customers, embraces technology and ensures our libraries remain relevant to peoples' lives

- Reflects the changes happening in our society
- Creates opportunities to share buildings with partners and offer a one stop shop to our customers
- Gives the community the opportunity to introduce new services to meet local needs
- Learns from other authorities and from the private sector
- Builds on the developments we have made to our library service in recent years, and of which we are most proud.

9.4 This approach aims to give us a modern and affordable library service that can be accessed from home, 24/7 online, as well as being geographically spread across the county. It also gives the opportunity for communities and other organisations to work together on what services they need for the future in their local area.

10. Appendices

10.1 The full report with proposals is shown in Appendix 1 -Facing the Challenge: Changing times for Warwickshire Library and Information Service

11. Recommendations

- 11.1
- 1 That this Committee considers and comments upon the proposals set out in this report
 - 2 That the Committee agrees that comments are submitted to Cabinet for consideration on March 17

David Carter
 Strategic Director for Customers, Workforce and Governance
 Shire Hall
 Warwick

22 February 2011

Changing times - a new chapter for Warwickshire Library and Information Service

Introduction

The purpose of this document is to explain proposed changes to the way library services are delivered throughout Warwickshire, as a basis for public consultation.

The Warwickshire Library & Information Service (WLIS) is midway through a transformation programme which began in 2008, when County Councillors approved a comprehensive plan designed to develop services that meet modern-day customer needs, preferences and lifestyles.

We now propose to accelerate the transformation programme. We need to keep pace with a changing, 24/7, on-demand world - and difficult times. Financial pressures are undeniably a factor. Warwickshire County Council must make annual savings of more than £60 million by 2014. As part of the savings plan, we have to cut £2 million from the £7.4 million WLIS budget over the next three years.

The financial difficulties demand a new approach to taking the WLIS forward. We want to provide an ultra-modern library service which meets the needs of people who live, work and study in our area, and is used and enjoyed by local people of all ages and from all walks of life. Radical changes are required to achieve this within budget.

WHERE WE ARE NOW

Factfile

What we do

Our mission is to create opportunity for all through information, learning and inspiration. Libraries play a pivotal role in communities. We support health and wellbeing - and help narrow the gaps in society. Our services enhance people's quality of life from cradle to grave.

Service statistics December 2010

- * We currently run 34 libraries countywide and a fleet of five mobiles
- * Our budget for 2010/11 is £7.4 million
- * We raise approximately £800,000 income per annum
- * We employ the full-time equivalent of 192 staff
- * We are supported by 159 regular volunteers
- * More than 250,000 local people are county library members

Latest annual performance figures (2009/10)

Our libraries (static and mobile):

Received 2,518,476 visits
Handled 431,790 enquiries
Provided 383,335 public computer sessions
Lent out 2,642,014 books, CDs and DVDs
Received 5,626,554 web visits

What we offer

Essentially, library services are about information, advice, reading, learning and leisure. We provide:

Free book loans - up to 10 at any one time
Low-cost CD and DVD rental, faxing and photocopying
A comprehensive enquiry and information service
234 public computers offering 30 minutes free time per day
Events and activities for all ages and wide interests
Spaces for study and relaxation, and where people can meet
Support for groups like reading circles, Silver Surfers and job seekers
24/7 online services for renewals, reservations, enquiries, information, and much more
Mobile services to outlying communities, residential homes and sheltered housing for older people
Home visits to more than 750 housebound readers countywide, helped by Age Concern and volunteers
Specialist library services for schools
Local studies promoting the county's culture and heritage
Music and Drama service
Book Start – which gifts books to babies and young children
Venues for community activities

WHAT'S BEEN DONE

Transformation

Despite the recession and its aftermath, much has already been achieved, including the following service developments during 2010:

- A programme of library makeovers, along with the introduction of self-service equipment to be completed by mid-2011.
- Alterations to Wellesbourne and Wolston libraries to accommodate on-site Children's Centres
- The trial introduction of 'Playaway' ipod-style audio books.
- Extra online subscription services, free to library members, including the official Driver Theory Test and some interesting archives.

- The installation of free public wifi and Touchdown stations for mobile colleagues in all Warwickshire libraries.
- The launch of a free trial e-books service, with hundreds of downloadable titles to choose from.
- Two 'Get it Loud in Libraries' gigs at Rugby attracting teens and twenties into the library through live music.
- The launch of Books on Prescription in conjunction with NHS Warwickshire - offering collections of mental health self-help books.

FINANCES

Budget allocations have decreased by £2 million or 18.7% between 2006/7 and 2010/11:

		% decrease
2006/7	11,165,233	n/a
2007/8	10,679,815	-4.3%
2008/9	9,638,007	-9.8%
2009/10	9,216,161	-4.4%
2010/11	9,081,176	-1.5%
net change from 2006/7	2,084,057	-18.7%

(The above figures include the Council's Central Establishment Charges)

Significant savings and efficiencies have been achieved (see below) but fell short of the above targets. The resulting shortfall, or overspend, carried forward to financial year 2010/11 was £1.1 million.

Stretching the budget

We have already restructured the WLIS workforce, for greater flexibility and customer focus, and now employ the full-time equivalent (FTE) of 63 (24.7%) fewer staff than five years ago - and ten less (FTE) than a year ago. This has been achieved without building closures or reductions in opening hours.

We have significantly increased income generation by introducing charges for events and activities and for using public (People's Network) computers, and by providing commissioned services on behalf of another directorate (CYPF). The WLIS current budget for income is approximately £1,000,000. However, it is becoming increasingly difficult to achieve this target.

We work with an increasing number of partners, within Warwickshire and beyond, to achieve economies of scale and add value. These include Early Years, NHS Warwickshire, Warwickshire Police, the Probation Service, Waitrose, the Royal Shakespeare Company, and HM Revenues & Customs - to name but a few.

We have entered into a joint buying deal with other library authorities to achieve extra discounts on stock, giving us around 30% more books for our money.

Five of our libraries are One Stop Shops; sharing premises with local district or borough councils and two more have recently been altered to accommodate on-site Children's Centres.

We are exploring the potential to achieve further savings through sub-regional working to share common functions and costs with other library authorities - for example, sharing our mobile library service with Solihull Metropolitan Borough Council.

PERFORMANCE

Warwickshire has one of the most-used county library services in the country, according to Department for Culture, Media & Sport (DCMS) league tables.

Use of our online library services continues to rise rapidly as we introduce more technology and web-based options into the mix. For example, Warwickshire's online library catalogue received 161,138 visits in September 2010 - five times the figure for September 2009. The WLIS web pages now receive more than 17,000 views every day - around six million a year.

Figures recently released by CIPFA (2009/10) show that Rugby Library has the third highest footfall in the West Midlands region (with 582,144 visits) apart from Birmingham Central and Wolverhampton Central.

Customer satisfaction rates remain high. The latest available user surveys showed that 91% of adults and 86% of children thought Warwickshire library services were either good, or very good.

The Audit Commission compared Warwickshire WLIS performance for 2009/10 to that of 15 other library authorities in a 'family grouping'. Warwickshire achieved the second highest revenue income per 1000 population, with the second lowest number of libraries and the second highest support costs. Additionally, the Active People survey April to October 2008 showed Warwickshire achieving the best National Indicator performance of all councils with 54.7% of the population using a library within the last 12 months.

WHY CHANGE?

Following the public lead

A fresh approach - based on research

Trends

How people use library services, and what they value them for, has changed. Customers are more mobile, more time-pressured and more demanding. Libraries are not so much about buildings, nowadays, as the services they provide - both 'real' and 'virtual'. Use of 24-hour online library services has doubled in recent years and continues to rise. The Warwickshire Library and Information Service plans to utilise digital technology to develop the online offer, explore new ways of delivering services, improve accessibility

and reduce costs.

Services that make sense in the modern world

We have listened to what people tell us. We conduct our own regular customer surveys, we have analysed, in detail, the way Warwickshire people use library services - where and when - and we have studied the available national research into what people say they want from modern-day library services. We have looked at which libraries people use, and where they are located in relation to shops, workplaces and transport links. We propose to channel resources into improving the services people use most - making them smarter and better.

Value for money in tough times

Like other local services, WLIS must find ways to save money and make the funds available go further. Doing more with less means looking at all costs very closely. We know that around 70% of all visits are to our eight largest libraries. These offer the widest range of stock to the largest populations in locations with good transport links, near shops and other public venues.

We must therefore question the public value of maintaining 34 separate library buildings, and whether integrating some of our libraries with other local services would be more cost-effective and more convenient for customers. Moreover, there may be other and better ways to offer non building-based library services to smaller Warwickshire communities –including more efficient use of our mobile service. This would be more relevant to today's lifestyles.

Tailored services

One size does not fit all. Different localities have different needs and priorities, and want different things from their library service. We have looked at the needs and requirements of groups of customers, such as children and young people, older people and families. We have developed a plan to reshape the library network, supporting the localities agenda, targeting specific needs and providing the stock and services people in different communities use the most.

What the data tells us

The performance of individual libraries and different parts of the service are constantly monitored. Data collected over many years shows that:

Many people use more than one Warwickshire library

They return books and other loan items to different libraries

Libraries work best when they are close to shopping centres and other places people go to regularly

People use library services for much more than books nowadays

Public computers with free internet access are an important and valued service

Many people who don't use Warwickshire library services are unaware of what they offer, particularly the electronic provision

National findings

Recent national research conducted by the MLA (Museums, Libraries & Archives)¹ revealed:

- Nearly 40% of adults visited a library at least once during 2009-10.
- Books are still the main reason why people use public libraries - 76% use or borrow books for pleasure and 44% for study.
- Common triggers for library usage (or re-usage) are unemployment, having children, or retiring.
- Two-thirds of adults with children under 17 say they are library users, compared to around half of those without children.
- Those who get the library habit young tend to continue as adult customers.
- Differentiating between younger children and teenagers is important - or the latter drift away.
- Libraries should provide and promote a constantly-changing programme of events and activities with emphasis on what the public finds most attractive.
- Good use of space within libraries makes a big difference to how well they work for a range of users - and activities. Quiet areas are still attractive to many customers.
- Libraries are valued public spaces - 'neutral, trusted, egalitarian' - and social levellers' used by people of all ages and different socio-economic groups.
- Library usage is higher amongst black and minority ethnic groups than within the white population.
- Libraries offer a 'lifeline' to isolated, lonely people.
- Most people think core library services should be free but charges for extras and activities may be more acceptable in the current economic climate because people understand the financial pressures we face.
- Customer satisfaction depends mainly on: a good range of books, helpful, knowledgeable and friendly staff, and a library close-by or convenient to reach
- Some changes that would be popular are coffee shops in libraries (with wifi), extended opening hours, and more activities for families and children

¹ What do the public want from Libraries? A practical guide. Research Report carried out by Shared Intelligence and Ipsos Mori Nov 2010.

THE FUTURE

Our ambitions are for a Library and Information Service that:

- Is customer-focused and reaches out to vulnerable and disadvantaged groups.
- Engages local communities and maximises the use of local resources to ensure needs are met, more integrated services are developed, and costs reduced.
- Engages people who don't currently use services and don't recognise the benefits they could gain.
- Delivers high quality local events and activities.
- Delivers valued services in flexible and cost-efficient ways.
- Embraces new technology to improve access to information, services, knowledge, culture and learning.
- Promotes e-service developments to encourage access for all.
- Develops online services such as homework support for children and young people.
- Enables the public to interact with the Library and Information Service from their home, school and place of work.
- Supports family learning and family cohesion through resources, events and spaces for learning.
- Strongly contributes to the localism agenda through direct, targeted service provision.
- Involves citizens in the political process through the provision of Public Access computers, information and councillor surgeries.
- Improves the well-being of individuals, families and communities through the wide range of services it offers.
- Helps individuals and communities in times of economic crisis.

Key priorities

- Meeting budgetary challenges
- Investment in new technology, including ongoing introduction of self-service equipment
- More personalisation of services
- More outreach work taking library services to communities across Warwickshire

- Sharing core functions with other/neighbouring library services
- Sharing premises with other local service providers and partners

Guiding principles

Warwickshire Library and Information Service supports Warwickshire County Council's key priorities in relation to:

- educational attainment
- services for children, young people and families
- independence for older people and vulnerable people
- integrated customer services
- sustainable communities

A recent West Midlands report on shared services across the 14 West Midlands libraries concluded:²

Libraries should provide:

- *information and expertise*
(managing and providing access to good quality information)
- *social capital*
(creating links between different types and groups of people in communities)
- *a gateway to local services*
(providing neutral community space, through which other messages and services can be conveyed)
- *personal empowerment*
(encouraging individual citizens to advance themselves)

And support and promote:

- *health and wellbeing*
- *learning and skills*
- *heritage and culture*
- *enterprise*
- *community (empowerment, resilience and cohesion)*

Further savings

Further budgetary challenges have to be met. The WLIS must reduce its annual operating costs by £2 million whilst continuing to meet people's needs and transform services. It will do this by:

1. Exploring options for community delivery of library services in 16 locations where the library is no longer sustainable in its current form
2. Reducing opening hours in remaining libraries
3. Remodelling Warwick Library and relocating to Shire Hall
4. Reducing the mobile library service from five vehicles to three
5. Introducing self-service equipment (RFID) in libraries

² West Midlands Libraries: The Case for Efficiency through Cooperation - Black Radley 19.11.10

6. Reducing the number of public (People's Network) computers
7. Sharing services with neighbouring library authorities
8. Reducing the number of staff, including administration, technical, management and specialist posts
9. Cost savings and income from more partnership working
10. Sharing premises with other local service providers

Rationale

1. **Explore options for community delivery of Library Services in the 16 localities where the library has been identified as no longer sustainable in its current form**

WLIS has been looking at how the significant savings required could be achieved. Officers have sought to maintain service delivery to local communities but to achieve this goal through alternative ways which are more cost effective.

Analysis has been carried out and all 34 libraries have been assessed against the key criteria of the number of aggregate visits and issues per hour, and existing or potential partnership links. Performance figures for all 34 libraries are provided in Appendix A and information about the 16 libraries identified is contained in Appendix B

On this basis, the following 16 library buildings have been identified as no longer sustainable in their current form:

Baddesley	Harbury
Bedworth Heath	Hartshill
Bidford on Avon	Henley in Arden
Binley Woods	Keresley
Bulkington	Kineton
Camp Hill	Kingsbury
Dordon	Studley
Dunchurch	Water Orton

The top performing Warwickshire library receives 201 visits per hour, the lowest 4.69 per hour. The average number of visits per hour across all 34 static libraries is 44.

Reconfiguring services at all 16 would reduce the number of buildings by almost half but would affect only 9.6% of the total visits.

The proposals to explore alternative methods of delivery for the above library services have been informed by careful consideration and analysis of the following information:

- Library service performance statistics 2009/10

- Building Asset information (condition, costs, length of lease, etc)
- Potential for partnerships through discussion with stakeholders
- Existing partnership arrangements
- Customer Surveys

A new way of delivering services

The rationalisation of some of the county's libraries, may present an opportunity to work with communities and explore different ways to provide library services.

Using Big Society principles we would explore options for corporate philanthropy and community delivery of library services.

As part of the decision-making process, discussions with communities will look at a range of options for the provision of a library service for the community:

- Hand the library over to a local community group to be run as a voluntary service or trust with possible local sponsorship/funding
- Reduce the library service and move other service providers into the library building
- Move aspects of the library service into the building of other service provider(s)
- Identify a new building and move aspects of the library into it along with other service providers
- Provide a mobile library service
- Provide an electronic access point somewhere in the village for enquiries to be made or for books request and delivery
- Mail order service only

If no viable option emerges, it is proposed that WCC will vacate the building at that location. In this instance, based on a needs analysis, some modest investment could be available to deliver alternative services to affected communities, particularly in areas of social deprivation. Although future resources will be limited, areas of deprivation and need will be prioritised.

2. Changes to opening hours in remaining libraries

In addition to the rationalisation process there will also be a need to reduce the opening hours in the remaining libraries. The precise opening hours and days of opening will be discussed with local communities as part of the proposed consultation process for these changes. The proposed reduction is as follows:

Library	Weekly Hours Open To Public		Change In Weekly Opening Hours
	Current	Proposed	Increase/ Decrease
Alcester	40.0	35.0	(5.0)
Atherstone	52.0	35.0	(17.0)
Bedworth	48.0	35.0	(13.0)
Coleshill	32.5	20.0	(12.5)
Kenilworth	51.0	35.0	(16.0)
Leamington	56.5	50.0	(6.5)
Lillington	37.5	20.0	(17.5)
Nuneaton	58.0	50.0	(8.0)
Polesworth	27.0	35.0	8.0
Rugby	55.5	50.0	(5.5)
Shipston	30.0	20.0	(10.0)
Southam	47.5	35.0	(12.5)
Stockingford	53.0	20.0	(33.0)
Stratford	53.0	35.0	(18.0)
Warwick	51.5	35.0	(16.5)
Wellesbourne	29.0	20.0	(9.0)
Whitnash	45.0	15.0	(30.0)
Wolston	15.0	15.0	-
Total	782.0	560.0	(222.0)

The total weekly scheduled opening hours are currently 1,082.25 across 34 libraries. The remaining libraries account for 782 of those hours, the proposal will reduce the total weekly opening hours across the county to 560 hours which represents a reduction of 28%.

3. Remodel Warwick Library and relocate to Shire Hall

To achieve future savings on property costs and to make better use of resources, Warwick Library could be remodelled and moved to Shire Hall where a wider range of services are available. The specialist 'Music & Drama' collection and the 'County Local Studies' collections would be relocated to other council premises.

4. Reducing the mobile library service from five vehicles to three

Mobile libraries offer an important and much-valued service to many people living in rural or remote parts of Warwickshire. Our current vehicles provide improved

disabled access and carry internet-linked computers for public use. Between them the mobile libraries make 530 stops countywide. Of those stops, 41% are within Stratford District, 20% in Warwick District, 18% in Rugby Borough, 14% in North Warwickshire Borough and 7% in Nuneaton & Bedworth Borough, of which 75% are rural and 25% urban. Around one quarter of all stops are at sheltered housing for older people. See appendix A and B.

The number of customers at each stop varies from three to 20. Take-up is continually monitored to ensure stops remain relevant to customer needs and local demand. This process has enabled sufficient capacity to be made available to deliver mobile library services on behalf of Solihull Metropolitan Borough Council from 4 April 2011, the income from which will contribute towards budget savings.

However, we may have to consider reducing the current mobile fleet to save more money, and explore the possibility of introducing a different type of vehicle, in partnership with other agencies.

The newly configured mobile library service would have a wider and more multi-functional role, taking a range of local information, services and advisors to people in outlying communities.

We propose to review current schedules, remove least-used stops and revise routes so that the fleet of mobile libraries can be reduced from five to three vehicles. We also will be sharing a vehicle with Solihull Library Service which will help with shared costs.

5. Introducing self-service equipment (RFID) in libraries

RFID is currently being introduced into 14 libraries, for completion by mid- 2011. The equipment enables customers to borrow, return or renew loan items themselves, quickly and easily. This means counters can be removed, creating more space for stock displays, and releasing staff from traditional counter duties. RFID is also a powerful security system and aids stock circulation. As a result of the reduction in staff numbers previously, the introduction of RFID will enable WLIS to focus resources on the customer 'experience' through activities, events and other service improvements

6. Reducing the number of public (People's Network) computers and reduction in ICT costs

Free public access to the internet is provided in all Warwickshire libraries (including mobiles) via 239 'People's Network' (PN) computers with each customer entitled to free 30 minutes per day. However, usage has fallen since charges were introduced in July 2009. Given lower usage over the past year or so, and the introduction of free public wifi in all libraries, we could reduce the PN network and save money by running fewer PCs. We would also make savings in our general ICT overheads.

7. Sharing services with neighbouring library authorities

WLIS has close working relationships with neighbouring library authorities, particularly Coventry and Solihull. We are currently exploring potential economies of scale that could be achieved by sharing services - or indeed by providing commissioned and income-generating services, such as mobile library service, beyond Warwickshire borders. We are also exploring the potential to share our library management system with other library authorities.

8. Reducing the number of staff, including administration, technical, management and specialist posts

WLIS has already restructured its workforce for greater flexibility and customer focus and now has fewer staff. Ongoing measures include a reduction in management, professional and administration posts, recruiting only from within for necessary posts, and freezing others. Despite these measures, a further reduction of up to 50 (full-time equivalent) staff will be essential over the next three financial years (2011/12, 2012/13, 2013/14). We hope to achieve this by natural wastage and voluntary early retirement, but compulsory redundancies cannot be ruled out.

9. Cost savings and income from more partnership working

WLIS already works with a wide range of partners to achieve economies of scale and add value to services. Income has been generated from the following partners: Early Years, NHS Warwickshire, Warwickshire Police, the Probation Service, HM Revenues & Customs and Next Step. We already share some premises with other local authorities and have altered two of our libraries, this year, to accommodate on-site Children's Centres. We are continuing to explore such options.

10. Sharing premises/One Front Door

WLIS already shares premises with district and borough council services through Warwickshire Direct, and with two Children's Centres. Further savings and added customer convenience could be achieved by sharing more premises with other local service providers.

WLIS is now managed alongside the County Council's One Front Door (OFD) project, which aims to modernise and streamline the delivery of WCC and partner services for greater customer focus, improved efficiency, less bureaucracy, fewer buildings and lower costs.

Library services are already in discussion with the Police on taking over the handling of routine enquires and other discussions about how library staff can deliver Heritage Education activities across the network.

The new library network – how it will look

We propose to reshape the library network, providing three categories or levels of service:

Library Hub in three main centres of population and with the widest range of opening hours

Library Local in 15 locations and with opening hours that reflect community needs

Library Direct online library open 24/7, plus mobile and outreach services centred on local communities

Proposed library locations

Library Hub (3) Leamington
Nuneaton
Rugby

Library Local (15) Alcester Atherstone
Bedworth Coleshill
Kenilworth Lillington
Polesworth Shipston
Southam Stockingford
Stratford Warwick
Wellesbourne Whitnash
Wolston

Future 'Offer' from Library and Information services and partnerships

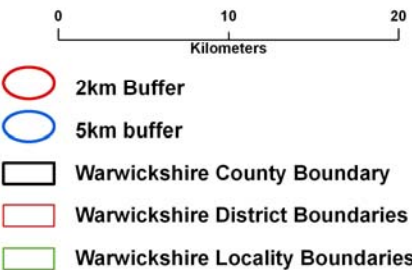
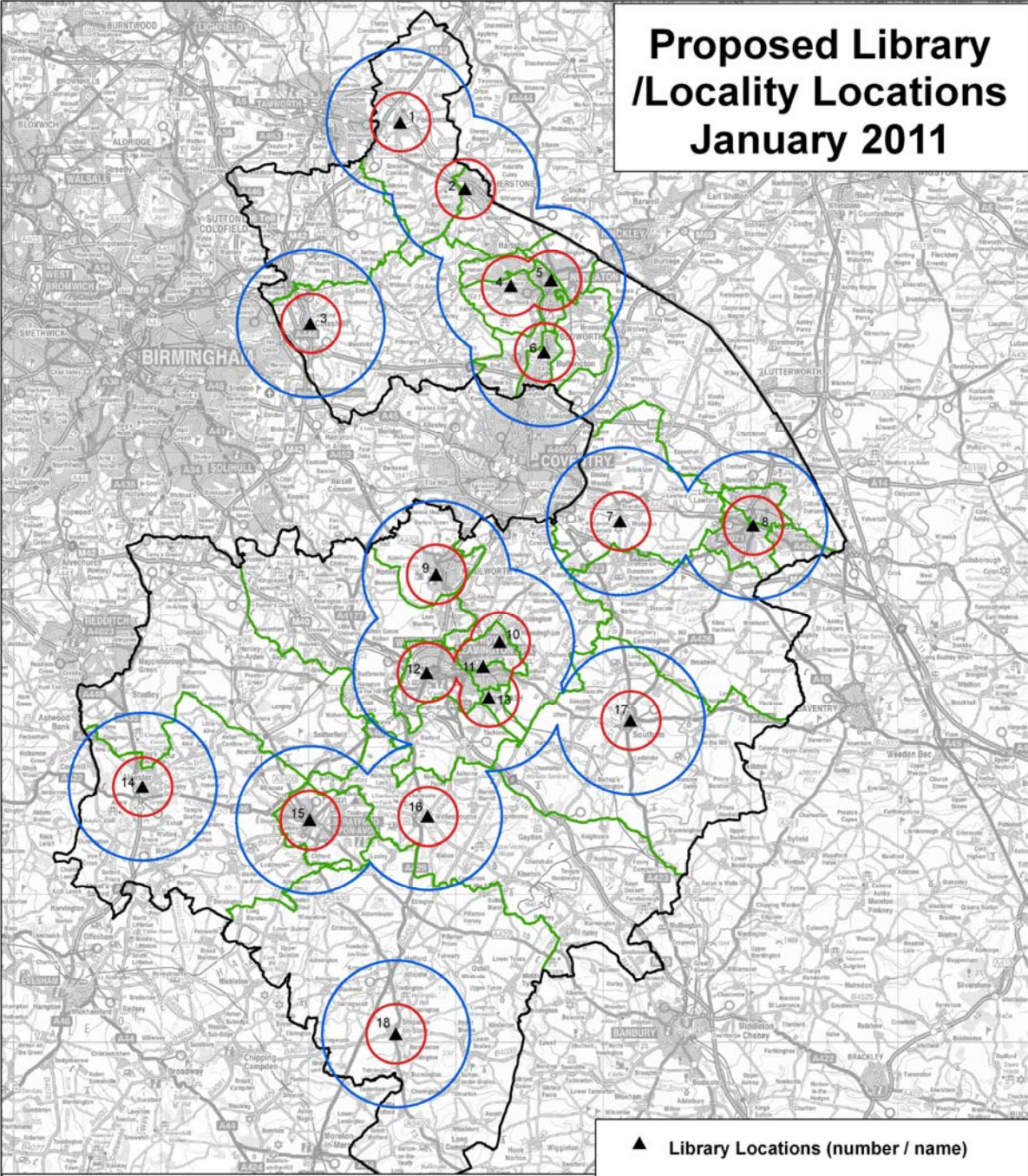
Retained Library Buildings

Library Service to Communities	The New Library Network	Service available
Alcester	Library Local	Exploring sharing library space with Fire Service
Atherstone	Library Local	Exploring the potential of working with other service providers in Atherstone
Bedworth	Library Local	Exploring potential to relocate to Town Centre supermarket
Coleshill	Library Local	Deliver Warwickshire Police enquiry services Spring 2011
Kenilworth	Library Local	Warwickshire Direct services including handling Police enquiries.
Leamington	Library Hub	Building shared with Museum & Gallery, Tourist information and Cafe– Pump Room proposals including Warwickshire Direct
Lillington	Library Local	Library Service, Warwickshire Direct
Nuneaton	Library Hub	Continue to be involved in Nuneaton Masterplan project
Polesworth	Library Local	Aspire to work in partnership with other agencies
Rugby	Library Hub	Building shared with Museum and Art Gallery, HMRC, Next Step, Tourist Information Centre, potential café
Shipston	Library Local	Library Service and potential Warwickshire Direct and Police Service
Southam	Library Local	Library Service & Warwickshire Direct. Potential development of site through developer contribution (section 106). Deliver Warwickshire Police enquiry services Spring 2011
Stockingford	Library Local	Shared Library Service, Warwickshire Direct and Early Years Centre
Stratford	Library Local	Service will explore stronger partnership links with Shakespeare Birthplace Trust. Explore possibility of relocating 'Music & Drama' collection
Warwick	Library Local	Explore opportunity to relocate to more efficient premises
Wellesbourne	Library Local	Library and Children's Centre sharing building and deliver of service
Whitnash	Library Local	Library service, Warwickshire Direct, Police and Town Council sharing building
Wolston	Library Local	Library and Children's Centre sharing building and delivery of service

Key

	Library Local
	Library Hub

Proposed Library /Locality Locations January 2011



▲ Library Locations (number / name)

North Warwickshire Borough	Warwick District
1 Polesworth Branch	9 Kenilworth Area
2 Atherstone Area	10 Lillington Branch
3 Coleshill Branch	11 Leamington
	12 Warwick
Nuneaton & Bedworth Borough	13 Whitnash Branch
4 Stockingford (& EYC)	Stratford-on-Avon District
5 Nuneaton Area	14 Alcester Branch
6 Bedworth Area	15 Stratford-Upon-Avon Area
	16 Wellesbourne Branch
Rugby Borough	17 Southam Branch
7 Wolston	18 Shipston Branch
8 Rugby	

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The new offer - three categories

Library Hub

- widest range of opening hours a week
- quality bookstock which borrowers can return to any Warwickshire library
- special collections
- extensive, high-quality children's and young people's services
- fast internet access with learning support, bookable in one-hour slots
- well-trained, friendly staff
- specialist services and staff
- a wide range of events and regular activities
- information and specialist advice to help with life's challenges
- space to relax, chat or study
- community meeting places
- self service borrowing and returns
- tourist information
- photocopying and fax services

Local Library

- open hours that reflect local community need
- quality stock focused on quick choice and self study
- high quality children's and young people's services
- fast internet access with learning support, bookable in one-hour slots
- well-trained, friendly staff
- an events and activities programme including rhymetime
- information to help with life's challenges
- self service borrowing and returns
- community meeting places

Library Direct

Virtual Library

- online membership
- online enquiry service
- online reference library
- e-books service
- online library catalogue
- online request and renewal service

Mobile Library Service

- regular mobile library visits
- tailored range of books and materials
- internet-linked computer carrying office systems and giving access to email and the library catalogue
- reservation and request service

Outreach service

- a programme of activities and events delivered at local venues

Housebound reader service

- home deliveries to housebound readers countywide - run in conjunction with Age Concern and staffed by volunteers

Further Library Developments

The WLIS is also looking at innovative ways to deliver services and we are currently investigating two new types of technology to attract new users:

- Self-service vending machine that will lend books to be sited in a community setting
- Print-on-demand service which allows users to print out a bound copy of any copyright-free book

We also plan to digitize more of our collections to enable remote access.

Implications

Staff

The proposed library rationalisation programme and reduced opening hours would mean further staff reductions, equivalent to 50 full-time posts (26%).

We would hope to significantly reduce staff numbers, over the next three years, by 'natural wastage'. Vacant posts will continue to be frozen and every effort will be made to redeploy displaced staff. Colleagues over 55 have already been offered early retirement. We will try to avoid compulsory redundancies but they cannot be ruled out at this stage.

Capacity

It must be recognised that such large scale changes to the way the service is managed would lead to reduced capacity to achieve transformation and develop innovative new services. Reducing staff capacity to meet changing needs will have a negative impact on the income which the library service is expected to raise, as this is dependant on specialist staff. Similarly, our capacity to support and promote corporate priorities would be limited.

Transitional costs

Some library premises are WCC-owned and others are rented. Closing the former would create potential capital receipts and closing the latter would incur transitional costs such as 'making good' and/or terminating leases. Potentially, there could be redundancy costs. These will need to be factored into the budget.

Big Society

WLIS already works with many volunteers on a regular basis - notably with 'silver surfers' and through the housebound reader service. Through consultation, communities losing their library may express an interest in providing a volunteer-run service.

Communities would need to come forward with a robust business case for operating their own service, which we will explore with them. The business case will need to cover all the associated costs (e.g. buildings) and would need to take account of the on-costs and resource implications which would also need careful consideration, but some form of community asset transfer might be possible.

Big Society Model

Herefordshire Library Service - Peterchurch Library

In January 2010 a new public library opened in the bellringing chamber of St. Peter's church in Peterchurch, a community with a population of approximately 800 people.

The provision of the library was part of a project which involved the refurbishment of the church as a place of worship while also taking the opportunity to develop service within the Golden Valley alongside a Surestart Children's Centre which operates in the church for 21 hours per week. In addition it was planned to use the kitchen facilities to operate a community café for one afternoon a week.

From the outset it was made clear that the library service could only supply limited support and that the provision of a service would be dependent upon volunteers. When sufficient volunteers were forthcoming the proposed opening hours were arranged with a view to fitting in around other events in the church and also to provide out of hours and Saturday access.

Consultation

Warwickshire County Council (WCC) will conduct a 12 week public consultation on the proposed WLIS changes so people's views can be considered and taken into account before any final decisions are made.

A consultation plan will be drawn up and a questionnaire made available, in libraries and online, explaining the issues behind the proposed options and inviting feedback on the proposals.

The consultation will give the public an opportunity to say how the proposed changes would affect them, if implemented.

Anyone who lives, works, or is being educated in Warwickshire will be invited to make

their views known by completing the consultation questionnaire, and/or by attending one of a series of local events to be arranged. In addition, we will consult:

- Library users
- Our staff and union representatives
- Warwickshire MPs
- County, Parish, Town, District and Borough Councillors
- Warwickshire schools
- Our partners and wider stakeholders

We will also conduct a separate consultation with our staff and union representatives.

Other considerations

Statutory duty

Local authorities have a statutory duty, under the Public Libraries and Museums Act 1964, to ‘provide a comprehensive and efficient library service’

On 20 March 2010 the DCMS published *The modernisation review of public libraries policy statement* containing proposals intended to help libraries achieve six aims:

- **Drive the quality of all library services up to the level of the best**
- **Reverse the current trend of decline in library usage and grow the numbers using the library service**
- **Respond to limited public resources and economic pressures**
- **Respond to a 24/7 culture and to changing expectations of people who want immediate access to information**
- **Grasp the opportunities presented by digitisation**
- **Demonstrate to citizens, commentators and politicians that libraries are still relevant and vital**

“Library services can be used by anyone without judgement. They help people to learn new skills, read, access information, get online or find entertainment.”

Ed Vaizey MP

Minister for Culture, Communications and Creative Industries

December 2010

Digital inclusion

The wider impact of any change will be felt in areas such as the national 'Race On-line' which is the governments focus on raising Digital Inclusion. Warwickshire Silver Surfers have signed up to this campaign and currently deliver sessions at Bedworth Heath, Bidford, Bulkington, Camp Hill, Coleshill, Dunchurch, Hartshill, Henley, Keresley, Lillington, Shipston, Stockingford, Studley, Water Orton, Wellesbourne and Wolston.

Capacity

It is our aim to modernise the workforce and establish a new skills base to ensure that we have the right people, with the right skills and in the right places to deliver on our ambitions. Transformation of the Service and achieving the required savings will be challenging, due to the required reductions within the workforce, where there is likely to be a loss of expertise and experience.

Partners

We need to be mindful of partnership arrangements which are currently being delivered successfully on behalf of the Warwickshire public.

Not making the savings

Warwickshire County Council must cut costs by more than £60 million over the next three years. If WLIS were not to achieve its target contribution of £2 million, the savings would have to be found elsewhere.

Not moving forward

Keeping library services just as they are would mean maintaining low-performing libraries at the expense of modernisation, and the development of services to suit modern-day needs, preferences and lifestyles.

Conclusion

We are proposing to

- To be a customer focused Service which reaches out to vulnerable and disadvantaged groups
 - To engage with local communities and to maximise the use of local resources to ensure needs are met, more integrated services are developed, and costs reduced.
 - Invest in a core network of libraries geographically spread across the county
 - Make best use of technology in the areas where our customers value it most
 - Think creatively about how to sustain services in as many communities as
-

possible by sharing costs and premises with partners

- The community will have the opportunity to delivery library services (The Big Society Principle)

Meet the needs of the most vulnerable

We will have conversations with the most vulnerable users of our library service and those living in very rural areas about meeting their needs. This could include:

- Services to housebound people provided by volunteers
- Order and direct delivery by Village and Community Agents or volunteers
- Community drop off points
- Continuing to provide a postal service to visually impaired people through the RNIB
- Providing library-related learning activities at children's centres

Deliver a library service, within budget, which

- Suits the changing lifestyles of our customers, embraces technology and ensures our libraries remain relevant to peoples' lives
- Reflects the changes happening in our society
- Creates opportunities to share buildings with partners and offer a one-stop-shop to our customers
- Gives the community the opportunity to introduce new services to meet local needs
- Learns from other authorities and from the private sector
- Builds on the developments we have made to our library service in recent years, and of which we are most proud.

This approach aims to give us a modern and affordable library service that can be accessed from home, 24/7 online, as well as being geographically spread across the county. It also gives the opportunity for communities and other organisations to work together on what services they need for the future in their local area.

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Library	Scheduled Opening hours per annum	2010-2011 Library Budget - Operating Costs		Visits Information			Issue Information		
	(52 Weeks)	£	£/hr	No. of Visits	£/Visit	Visit/Hr	No. of Issues	£/Issue	Issue/Hr
i Alcester	2,080.0	76,664	36.86	49,408	1.55	23.75	71,521	1.07	34.39
ii Atherstone ¹	2,704.0	321,415	118.87	97,148	3.31	35.93	93,676	3.43	34.64
iii Baddesley	832.0	18,675	22.45	6,211	3.01	7.47	8,198	2.28	9.85
iv Bedworth	2,496.0	182,281	73.03	111,182	1.64	44.54	119,968	1.52	48.06
v Bedworth Heath	624.0	20,702	33.18	8,635	2.40	13.84	8,959	2.31	14.36
vi Bidford	1,482.0	30,980	20.90	23,598	1.31	15.92	36,288	0.85	24.49
vii Binley Woods	728.0	17,979	24.70	8,179	2.20	11.23	11,191	1.61	15.37
viii Bulkington	1,638.0	42,185	25.75	34,859	1.21	21.28	40,033	1.05	24.44
ix Camp Hill	1,092.0	35,816	32.80	13,498	2.65	12.36	8,153	4.39	7.47
x Coleshill	1,690.0	80,880	47.86	38,540	2.10	22.80	42,849	1.89	25.35
xi Dordon	780.0	15,376	19.71	15,521	0.99	19.90	11,037	1.39	14.15
xii Dunchurch	1,300.0	34,315	26.40	25,452	1.35	19.58	46,693	0.73	35.92
xiii Harbury	624.0	15,590	24.98	9,878	1.58	15.83	17,666	0.88	28.31
xiv Hartshill	871.0	9,907	11.37	4,081	2.43	4.69	6,754	1.47	7.75
xv Henley in Arden	936.0	30,789	32.89	19,396	1.59	20.72	20,210	1.52	21.59
xvi Kenilworth	2,652.0	177,734	67.02	144,218	1.23	54.38	162,842	1.09	61.40
xvii Keresley Newlands	728.0	24,209	33.25	8,507	2.85	11.69	11,734	2.06	16.12
xviii Kineton	702.0	23,277	33.16	6,698	3.48	9.54	14,857	1.57	21.16
xix Kingsbury	1,144.0	26,884	23.50	18,320	1.47	16.01	23,480	1.14	20.52
xx Leamington ¹	2,938.0	494,422	168.29	282,997	1.75	96.32	264,120	1.87	89.90
xxi Lillington	1,950.0	40,440	20.74	40,045	1.01	20.54	56,694	0.71	29.07
xxii Nuneaton ¹	3,016.0	462,591	153.38	239,485	1.93	79.40	291,054	1.59	96.50
xxiii Polesworth	1,404.0	31,681	22.56	33,350	0.95	23.75	44,783	0.71	31.90
xxiv Rugby ¹	2,886.0	613,132	212.45	582,144	1.05	201.71	338,955	1.81	117.45
xxv Shipston on Stour	1,560.0	55,821	35.78	31,008	1.80	19.88	42,676	1.31	27.36
xxvi Southam	2,470.0	84,210	34.09	53,688	1.57	21.74	83,260	1.01	33.71
xxvii Stockingford	2,756.0	21,027	7.63	92,443	0.23	33.54	22,547	0.93	8.18
xxviii Stratford upon Avon ¹	2,756.0	412,862	149.80	236,801	1.74	85.92	150,891	2.74	54.75
xxix Studley	988.0	24,923	25.23	21,680	1.15	21.94	29,151	0.85	29.51
xxx Warwick	2,678.0	385,513	143.96	133,123	2.90	49.71	224,279	1.72	83.75
xxxi Water Orton	1,144.0	21,597	18.88	13,253	1.63	11.58	14,537	1.49	12.71
xxxii Wellesbourne	1,508.0	35,376	23.46	31,976	1.11	21.20	44,116	0.80	29.25
xxxiii Whitnash	2,340.0	29,009	12.40	34,784	0.83	14.86	31,056	0.93	13.27
xxxiv Wolston	780.0	27,171	34.83	8,859	3.07	11.36	15,753	1.72	20.20
STATIC LIBRARIES TOTAL:	56,277.0	3,925,433	69.75	2,478,965	1.58	44.05	2,409,981	1.63	42.82
xxxv Alcester Mobile Library	806.0	48,168	59.76	6,061	7.95	7.52			Not Available
xxxvi Atherstone Mobile Library	732.2	47,459	64.82	4,987	9.52	6.81			Not Available
xxxvii Bedworth Mobile Library	731.1	50,794	69.48	5,729	8.87	7.84			Not Available
xxxviii Kenilworth Mobile Library	867.9	47,402	54.62	5,432	8.73	6.26			Not Available
xxxix Southam Mobile Library	741.0	47,876	64.61	5,907	8.10	7.97			Not Available
MOBILE LIBRARIES TOTAL:	3,878.2	241,699	313.29	28,116	43.17	36.40	210,618	1.15	54.31
ALL LIBRARIES TOTAL:	60,155.2	4,167,132	383.04	2,507,081	44.75	80.45	2,620,599	2.78	97.13

1 These Libraries as identified above are the principal libraries in each District/Borough. Each offers the full ranged of library services offered by the Council, and serve as a base for supervisory employees working across all of the libraries within that area.

2 Centrally held libraries funding for example, property maintenance, book fund, payment for ICT & income targets for each library are not included in the above figures.

3 Library Visits & Issue Data included relates to 2009-2010 financial year.

4 Mobile issue numbers are not tracked on an individual mobile basis, and also include home issue figures.

APPENDIX Bi: LIBRARY INFORMATION SUMMARY SHEET - ALCESTER LIBRARY
FUTURE OF LIBRARY SERVICES REPORT
REPORT DATE: 17-03-11

Alcester Library & Information Centre		South																									
Location	Current opening hours	Performance																									
Priory Road Alcester B49 5DZ	<div style="border: 1px solid black; padding: 2px; margin-bottom: 5px;">40.0 per week</div> <div style="border: 1px solid black; padding: 2px; margin-bottom: 5px;">2080.0 per annum</div> <p>Monday 09:00-13:00, 14:00-19:00 Tuesday 09:00 -13:00 Wednesday 09:00-13:00, 14:00-19:00 Thursday 09:00-13:00, 14:00-17:30 Friday 09:00-13:00, 14:00-17:30 Saturday 09:00 -12:30 Sunday Closed</p>	<table border="1" style="width:100%; border-collapse: collapse;"> <thead> <tr> <th></th> <th>Annually</th> <th>Per Hour*</th> </tr> </thead> <tbody> <tr><td>Visits</td><td>49,408</td><td>23.75</td></tr> <tr><td>Enquiries</td><td>16,052</td><td>7.72</td></tr> <tr><td>Loan Issues</td><td>71,521</td><td>34.39</td></tr> <tr><td>Computer Sessions</td><td>7,022</td><td>3.38</td></tr> </tbody> </table> <p>*Per Scheduled Hours Open</p>		Annually	Per Hour*	Visits	49,408	23.75	Enquiries	16,052	7.72	Loan Issues	71,521	34.39	Computer Sessions	7,022	3.38										
	Annually	Per Hour*																									
Visits	49,408	23.75																									
Enquiries	16,052	7.72																									
Loan Issues	71,521	34.39																									
Computer Sessions	7,022	3.38																									
Premises		Nearest Library																									
WCC Owned		Stratford 8 Miles																									
Customer Information		Library Survey Data																									
Age Profile (Years)	Registered Borrowers		*Who Borrowing Items (Last 12 Months)																								
	No.	%		No.	%																						
	0-4	231		4%	159	7%																					
	5-15	924		16%	342	15%																					
	16-64	3,118		54%	1,002	44%																					
	65+	1,501		26%	774	34%																					
Total:	5,774	100%	2,277	100%																							
		<table border="1" style="width:100%; border-collapse: collapse;"> <thead> <tr> <th>Question Asked</th> <th>% Response</th> </tr> </thead> <tbody> <tr><td>Come To Borrow Books</td><td>74.9%</td></tr> <tr><td>Actually Borrowed Books</td><td>70.6%</td></tr> <tr><td>Come To Use Computer</td><td>16.8%</td></tr> <tr><td>Actually Used Computer</td><td>16.0%</td></tr> <tr><td>Come To Find Something Out</td><td>20.6%</td></tr> <tr><td>Did You Succeed? (Yes)</td><td>49.6%</td></tr> <tr><td>Did You Succeed? (In Part)</td><td>13.3%</td></tr> <tr><td>Would Use Evening Mobile Service</td><td>36.3%</td></tr> <tr><td>Would Use Weekend Mobile Service</td><td>25.9%</td></tr> <tr><td>Would Use After School Mobile Service</td><td>6.4%</td></tr> <tr><td>Would Not Use A Mobile Service At All</td><td>47.4%</td></tr> </tbody> </table>		Question Asked	% Response	Come To Borrow Books	74.9%	Actually Borrowed Books	70.6%	Come To Use Computer	16.8%	Actually Used Computer	16.0%	Come To Find Something Out	20.6%	Did You Succeed? (Yes)	49.6%	Did You Succeed? (In Part)	13.3%	Would Use Evening Mobile Service	36.3%	Would Use Weekend Mobile Service	25.9%	Would Use After School Mobile Service	6.4%	Would Not Use A Mobile Service At All	47.4%
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Transport	-																										
Supplies & Services	-																										
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To be insterted																											
Suggested Alternative Services																											
N/A																											

**APPENDIX Bii: LIBRARY INFORMATION SUMMARY SHEET - ATHERSTONE LIBRARY
FUTURE OF LIBRARY SERVICES REPORT
REPORT DATE: 17-03-11**

Atherstone Library & Information Centre		North																																																											
Location	Current opening hours	Performance																																																											
Long Street Atherstone CV9 1AX	<input type="text" value="52.0"/> per week <input type="text" value="2704.0"/> per annum Monday 09:00-18:00 Tuesday 09:00-18:00 Wednesday 10:00-19:00 Thursday 09:00-18:00 Friday 09:00-18:00 Saturday 09:00-16:00 Sunday Closed	<table border="1" style="width:100%; border-collapse: collapse;"> <thead> <tr> <th></th> <th>Annually</th> <th>Per Hour*</th> </tr> </thead> <tbody> <tr><td>Visits</td><td>97,148</td><td>35.93</td></tr> <tr><td>Enquiries</td><td>17,720</td><td>6.55</td></tr> <tr><td>Loan Issues</td><td>93,676</td><td>34.64</td></tr> <tr><td>Computer Sessions</td><td>22,539</td><td>8.34</td></tr> </tbody> </table> <p>*Per Scheduled Hours Open</p>		Annually	Per Hour*	Visits	97,148	35.93	Enquiries	17,720	6.55	Loan Issues	93,676	34.64	Computer Sessions	22,539	8.34																																												
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Premises		Nearest Library																																																											
WCC Owned		Polesworth 6 Miles, Nuneaton 6 Miles																																																											
Customer Information		Library Survey Data																																																											
Age Profile (Years)	<table border="1" style="width:100%; border-collapse: collapse;"> <thead> <tr> <th rowspan="2"></th> <th colspan="2">Registered Borrowers</th> <th colspan="2">*Who Borrowing Items (Last 12 Months)</th> </tr> <tr> <th>No.</th> <th>%</th> <th>No.</th> <th>%</th> </tr> </thead> <tbody> <tr><td>0-4</td><td>535</td><td>6%</td><td>343</td><td>10%</td></tr> <tr><td>5-15</td><td>1,605</td><td>18%</td><td>584</td><td>17%</td></tr> <tr><td>16-64</td><td>5,170</td><td>58%</td><td>1,683</td><td>49%</td></tr> <tr><td>65+</td><td>1,605</td><td>18%</td><td>824</td><td>24%</td></tr> <tr><td>Total:</td><td>8,914</td><td>100%</td><td>3,434</td><td>100%</td></tr> </tbody> </table>			Registered Borrowers		*Who Borrowing Items (Last 12 Months)		No.	%	No.	%	0-4	535	6%	343	10%	5-15	1,605	18%	584	17%	16-64	5,170	58%	1,683	49%	65+	1,605	18%	824	24%	Total:	8,914	100%	3,434	100%	<table border="1" style="width:100%; border-collapse: collapse;"> <thead> <tr> <th>Question Asked</th> <th>% Response</th> </tr> </thead> <tbody> <tr><td>Come To Borrow Books</td><td>64.8%</td></tr> <tr><td>Actually Borrowed Books</td><td>58.6%</td></tr> <tr><td>Come To Use Computer</td><td>20.5%</td></tr> <tr><td>Actually Used Computer</td><td>20.6%</td></tr> <tr><td>Come To Find Something Out</td><td>27.9%</td></tr> <tr><td>Did You Succeed? (Yes)</td><td>43.8%</td></tr> <tr><td>Did You Succeed? (In Part)</td><td>15.4%</td></tr> <tr><td>Would Use Evening Mobile Service</td><td>41.5%</td></tr> <tr><td>Would Use Weekend Mobile Service</td><td>29.1%</td></tr> <tr><td>Would Use After School Mobile Service</td><td>10.3%</td></tr> <tr><td>Would Not Use A Mobile Service At All</td><td>38.0%</td></tr> </tbody> </table>	Question Asked	% Response	Come To Borrow Books	64.8%	Actually Borrowed Books	58.6%	Come To Use Computer	20.5%	Actually Used Computer	20.6%	Come To Find Something Out	27.9%	Did You Succeed? (Yes)	43.8%	Did You Succeed? (In Part)	15.4%	Would Use Evening Mobile Service	41.5%	Would Use Weekend Mobile Service	29.1%	Would Use After School Mobile Service	10.3%	Would Not Use A Mobile Service At All	38.0%
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Expenditure Type	£																																																												
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Suggested Alternative Services																																																													
N/A																																																													

Baddesley Library & Information Centre

North

No longer sustainable in current form

Location
Little Brum Grendon Atherstone CV9 2ET

Current opening hours	
	16.0 per week
	832.0 per annum
Monday	13.00 - 18.00
Tuesday	Closed
Wednesday	13.00 - 18.00
Thursday	Closed
Friday	13.00 - 19.00
Saturday	Closed
Sunday	Closed

Premises
WCC Owned

Performance		
	Annually	Per Hour*
Visits	6,211	7.47
Enquiries	2,007	2.41
Loan Issues	8,198	9.85
Computer Sessions	1,217	1.46

*Per Scheduled Hours Open

Nearest Library
Atherstone 2.8 Miles

Customer Information				
Age Profile (Years)	Registered Borrowers		*Who Borrowing Items (Last 12 Months)	
	No.	%	No.	%
0-4	66	9%	42	13%
5-15	228	31%	100	31%
16-64	339	46%	126	39%
65+	103	14%	55	17%
Total:	736	100%	324	100%

Library Survey Data	
Question Asked	% Response
Come To Borrow Books	64.6%
Actually Borrowed Books	54.2%
Come To Use Computer	32.7%
Actually Used Computer	32.7%
Come To Find Something Out	20.4%
Did You Succeed? (Yes)	46.2%
Did You Succeed? (In Part)	3.8%
Would Use Evening Mobile Service	42.1%
Would Use Weekend Mobile Service	26.3%
Would Use After School Mobile Service	10.5%
Would Not Use A Mobile Service At All	42.1%

* Percentages above have been rounded up or down, so may not seem to equal 100% in all cases.

Annual Revenue Budget		
Expenditure Type	£	Comments
Employee	12,948	Property budgets to transfer to Resources.
Property	6,844	
Transport	467	
Supplies & Services	527	
Income	(2,111)	
Net Budget:	18,675	

Savings Per Year		
Expenditure Type	£	Comments
Employee	12,948	Property budgets to transfer to Resources.
Property	6,844	
Transport	467	
Supplies & Services	527	
Loss of Income	(2,111)	
Total Saved:	20,786	
Net Saving:	18,675	

Current offer
 Books, talking books, large print, children's films, photocopying and fax services, free computer use, events & activities
 WCC touchdown centre, fantastic fun with words venue, Bookstart gifting point for all 5 key stages of child's development
 Library club for vulnerable adults and frail people

Regular Events

Public Transport Links
 To be insterted

Suggested Alternative Services
 Regular mobile library visits.
 Outreach and community Librarian to support local groups.
 Promotion of on-line and housebound services.

**APPENDIX Biv: LIBRARY INFORMATION SUMMARY SHEET - BEDWORTH LIBRARY
FUTURE OF LIBRARY SERVICES REPORT
REPORT DATE: 17-03-11**

Bedworth Library & Information Centre	N&B
--	----------------

Location
18 Hight Street Bedworth Nuneaton CV12 8NF

Current opening hours
48.0 per week
2,496.0 per annum
Monday 09:00 - 17:00
Tuesday 09:00 - 17:00
Wednesday 09:00 - 17:00
Thursday 10:00 - 19:00
Friday 09:00 - 17:00
Saturday 09:00 - 16:00
Sunday Closed

Performance		
	Annually	Per Hour*
Visits	111,182	44.54
Enquiries	12,439	4.98
Loan Issues	119,968	48.06
Computer Sessions	19,217	7.70
*Per Scheduled Hours Open		

Premises
WCC Owned

Nearest Library
Nuneaton 4 Miles, Arena Park (Coventry) 3 Miles

Customer Information				
Age Profile (Years)	Registered Borrowers		*Who Borrowing Items (Last 12 Months)	
	No.	%	No.	%
	0-4	644	5%	369
5-15	2,059	16%	600	13%
16-64	7,336	57%	2,306	50%
65+	2,703	21%	1,337	29%
Total:	12,742	99%	4,612	100%

Library Survey Data	
Question Asked	% Response
Come To Borrow Books	65.3%
Actually Borrowed Books	58.1%
Come To Use Computer	17.2%
Actually Used Computer	16.9%
Come To Find Something Out	28.8%
Did You Succeed? (Yes)	48.9%
Did You Succeed? (In Part)	15.5%
Would Use Evening Mobile Service	39.8%
Would Use Weekend Mobile Service	25.9%
Would Use After School Mobile Service	5.2%
Would Not Use A Mobile Service At All	41.7%

* Percentages above have been rounded up or down, so may not seem to equal 100% in all cases.

Annual Revenue Budget					
Expenditure Type		£		Comments	
Employee	161,003			Property budgets to transfer to Resources.	
Property	39,627				
Transport	1,190				
Supplies & Services	4,272				
Income	(23,811)				
Net Budget:	182,281				

Savings Per Year					
Expenditure Type		£		Comments	
Employee	(35,963)			Reduction of weekly opening hours Property budgets to transfer to Resources.	
Property	-				
Transport	-				
Supplies & Services	-				
Total Saved:	(35,963)				
Loss of Income	-				
Net Saving:	(35,963)				

Current offer
Books, talking books, large print, children's films, photocopying and fax services, free computer use, events & activities WCC touchdown centre

Regular Events
Rhyme Time, Silver Surfers

Public Transport Links
To be inserted

Suggested Alternative Services
N/A

**APPENDIX Bv: LIBRARY INFORMATION SUMMARY SHEET - BEDWORTH HEATH LIBRARY
FUTURE OF LIBRARY SERVICES REPORT - REPORT DATE: 17-03-11**

Bedworth Heath Library & Information Centre

N&B

No longer sustainable in current form

Location
Heath Road Bedworth Nuneaton CV12 0BN

Current opening hours	
	12.0 per week
	624.0 per annum
Monday	10:00 - 13:00, 14:00 - 17:00
Tuesday	Closed
Wednesday	14:00 - 17:00
Thursday	Closed
Friday	14:00 - 17:00
Saturday	Closed
Sunday	Closed

	Performance	
	Annually	Per Hour*
Visits	8,635	13.84
Enquiries	1,525	2.44
Loan Issues	8,959	14.36
Computer Sessions	1,441	2.31
*Per Scheduled Hours Open		

Premises
WCC Owned

Nearest Library
Bedworth 1.7 Miles

Customer Information				
Age Profile (Years)	Registered Borrowers		*Who Borrowing Items (Last 12 Months)	
	No.	%	No.	%
	0-4	81	8%	48
5-15	244	24%	83	21%
16-64	467	46%	147	37%
65+	223	22%	123	31%
Total:	1,015	100%	400	101%

Library Survey Data	
Question Asked	% Response
Come To Borrow Books	66.7%
Actually Borrowed Books	64.8%
Come To Use Computer	24.6%
Actually Used Computer	25.0%
Come To Find Something Out	33.3%
Did You Succeed? (Yes)	59.3%
Did You Succeed? (In Part)	14.8%
Would Use Evening Mobile Service	43.2%
Would Use Weekend Mobile Service	18.2%
Would Use After School Mobile Service	9.1%
Would Not Use A Mobile Service At All	45.5%

* Percentages above have been rounded up or down, so may not seem to equal 100% in all cases.

Annual Revenue Budget		
Expenditure Type	£	Comments
Employee	15,847	
Property	5,112	Property budgets to transfer to Resources.
Transport	354	
Supplies & Services	540	
Income	(1,151)	
Net Budget:	20,702	

Savings Per Year		
Expenditure Type	£	Comments
Employee	15,847	
Property	5,112	Property budgets to transfer to Resources.
Transport	354	
Supplies & Services	540	
Total Saved:	21,853	
Loss of Income	(1,151)	
Net Saving:	20,702	

Current offer

Books, talking books, large print, children's films, photocopying and fax services, free computer use, events & activities
WCC touchdown centre, bookstart gifting point for all 5 key stages of child's development, fantastic fun with words venue

Regular Events

Rhyme Time, Silver Surfers

Public Transport Links

To be insterted

Suggested Alternative Services

Regular mobile library visits.
Develop shared services with Library Service in Coventry.
Potential to create modern access to services in Tesco Bedworth.

**APPENDIX Bvi: LIBRARY INFORMATION SUMMARY SHEET - BIDFORD LIBRARY
FUTURE OF LIBRARY SERVICES REPORT - REPORT DATE: 17-03-11**

Bidford Library & Information Centre

South

No longer sustainable in current form

Location
Bramley Way Bidford on Avon B50 4QG

Current opening hours	
28.5	per week
1,482.0	per annum
Monday	09:00 - 13:00, 14:00 - 17:00
Tuesday	09:00 - 13:00, 14:00 - 19:00
Wednesday	Closed
Thursday	Closed
Friday	09:00 - 13:00, 14:00 - 19:00
Saturday	09:30 - 13:00
Sunday	Closed

	Performance	
	Annually	Per Hour*
Visits	23,598	15.92
Enquiries	10,751	7.25
Loan Issues	36,288	24.49
Computer Sessions	3,638	2.45
*Per Scheduled Hours Open		

Premises
WCC Owned Shared with Bidford Primary School

Nearest Library
Alcester 4.4 Miles

Customer Information				
Age Profile (Years)	Registered Borrowers		*Who Borrowing Items (Last 12 Months)	
	No.	%	No.	%
	0-4	242	11%	169
5-15	615	28%	232	26%
16-64	967	44%	330	37%
65+	352	16%	161	18%
Total:	2,175	99%	892	100%

Library Survey Data	
Question Asked	% Response
Come To Borrow Books	68.1%
Actually Borrowed Books	64.3%
Come To Use Computer	14.9%
Actually Used Computer	15.1%
Come To Find Something Out	20.0%
Did You Succeed? (Yes)	53.1%
Did You Succeed? (In Part)	6.2%
Would Use Evening Mobile Service	30.0%
Would Use Weekend Mobile Service	30.0%
Would Use After School Mobile Service	13.8%
Would Not Use A Mobile Service At All	44.6%

* Percentages above have been rounded up or down, so may not seem to equal 100% in all cases.

Annual Revenue Budget		
Expenditure Type	£	Comments
Employee	25,314	
Property	14,085	Property budgets to transfer to Resources.
Transport	-	Transport budget & costs for Bidford are held by Stratford Library
Supplies & Services	787	
Income	(9,206)	
Net Budget:	30,980	

Savings Per Year		
Expenditure Type	£	Comments
Employee	25,314	
Property	14,085	Property budgets to transfer to Resources.
Transport	-	
Supplies & Services	787	
Total Saved:	40,186	
Loss of Income	(9,206)	
Net Saving:	30,980	

Current offer

Books, talking books, large print, children's films, photocopying and fax services, free computer use, events & activities
WCC touchdown centre, bookstart gifting point for all 5 key stages of child's development

Regular Events

Rhyme time, Story Stomp, Silver Surfers, Adult Readers.

Public Transport Links

To be insterted

Suggested Alternative Services

Regular mobile library visits.
Outreach and community Librarian to support local groups.
Promotion of on-line and housebound services.

Binley Woods Library & Information Centre

East

No longer sustainable in current form

Location
Monks Road Binley Woods Coventry CV3 2BQ

Current opening hours	
	14.0 per week
	728.0 per annum
Monday	10:00 - 13:00, 14:00 - 18:00
Tuesday	Closed
Wednesday	Closed
Thursday	14:00 - 18:00
Friday	Closed
Saturday	10:00 - 13:00
Sunday	Closed

	Performance	
	Annually	Per Hour*
Visits	8,179	11.23
Enquiries	1,165	1.60
Loan Issues	11,191	15.37
Computer Sessions	1,491	2.05

*Per Scheduled Hours Open

Premises
WCC Owned

Nearest Library
Rugby 7 Miles, Willenhall (Coventry) 1.3 Miles

Customer Information				
Age Profile (Years)	Registered Borrowers		*Who Borrowing Items (Last 12 Months)	
	No.	%	No.	%
	0-4	86	8%	55
5-15	247	23%	78	20%
16-64	482	45%	140	36%
65+	257	24%	117	30%
Total:	1,072	100%	390	100%

Library Survey Data	
Question Asked	% Response
Come To Borrow Books	71.8%
Actually Borrowed Books	63.9%
Come To Use Computer	26.8%
Actually Used Computer	26.8%
Come To Find Something Out	29.3%
Did You Succeed? (Yes)	44.4%
Did You Succeed? (In Part)	22.2%
Would Use Evening Mobile Service	48.5%
Would Use Weekend Mobile Service	15.2%
Would Use After School Mobile Service	6.1%
Would Not Use A Mobile Service At All	45.5%

* Percentages above have been rounded up or down, so may not seem to equal 100% in all cases.

Annual Revenue Budget		
Expenditure Type	£	Comments
Employee	13,221	Property budgets to transfer to Resources.
Property	6,354	
Transport	-	
Supplies & Services	200	
Income	(1,796)	
Net Budget:	17,979	

Savings Per Year		
Expenditure Type	£	Comments
Employee	13,221	Property budgets to transfer to Resources.
Property	6,354	
Transport	-	
Supplies & Services	200	
Total Saved:	19,775	
Loss of Income	(1,796)	
Net Saving:	17,979	

Current offer
 Books, talking books, large print, children's films, photocopying and fax services, free computer use, events & activities
 WCC touchdown centre, fantastic fun with words venue, bookstart gifting point for all 5 key stages of child's development
 Police meeting point for the community

Regular Events
 None.

Public Transport Links
 To be insterted

Suggested Alternative Services
 Regular mobile library visits.
 Develop shared services with Library Service in Coventry.
 Outreach and community Librarian to support local groups.
 Promotion of on-line and housebound services.

**APPENDIX Bviii: LIBRARY INFORMATION SUMMARY SHEET - BULKINGTON LIBRARY
FUTURE OF LIBRARY SERVICES REPORT - REPORT DATE: 17-03-11**

Bulkington Library & Information Centre

N&B

No longer sustainable in current form

Location
School Road Bulkington Nuneaton CV12 9JB

Current opening hours	
	31.5 per week
	1,638.0 per annum
Monday	Closed
Tuesday	09:00 -18:00
Wednesday	Closed
Thursday	09:00 -18:00
Friday	09:00 -19:00
Saturday	09:30 -13:00
Sunday	Closed

	Performance	
	Annually	Per Hour*
Visits	34,859	21.28
Enquiries	3,628	2.21
Loan Issues	40,033	24.44
Computer Sessions	3,765	2.30

*Per Scheduled Hours Open

Premises
WCC Owned

Nearest Library
Bedworth 2.2 Miles

Customer Information				
Age Profile (Years)	Registered Borrowers		*Who Borrowing Items (Last 12 Months)	
	No.	%	No.	%
	0-4	159	5%	106
5-15	571	18%	186	14%
16-64	1,460	46%	517	39%
65+	952	30%	517	39%
Total:	3,142	99%	1,326	100%

Library Survey Data	
Question Asked	% Response
Come To Borrow Books	73.8%
Actually Borrowed Books	67.3%
Come To Use Computer	13.2%
Actually Used Computer	13.3%
Come To Find Something Out	25.4%
Did You Succeed? (Yes)	55.8%
Did You Succeed? (In Part)	7.5%
Would Use Evening Mobile Service	41.3%
Would Use Weekend Mobile Service	28.2%
Would Use After School Mobile Service	6.3%
Would Not Use A Mobile Service At All	42.7%

* Percentages above have been rounded up or down, so may not seem to equal 100% in all cases.

Annual Revenue Budget		
Expenditure Type	£	Comments
Employee	33,217	
Property	15,510	Property budgets to transfer to Resources.
Transport	202	
Supplies & Services	1,631	
Income	(8,375)	
Net Budget:	42,185	

Savings Per Year		
Expenditure Type	£	Comments
Employee	33,217	
Property	15,510	Property budgets to transfer to Resources.
Transport	202	
Supplies & Services	1,631	
Total Saved:	50,560	
Loss of Income	(8,375)	
Net Saving:	42,185	

Current offer

Books, talking books, large print, children's films, photocopying and fax services, free computer use, events & activities
WCC touchdown centre, fantastic fun with words venue, bookstart gifting point for all 5 key stages of child's development

Regular Events

Rhyme time, Silver Surfers, Councillor's Surgeries

Public Transport Links

To be insterted

Suggested Alternative Services

Regular mobile library visits.
Outreach and community Librarian to support local groups.
Promotion of on-line and housebound services.
Potential to work with the Village Centre

Camp Hill Library & Information Centre

N&B

No longer sustainable in current form

Location
C.H.E.S.S Cedar Road Nuneaton CV10 9DN

Current opening hours	
	21.0 per week
	1,092.0 per annum
Monday	10:00 - 13:00, 14:00 - 17:00
Tuesday	Closed
Wednesday	12:00 - 19:00
Thursday	Closed
Friday	14:00 - 17:00
Saturday	10:00 - 13:00, 14:00 - 16:00
Sunday	Closed

	Performance	
	Annually	Per Hour*
Visits	13,498	12.36
Enquiries	2,165	1.98
Loan Issues	8,153	7.47
Computer Sessions	2,573	2.36
*Per Scheduled Hours Open		

Premises
WCC Owned Youth & Community Building

Nearest Library
Nuneaton 2.3 Miles

Customer Information				
Age Profile (Years)	Registered Borrowers		*Who Borrowing Items (Last 12 Months)	
	No.	%	No.	%
	0-4	83	11%	38
5-15	248	33%	63	25%
16-64	330	44%	108	43%
65+	90	12%	43	17%
Total:	750	100%	251	100%

Library Survey Data	
Question Asked	% Response
Come To Borrow Books	65.6%
Actually Borrowed Books	61.4%
Come To Use Computer	35.1%
Actually Used Computer	39.1%
Come To Find Something Out	36.6%
Did You Succeed? (Yes)	57.7%
Did You Succeed? (In Part)	7.7%
Would Use Evening Mobile Service	32.5%
Would Use Weekend Mobile Service	31.3%
Would Use After School Mobile Service	2.5%
Would Not Use A Mobile Service At All	50.0%

* Percentages above have been rounded up or down, so may not seem to equal 100% in all cases.

Annual Revenue Budget		
Expenditure Type	£	Comments
Employee	22,506	
Property	6,120	Property budgets to transfer to Resources.
Transport	50	
Supplies & Services	7,140	
Income	-	
Net Budget:	35,816	

Savings Per Year		
Expenditure Type	£	Comments
Employee	22,506	
Property	6,120	Property budgets to transfer to Resources.
Transport	50	
Supplies & Services	7,140	
Total Saved:	35,816	
Loss of Income	-	
Net Saving:	35,816	

Current offer

Books, talking books, large print, children's films, photocopying and fax services, free computer use, events & activities
WCC touchdown centre, fantastic fun with words venue, bookstart gifting point for all 5 key stages of child's development
Positive about Young People activities

Regular Events

Rhyme Time, Silver Surfers

Public Transport Links

To be insterted

Suggested Alternative Services

Regular mobile library visits.
Develop shared services with another provider, or commission provider to deliver service
Outreach and community Librarian to support local groups.
Promotion of on-line and housebound services.

APPENDIX Bx: LIBRARY INFORMATION SUMMARY SHEET - COLESHILL LIBRARY
FUTURE OF LIBRARY SERVICES REPORT
REPORT DATE: 17-03-11

Coleshill Library & Information Centre

North

Location
19a Parkfield Road Coleshill Birmingham B46 3LD

Current opening hours	
32.5	per week
1,690.0	per annum
Monday	Closed
Tuesday	09:00-19:00
Wednesday	Closed
Thursday	09:00-18:00
Friday	09:00-18:00
Saturday	09:30-14:00
Sunday	Closed

Performance		
	Annually	Per Hour*
Visits	38,540	22.80
Enquiries	10,260	6.07
Loan Issues	42,849	25.35
Computer Sessions	4,423	2.62
*Per Scheduled Hours Open		

Premises
Leasehold expires 2025

Nearest Library
Atherstone 11 Miles, Kingshurst (Solihull) 2.5 Miles, Chelmsley Wood (Solihull) 2.9 Miles

Customer Information				
Age Profile (Years)	Registered Borrowers		*Who Borrowing Items (Last 12 Months)	
	No.	%	No.	%
0-4	348	8%	182	11%
5-15	740	17%	265	16%
16-64	2,264	52%	728	44%
65+	1,001	23%	480	29%
Total:	4,354	100%	1,655	100%

Library Survey Data	
Question Asked	% Response
Come To Borrow Books	66.8%
Actually Borrowed Books	60.7%
Come To Use Computer	12.6%
Actually Used Computer	13.1%
Come To Find Something Out	23.5%
Did You Succeed? (Yes)	52.1%
Did You Succeed? (In Part)	12.8%
Would Use Evening Mobile Service	34.1%
Would Use Weekend Mobile Service	30.6%
Would Use After School Mobile Service	11.0%
Would Not Use A Mobile Service At All	46.8%

* Percentages above have been rounded up or down, so may not seem to equal 100% in all cases.

Annual Revenue Budget		
Expenditure Type	£	Comments
Employee	33,527	Property budgets to transfer to Resources.
Property	56,712	
Transport	893	
Supplies & Services	2,434	
Income	(12,686)	
Net Budget:	80,880	

Savings Per Year		
Expenditure Type	£	Comments
Employee	(13,123)	Savings made through reduction in weekly opening hours Property budgets to transfer to Resources.
Property	-	
Transport	-	
Supplies & Services	-	
Total Saved:	(13,123)	
Loss of Income	-	
Net Saving:	(13,123)	

Current offer

Books, talking books, large print, children's films, photocopying and fax services, free computer use, events & activities

Regular Events

Rhyme time, Silver surfers, reading group, creative writers group, knitters group

Public Transport Links

To be insterted

Suggested Alternative Services

**APPENDIX Bxi: LIBRARY INFORMATION SUMMARY SHEET - DORDEN LIBRARY
FUTURE OF LIBRARY SERVICES REPORT - REPORT DATE: 17-03-11**

Dorden Library & Information Centre

North

No longer sustainable in current form

Location
Roman Way Dorden Tamworth B78 1RD

Current opening hours	
	15.0 per week
	780.0 per annum
Monday	13.00 - 18.00
Tuesday	Closed
Wednesday	13.00 - 18.00
Thursday	Closed
Friday	13.00 - 18.00
Saturday	Closed
Sunday	Closed

	Performance	
	Annually	Per Hour*
Visits	15,521	19.90
Enquiries	3,609	4.63
Loan Issues	11,037	14.15
Computer Sessions	2,415	3.10

*Per Scheduled Hours Open

Premises
WCC Owned

Nearest Library
Polesworth 1.2 Miles

Customer Information				
Age Profile (Years)	Registered Borrowers		*Who Borrowing Items (Last 12 Months)	
	No.	%	No.	%
	0-4	96	11%	64
5-15	287	33%	140	37%
16-64	400	46%	132	35%
65+	87	10%	38	10%
Total:	869	100%	374	99%

Library Survey Data	
Question Asked	% Response
Come To Borrow Books	78.6%
Actually Borrowed Books	67.5%
Come To Use Computer	28.6%
Actually Used Computer	28.6%
Come To Find Something Out	19.0%
Did You Succeed? (Yes)	58.8%
Did You Succeed? (In Part)	11.8%
Would Use Evening Mobile Service	42.4%
Would Use Weekend Mobile Service	36.4%
Would Use After School Mobile Service	21.2%
Would Not Use A Mobile Service At All	36.4%

* Percentages above have been rounded up or down, so may not seem to equal 100% in all cases.

Annual Revenue Budget		
Expenditure Type	£	Comments
Employee	10,360	
Property	5,620	Property budgets to transfer to Resources.
Transport	250	
Supplies & Services	270	
Income	(1,124)	
Net Budget:	15,376	

Savings Per Year		
Expenditure Type	£	Comments
Employee	10,360	
Property	5,620	Property budgets to transfer to Resources.
Transport	250	
Supplies & Services	270	
Total Saved:	16,500	
Loss of Income	(1,124)	
Net Saving:	15,376	

Current offer

Books, talking books, large print, children's films, photocopying and fax services, free computer use, events & activities
WCC touchdown centre, fantastic fun with words venue, bookstart gifting point for all 5 key stages of child's development
Positive about Young People activities

Regular Events

Rhyme time, Children's reading group

Public Transport Links

To be insterted

Suggested Alternative Services

Regular mobile library visits.
Outreach and community Librarian to support local groups.
Promotion of on-line and housebound services.

**APPENDIX Bxii: LIBRARY INFORMATION SUMMARY SHEET - DUNCHURCH
FUTURE OF LIBRARY SERVICES REPORT - REPORT DATE: 17-03-11**

Dunchurch Library & Information Centre

East

No longer sustainable in current form

Location
The Green Dunchurch Rugby CV22 6PA

Current opening hours	
	25.0 per week
	1,300.0 per annum
Monday	Closed
Tuesday	10:00 - 13:00, 14:00 - 19:00
Wednesday	Closed
Thursday	10:00 - 13:00, 14:00 - 17:00
Friday	10:00 - 13:00, 14:00 - 19:00
Saturday	09:30 - 12:30
Sunday	Closed

	Performance	
	Annually	Per Hour*
Visits	25,452	19.58
Enquiries	3,892	2.99
Loan Issues	46,693	35.92
Computer Sessions	2,928	2.25

*Per Scheduled Hours Open

Premises
WCC Owned

Nearest Library
Rugby 3.1 Miles

Customer Information				
Age Profile (Years)	Registered Borrowers		*Who Borrowing Items (Last 12 Months)	
	No.	%	No.	%
	0-4	132	7%	86
5-15	395	21%	133	17%
16-64	828	44%	296	38%
65+	527	28%	265	34%
Total:	1,881	100%	780	100%

Library Survey Data	
Question Asked	% Response
Come To Borrow Books	80.2%
Actually Borrowed Books	74.2%
Come To Use Computer	16.2%
Actually Used Computer	17.8%
Come To Find Something Out	23.7%
Did You Succeed? (Yes)	53.6%
Did You Succeed? (In Part)	10.7%
Would Use Evening Mobile Service	47.1%
Would Use Weekend Mobile Service	23.5%
Would Use After School Mobile Service	14.1%
Would Not Use A Mobile Service At All	30.6%

* Percentages above have been rounded up or down, so may not seem to equal 100% in all cases.

Annual Revenue Budget		
Expenditure Type	£	Comments
Employee	31,601	
Property	8,090	Property budgets to transfer to Resources.
Transport	-	
Supplies & Services	351	
Income	(5,727)	
Net Budget:	34,315	

Savings Per Year		
Expenditure Type	£	Comments
Employee	31,601	
Property	8,090	Property budgets to transfer to Resources.
Transport	-	
Supplies & Services	351	
Total Saved:	40,042	
Loss of Income	(5,727)	
Net Saving:	34,315	

Current offer

Books, talking books, large print, children's films, photocopying and fax services, free computer use, events & activities
WCC touchdown centre, fantastic fun with words venue, bookstart gifting point for all 5 key stages of child's development
Adult & community learning classes

Regular Events

Silver Surfers

Public Transport Links

To be insterted

Suggested Alternative Services

Regular mobile library visits.
Outreach and community Librarian to support local groups.
Promotion of on-line and housebound services.

**APPENDIX Bxiii: LIBRARY INFORMATION SUMMARY SHEET - HARBURY LIBRARY
FUTURE OF LIBRARY SERVICES REPORT - REPORT DATE: 17-03-11**

Harbury Library & Information Centre

South

No longer sustainable in current form

Location
High Street Harbury Leamington Spa CV33 9HW

Current opening hours	
	12.0 per week
	624.0 per annum
Monday	14:00 - 17:00, 17:30 - 19:00
Tuesday	Closed
Wednesday	Closed
Thursday	10:00 - 13:00, 14:00-17:00, 17:30 - 19:00
Friday	13.00 - 19.00
Saturday	Closed
Sunday	Closed

	Performance	
	Annually	Per Hour*
Visits	9,878	15.83
Enquiries	2,183	3.50
Loan Issues	17,666	28.31
Computer Sessions	1,039	1.67

*Per Scheduled Hours Open

Premises
WCC Leasehold, Expires: 29-09-11

Nearest Library
Southam 3.5 Miles

Customer Information				
Age Profile (Years)	Registered Borrowers		*Who Borrowing Items (Last 12 Months)	
	No.	%	No.	%
	0-4	50	6%	41
5-15	210	25%	82	20%
16-64	344	41%	159	39%
65+	235	28%	131	32%
Total:	839	100%	412	101%

Library Survey Data	
Question Asked	% Response
Come To Borrow Books	95.2%
Actually Borrowed Books	88.1%
Come To Use Computer	9.1%
Actually Used Computer	9.1%
Come To Find Something Out	30.2%
Did You Succeed? (Yes)	66.7%
Did You Succeed? (In Part)	16.7%
Would Use Evening Mobile Service	51.7%
Would Use Weekend Mobile Service	20.7%
Would Use After School Mobile Service	13.8%
Would Not Use A Mobile Service At All	31.0%

* Percentages above have been rounded up or down, so may not seem to equal 100% in all cases.

Annual Revenue Budget		
Expenditure Type	£	Comments
Employee	7,318	
Property	10,331	Property budgets to transfer to Resources.
Transport	-	Transport budget & costs for Harbury are held by Stratford Library
Supplies & Services	178	
Income	(2,237)	
Net Budget:	15,590	

Savings Per Year		
Expenditure Type	£	Comments
Employee	7,318	
Property	10,331	Property budgets to transfer to Resources.
Transport	-	
Supplies & Services	178	
Total Saved:	17,827	
Loss of Income	(2,237)	
Net Saving:	15,590	

Current offer

Books, talking books, large print, children's films, photocopying and fax services, free computer use, events & activities
WCC touchdown centre, bookstart gifting point for all 5 key stages of child's development

Regular Events

None

Public Transport Links

To be insterted

Suggested Alternative Services

Regular mobile library visits.
Outreach and community Librarian to support local groups.
Promotion of on-line and housebound services.

Hartshill Library & Information Centre

N&B

No longer sustainable in current form

Location
Holy Trinity Church Churh Road, Hartshill Warwickshire CV10 0LY

Current opening hours	
	16.8 per week
	871.0 per annum
Monday	Closed
Tuesday	10:00 - 13:00, 14:00 - 16:45
Wednesday	13.00 - 17.00
Thursday	14.00 - 18.00
Friday	Closed
Saturday	10:00 - 13:00
Sunday	Closed

	Performance	
	Annually	Per Hour*
Visits	4,081	4.69
Enquiries	3,017	3.46
Loan Issues	6,754	7.75
Computer Sessions	954	1.10

*Per Scheduled Hours Open

Premises
WCC Owned

Nearest Library
Atherstone 3.5 Miles

Customer Information				
Age Profile (Years)	Registered Borrowers		*Who Borrowing Items (Last 12 Months)	
	No.	%	No.	%
	0-4	21	2%	11
5-15	287	28%	49	18%
16-64	503	49%	105	39%
65+	215	21%	105	39%
Total:	1,026	100%	270	100%

Library Survey Data	
Question Asked	% Response
Come To Borrow Books	67.6%
Actually Borrowed Books	59.5%
Come To Use Computer	39.5%
Actually Used Computer	34.2%
Come To Find Something Out	39.5%
Did You Succeed? (Yes)	55.6%
Did You Succeed? (In Part)	27.8%
Would Use Evening Mobile Service	25.9%
Would Use Weekend Mobile Service	14.8%
Would Use After School Mobile Service	7.4%
Would Not Use A Mobile Service At All	44.4%

* Percentages above have been rounded up or down, so may not seem to equal 100% in all cases.

Annual Revenue Budget		
Expenditure Type	£	Comments
Employee	8,475	Property budgets to transfer to Resources.
Property	1,660	
Transport	-	
Supplies & Services	165	
Income	(393)	
Net Budget:	9,907	

Savings Per Year		
Expenditure Type	£	Comments
Employee	8,475	Property budgets to transfer to Resources.
Property	1,660	
Transport	-	
Supplies & Services	165	
Total Saved:	10,300	
Loss of Income	(393)	
Net Saving:	9,907	

Current offer
Books, talking books, large print, children's films, photocopying and fax services, free computer use, events & activities WCC touchdown centre, bookstart gifting point for all 5 key stages of child's development

Regular Events
Silver Surfers

Public Transport Links
To be insterted

Suggested Alternative Services
Regular mobile library visits. Outreach and community Librarian to support local groups. Promotion of on-line and housebound services. Volunteer led service as the library is part of a community complex.

Henley-in-Arden Library & Information Centre

South

No longer sustainable in current form

Location
The Guild Hall High Street Henley-in-Arden B95 5AU

Current opening hours	
	18.0 per week
	936.0 per annum
Monday	Closed
Tuesday	09:30 - 13:00, 14:00 - 18:00
Wednesday	Closed
Thursday	Closed
Friday	09:30 - 13:00, 14:00 - 18:00
Saturday	09:30 - 12:30
Sunday	Closed

	Performance	
	Annually	Per Hour*
Visits	19,396	20.72
Enquiries	7,166	7.66
Loan Issues	20,210	21.59
Computer Sessions	910	0.97

*Per Scheduled Hours Open

Premises
WCC Leasehold - Expired June 2009. Currently being negotiated with 3 yr break.

Nearest Library
Stratford 9 Miles

Customer Information				
Age Profile (Years)	Registered Borrowers		*Who Borrowing Items (Last 12 Months)	
	No.	%	No.	%
	0-4	134	8%	87
5-15	300	18%	100	15%
16-64	718	43%	221	33%
65+	517	31%	254	38%
Total:	1,669	100%	663	99%

Library Survey Data	
Question Asked	% Response
Come To Borrow Books	78.4%
Actually Borrowed Books	74.8%
Come To Use Computer	6.5%
Actually Used Computer	6.5%
Come To Find Something Out	23.4%
Did You Succeed? (Yes)	56.9%
Did You Succeed? (In Part)	13.8%
Would Use Evening Mobile Service	31.7%
Would Use Weekend Mobile Service	25.7%
Would Use After School Mobile Service	14.9%
Would Not Use A Mobile Service At All	43.6%

* Percentages above have been rounded up or down, so may not seem to equal 100% in all cases.

Annual Revenue Budget		
Expenditure Type	£	Comments
Employee	18,235	
Property	15,875	Property budgets to transfer to Resources.
Transport	-	Transport budget & costs for Henley are held by Stratford
Supplies & Services	242	
Income	(3,563)	
Net Budget:	30,789	

Savings Per Year		
Expenditure Type	£	Comments
Employee	18,235	
Property	15,875	Property budgets to transfer to Resources.
Transport	-	
Supplies & Services	242	
Total Saved:	34,352	
Loss of Income	(3,563)	
Net Saving:	30,789	

Current offer

Books, talking books, large print, children's films, photocopying and fax services, free computer use, events & activities
WCC touchdown centre, bookstart gifting point for all 5 key stages of child's development

Regular Events

Rhyme Time, Silver Surfers

Public Transport Links

To be inserted

Suggested Alternative Services

Regular mobile library visits.
Outreach and community Librarian to support local groups.
Promotion of on-line and housebound services.

**APPENDIX Bxvi: LIBRARY INFORMATION SUMMARY SHEET - KENILWORTH LIBRARY
FUTURE OF LIBRARY SERVICES REPORT
REPORT DATE: 17-03-11**

Kenilworth Warwickshire Direct & Library & Information Centre

Central

Location	Current opening hours	Performance																
Smalley Place Kenilworth CV8 1QG	<p align="center">51.0 per week</p> <p align="center">2,652.0 per annum</p> <p>Monday 09:00 - 19:00 Tuesday 09:00 - 17:30 Wednesday 10:30 - 17:30 Thursday 09:00 - 19:00 Friday 09:00 - 17:30 Saturday 09:00 - 16:00 Sunday Closed</p>	<table border="1"> <thead> <tr> <th></th> <th>Annually</th> <th>Per Hour*</th> </tr> </thead> <tbody> <tr> <td>Visits</td> <td align="right">144,218</td> <td align="right">54.38</td> </tr> <tr> <td>Enquiries</td> <td align="right">27,916</td> <td align="right">10.53</td> </tr> <tr> <td>Loan Issues</td> <td align="right">162,842</td> <td align="right">61.40</td> </tr> <tr> <td>Computer Sessions</td> <td align="right">18,029</td> <td align="right">6.80</td> </tr> </tbody> </table>		Annually	Per Hour*	Visits	144,218	54.38	Enquiries	27,916	10.53	Loan Issues	162,842	61.40	Computer Sessions	18,029	6.80	
	Annually	Per Hour*																
Visits	144,218	54.38																
Enquiries	27,916	10.53																
Loan Issues	162,842	61.40																
Computer Sessions	18,029	6.80																
Premises	WCC Owned																	
Nearest Library																		
Leamington 5 Miles, Lillington 5 Miles																		

Customer Information					Library Survey Data	
Age Profile (Years)	Registered Borrowers		*Who Borrowing Items (Last 12 Months)		Question Asked	% Response
	No.	%	No.	%		
	0-4	896	6%	580	9%	Come To Borrow Books
5-15	2,239	15%	902	14%	Actually Borrowed Books	50.4%
16-64	7,762	52%	2,834	44%	Come To Use Computer	17.3%
65+	4,030	27%	2,126	33%	Actually Used Computer	13.8%
Total:	14,926	100%	6,442	100%	Come To Find Something Out	29.5%
					Did You Succeed? (Yes)	52.3%
					Did You Succeed? (In Part)	19.5%
					Would Use Evening Mobile Service	35.1%
					Would Use Weekend Mobile Service	23.7%
					Would Use After School Mobile Service	7.9%
					Would Not Use A Mobile Service At All	54.1%

* Percentages above have been rounded up or down, so may not seem to equal 100% in all cases.

Annual Revenue Budget			Comments
Expenditure Type	£		
Employee	152,909		This includes funding for two one stop shop staff members at Kenilworth Property budgets to transfer to Resources.
Property	48,787		
Transport	250		
Supplies & Services	7,959		
Income	(32,171)		
Net Budget:	177,734		

Savings Per Year			Comments
Expenditure Type	£		
Employee	(29,286)		Savings made through reduction of weekly opening hours Property budgets to transfer to Resources.
Property	-		
Transport	-		
Supplies & Services	-		
Total Saved:	(29,286)		
Loss of Income	-		
Net Saving:	(29,286)		

Current offer

Books, talking books, large print, children's films, photocopying and fax services, free computer use, events & activities
 WCC touchdown centre, bookstart gifting point for all 5 key stages of child's development

Regular Events

Rhyme time, Silver Surfers, Online basics, Family History, teen reading group.

Public Transport Links

To be insterted

Suggested Alternative Services

N/A

Keresley Newlands Library & Information Centre

N&B

No longer sustainable in current form

Location
Bennetts Road Keresley End Coventry CV7 8HX

Current opening hours	
	12.0 per week
	624.0 per annum
Monday	14:00 - 17:00
Tuesday	14:00 - 17:00
Wednesday	Closed
Thursday	Closed
Friday	10:00 - 13:00, 14:00 - 19:00
Saturday	Closed
Sunday	Closed

Performance		
	Annually	Per Hour*
Visits	8,507	13.63
Enquiries	1,602	2.57
Loan Issues	11,734	18.80
Computer Sessions	1,642	2.63

*Per Scheduled Hours Open

Premises
WCC Owned

Nearest Library
Bedworth 4.16 Miles, Jubilee (Coventry) 1.9 Miles

Customer Information				
Age Profile (Years)	Registered Borrowers		*Who Borrowing Items (Last 12 Months)	
	No.	%	No.	%
	0-4	113	10%	49
5-15	339	30%	88	27%
16-64	532	47%	131	40%
65+	147	13%	62	19%
Total:	1,131	100%	331	101%

Library Survey Data	
Question Asked	% Response
Come To Borrow Books	76.0%
Actually Borrowed Books	69.8%
Come To Use Computer	24.2%
Actually Used Computer	22.3%
Come To Find Something Out	32.6%
Did You Succeed? (Yes)	52.9%
Did You Succeed? (In Part)	13.7%
Would Use Evening Mobile Service	40.8%
Would Use Weekend Mobile Service	31.6%
Would Use After School Mobile Service	13.2%
Would Not Use A Mobile Service At All	32.9%

* Percentages above have been rounded up or down, so may not seem to equal 100% in all cases.

Annual Revenue Budget		
Expenditure Type	£	Comments
Employee	18,103	Property budgets to transfer to Resources.
Property	6,222	
Transport	705	
Supplies & Services	95	
Income	(916)	
Net Budget:	24,209	

Savings Per Year		
Expenditure Type	£	Comments
Employee	18,103	Property budgets to transfer to Resources.
Property	6,222	
Transport	705	
Supplies & Services	95	
Total Saved:	25,125	
Loss of Income	(916)	
Net Saving:	24,209	

Current offer
 Books, talking books, large print, children's films, photocopying and fax services, free computer use, events & activities
 WCC touchdown centre, bookstart gifting point for all 5 key stages of child's development, fantastic fun with words venue
 Positive about young people activities

Regular Events
 Silver Surfers.

Public Transport Links
 To be insterted

Suggested Alternative Services
 Regular mobile library visits.
 Develop shared services with Library Service in Coventry.
 Outreach and community Librarian to support local groups.
 Promotion of on-line and housebound services.
 Potential to create modern access to services in Tesco Bedworth.
 Provide a designated drop off/return point in community hub.

Kineton Library & Information Centre

South

No longer sustainable in current form

Location	Current opening hours	Performance																
Village Hall	<p><input type="text" value="13.5"/> per week</p> <p><input type="text" value="702.0"/> per annum</p> <p>Monday 14:00 - 19:00 Tuesday Closed Wednesday Closed Thursday 10:00 -13:00, 14:00 -17:30 Friday Closed Saturday 10:00 - 12:00 Sunday Closed</p>	<table border="1"> <thead> <tr> <th></th> <th>Annually</th> <th>Per Hour*</th> </tr> </thead> <tbody> <tr> <td>Visits</td> <td>6,698</td> <td>9.54</td> </tr> <tr> <td>Enquiries</td> <td>1,726</td> <td>2.46</td> </tr> <tr> <td>Loan Issues</td> <td>14,857</td> <td>21.16</td> </tr> <tr> <td>Computer Sessions</td> <td>1,219</td> <td>1.74</td> </tr> </tbody> </table> <p>*Per Scheduled Hours Open</p>		Annually	Per Hour*	Visits	6,698	9.54	Enquiries	1,726	2.46	Loan Issues	14,857	21.16	Computer Sessions	1,219	1.74	
	Annually	Per Hour*																
Visits	6,698	9.54																
Enquiries	1,726	2.46																
Loan Issues	14,857	21.16																
Computer Sessions	1,219	1.74																
Premises	Leased	Nearest Library																
		Stratford 10.5 Miles																

Customer Information				
Age Profile (Years)	Registered Borrowers		*Who Borrowing Items (Last 12 Months)	
	No.	%	No.	%
	0-4	127	10%	77
5-15	279	22%	96	20%
16-64	647	51%	191	40%
65+	228	18%	120	25%
Total:	1,281	101%	483	101%

* Percentages above have been rounded up or down, so may not seem to equal 100% in all cases.

Library Survey Data	
Question Asked	% Response
Come To Borrow Books	77.3%
Actually Borrowed Books	75.0%
Come To Use Computer	14.3%
Actually Used Computer	16.3%
Come To Find Something Out	2.4%
Did You Succeed? (Yes)	20.0%
Did You Succeed? (In Part)	0.0%
Would Use Evening Mobile Service	43.2%
Would Use Weekend Mobile Service	29.7%
Would Use After School Mobile Service	21.6%
Would Not Use A Mobile Service At All	37.8%

Annual Revenue Budget		
Expenditure Type	£	Comments
Employee	7,883	
Property	18,098	Property budgets to transfer to Resources.
Transport	-	Transport budget & costs for Kineton are held by Stratford.
Supplies & Services	443	
Income	(3,147)	
Net Budget:	23,277	

Savings Per Year		
Expenditure Type	£	Comments
Employee	7,883	
Property	18,098	Property budgets to transfer to Resources.
Transport	-	
Supplies & Services	443	
Total Saved:	26,424	
Loss of Income	(3,147)	
Net Saving:	23,277	

Current offer

Books, talking books, large print, children's films, photocopying and fax services, free computer use, events & activities
 WCC touchdown centre, bookstart gifting point for all 5 key stages of child's development

Regular Events

None.

Public Transport Links

To be insterted

Suggested Alternative Services

Regular mobile library visits.
 Outreach and community Librarian to support local groups.
 Promotion of on-line and housebound services.
 Small collection of books along with a return box at two other community venues within the village.

Kingsbury Library & Information Centre

North

No longer sustainable in current form

Location
Bromage Avenue Kingsbury Tamworth B78 2HN

Current opening hours	
	22.0 per week
	1,144.0 per annum
Monday	10:00 - 13:00, 14:00 - 18:00
Tuesday	Closed
Wednesday	10:00 - 13:00, 14:00 - 17:00
Thursday	Closed
Friday	10:00 - 13:00, 14:00 - 17:00
Saturday	10:00 - 13:00
Sunday	Closed

	Performance	
	Annually	Per Hour*
Visits	18,320	16.01
Enquiries	3,047	2.66
Loan Issues	23,480	20.52
Computer Sessions	1,746	1.53

*Per Scheduled Hours Open

Premises
WCC Owned

Nearest Library
Atherstone 8 Miles, Tamworth (Staffordshire) 5.9 Miles

Customer Information				
Age Profile (Years)	Registered Borrowers		*Who Borrowing Items (Last 12 Months)	
	No.	%	No.	%
	0-4	135	8%	105
5-15	508	30%	269	36%
16-64	761	45%	247	33%
65+	288	17%	135	18%
Total:	1,692	100%	756	101%

Library Survey Data	
Question Asked	% Response
Come To Borrow Books	78.3%
Actually Borrowed Books	73.3%
Come To Use Computer	21.3%
Actually Used Computer	21.7%
Come To Find Something Out	24.6%
Did You Succeed? (Yes)	35.3%
Did You Succeed? (In Part)	11.8%
Would Use Evening Mobile Service	20.9%
Would Use Weekend Mobile Service	27.9%
Would Use After School Mobile Service	11.6%
Would Not Use A Mobile Service At All	46.5%

* Percentages above have been rounded up or down, so may not seem to equal 100% in all cases.

Annual Revenue Budget		
Expenditure Type	£	Comments
Employee	22,500	Property budgets to transfer to Resources.
Property	6,409	
Transport	180	
Supplies & Services	841	
Income	(3,046)	
Net Budget:	26,884	

Savings Per Year		
Expenditure Type	£	Comments
Employee	22,500	Property budgets to transfer to Resources.
Property	6,409	
Transport	180	
Supplies & Services	841	
Total Saved:	29,930	
Loss of Income	(3,046)	
Net Saving:	26,884	

Current offer
 Books, talking books, large print, children's films, photocopying and fax services, free computer use, events & activities
 WCC touchdown centre, bookstart gifting point for all 5 key stages of child's development, fantastic fun with words venue
 Positive about young people activities, daily visits from Primary School

Regular Events
 Rhyme Time, Family History Group

Public Transport Links
 To be insterted

Suggested Alternative Services
 Develop shared services with Library Service in Staffordshire.
 Regular mobile library visits.
 Outreach and community Librarian to support local groups.
 Promotion of on-line and housebound services.
 Provide a designated drop off/return point in community hub.

**APPENDIX Bxx: LIBRARY INFORMATION SUMMARY SHEET - LEAMINGTON LIBRARY
FUTURE OF LIBRARY SERVICES REPORT
REPORT DATE: 17-03-11**

Leamington Library & Information Centre

Central

Location
Royal Pump Rooms The Parade Leamington Spa CV32 4AA

Current opening hours	
	56.5 per week
	2,938.0 per annum
Monday	09:30 - 20:00
Tuesday	10:00 - 20:00
Wednesday	09:30 - 17:00
Thursday	09:30 - 20:00
Friday	09:30 - 17:00
Saturday	09:30 - 16:00
Sunday	10:00 - 14:00

Performance		
	Annually	Per Hour*
Visits	282,997	96.32
Enquiries	41,986	14.29
Loan Issues	264,120	89.90
Computer Sessions	53,233	18.12
*Per Scheduled Hours Open		

Premises
Leasehold

Nearest Library
Whitnash 1.7 Miles

Customer Information				
Age Profile (Years)	Registered Borrowers		*Who Borrowing Items (Last 12 Months)	
	No.	%	No.	%
	0-4	1,652	5%	991
5-15	3,964	12%	1,322	12%
16-64	23,125	70%	6,609	60%
65+	4,295	13%	2,093	19%
Total:	33,036	100%	11,015	100%

Library Survey Data	
Question Asked	% Response
Come To Borrow Books	65.5%
Actually Borrowed Books	59.5%
Come To Use Computer	18.7%
Actually Used Computer	16.8%
Come To Find Something Out	38.9%
Did You Succeed? (Yes)	57.8%
Did You Succeed? (In Part)	19.3%
Would Use Evening Mobile Service	34.6%
Would Use Weekend Mobile Service	23.7%
Would Use After School Mobile Service	6.4%
Would Not Use A Mobile Service At All	47.4%

* Percentages above have been rounded up or down, so may not seem to equal 100% in all cases.

Annual Revenue Budget		
Expenditure Type	£	Comments
Employee	452,946	Property budgets to transfer to Resources.
Property	101,795	
Transport	2,250	
Supplies & Services	19,022	
Income	(81,591)	
Net Budget:	494,422	

Savings Per Year		
Expenditure Type	£	Comments
Employee	(41,172)	Savings made through reduction of weekly opening hours Property budgets to transfer to Resources.
Property	-	
Transport	-	
Supplies & Services	-	
Total Saved:	(41,172)	
Loss of Income	-	
Net Saving:	(41,172)	

Current offer

Books, talking books, large print, children's films, photocopying and fax services, free computer use, events & activities

Regular Events

Rhyme time, Silver Surfers, Online basics, reading group, family history group, family history course

Public Transport Links

To be insterted

Suggested Alternative Services

**APPENDIX Bxxi: LIBRARY INFORMATION SUMMARY SHEET - LILLINGTON LIBRARY
FUTURE OF LIBRARY SERVICES REPORT
REPORT DATE: 17-03-11**

Lillington Warwickshire Direct & Library & Information Centre

Central

Location	Current opening hours	Performance																
Valley Road Lillington Leamington CV32 7SJ	<p align="center">37.5 per week</p> <p align="center">1,950.0 per annum</p> <p>Monday 09:30 - 13:00, 14:00 - 17:30 Tuesday 09:30 - 13:00, 14:00 - 19:00 Wednesday Closed Thursday 09:30 - 13:00, 14:00 - 19:00 Friday 09:30 - 13:00, 14:00 - 17:30 Saturday 09:30 - 16:00 Sunday Closed</p>	<table border="1"> <thead> <tr> <th></th> <th>Annually</th> <th>Per Hour*</th> </tr> </thead> <tbody> <tr> <td>Visits</td> <td align="right">40,045</td> <td align="right">20.54</td> </tr> <tr> <td>Enquiries</td> <td align="right">9,607</td> <td align="right">4.93</td> </tr> <tr> <td>Loan Issues</td> <td align="right">56,694</td> <td align="right">29.07</td> </tr> <tr> <td>Computer Sessions</td> <td align="right">5,157</td> <td align="right">2.64</td> </tr> </tbody> </table>		Annually	Per Hour*	Visits	40,045	20.54	Enquiries	9,607	4.93	Loan Issues	56,694	29.07	Computer Sessions	5,157	2.64	
	Annually	Per Hour*																
Visits	40,045	20.54																
Enquiries	9,607	4.93																
Loan Issues	56,694	29.07																
Computer Sessions	5,157	2.64																
Premises																		
WCC Owned																		
		Nearest Library																
		Leamington 1.8 Miles																

Customer Information					Library Survey Data	
Age Profile (Years)	Registered Borrowers		*Who Borrowing Items (Last 12 Months)		Question Asked	% Response
	No.	%	No.	%		
	0-4	394	9%	245		
5-15	963	22%	297	17%	Actually Borrowed Books	70.0%
16-64	2,013	46%	629	36%	Come To Use Computer	15.1%
65+	1,006	23%	560	32%	Actually Used Computer	15.1%
Total:	4,376	100%	1,731	99%	Come To Find Something Out	20.2%
					Did You Succeed? (Yes)	53.7%
					Did You Succeed? (In Part)	9.5%
					Would Use Evening Mobile Service	34.8%
					Would Use Weekend Mobile Service	25.6%
					Would Use After School Mobile Service	7.3%
					Would Not Use A Mobile Service At All	49.4%

* Percentages above have been rounded up or down, so may not seem to equal 100% in all cases.

Annual Revenue Budget		
Expenditure Type	£	Comments
Employee	38,252	
Property	15,007	Property budgets to transfer to Resources.
Transport	71	
Supplies & Services	2,891	
Income	(15,781)	
Net Budget:	40,440	

Savings Per Year		
Expenditure Type	£	Comments
Employee	(11,830)	Savings made through reduction of weekly opening hours
Property	-	Property budgets to transfer to Resources.
Transport	-	
Supplies & Services	-	
Total Saved:	(11,830)	
Loss of Income	-	
Net Saving:	(11,830)	

Current offer

Books, talking books, large print, children's films, photocopying and fax services, free computer use, events & activities
Warwickshire Direct

Regular Events

Silver Surfers

Public Transport Links

To be insterted

Suggested Alternative Services

N/A

APPENDIX Bxxii: LIBRARY INFORMATION SUMMARY SHEET - NUNEATON LIBRARY
FUTURE OF LIBRARY SERVICES REPORT
REPORT DATE: 17-03-11

Nuneaton Library & Information Centre

N&B

Location	Current opening hours	Performance																
Church Street Nuneaton CV11 4DR	<input type="text" value="58.0"/> per week <input type="text" value="3,016.0"/> per annum Monday 08:30 - 19:00 Tuesday 10:00 - 18:00 Wednesday 08:30 - 18:00 Thursday 08:30 - 18:00 Friday 08:30 - 18:00 Saturday 09:00 - 16:00 Sunday 10:00 - 14:00	<table border="1"> <thead> <tr> <th></th> <th>Annually</th> <th>Per Hour*</th> </tr> </thead> <tbody> <tr> <td>Visits</td> <td align="right">239,485</td> <td align="right">79.40</td> </tr> <tr> <td>Enquiries</td> <td align="right">34,217</td> <td align="right">11.35</td> </tr> <tr> <td>Loan Issues</td> <td align="right">291,054</td> <td align="right">96.50</td> </tr> <tr> <td>Computer Sessions</td> <td align="right">56,802</td> <td align="right">18.83</td> </tr> </tbody> </table>		Annually	Per Hour*	Visits	239,485	79.40	Enquiries	34,217	11.35	Loan Issues	291,054	96.50	Computer Sessions	56,802	18.83	
	Annually	Per Hour*																
Visits	239,485	79.40																
Enquiries	34,217	11.35																
Loan Issues	291,054	96.50																
Computer Sessions	56,802	18.83																
Premises	WCC Owned	Nearest Library																
		Atherstone 6 Miles																

Customer Information				
Age Profile (Years)	Registered Borrowers		*Who Borrowing Items (Last 12 Months)	
	No.	%	No.	%
	0-4	2,166	6%	1,009
5-15	5,775	16%	2,018	16%
16-64	22,019	61%	6,684	53%
65+	6,136	17%	2,901	23%
Total:	36,096	100%	12,612	100%

* Percentages above have been rounded up or down, so may not seem to equal 100% in all cases.

Library Survey Data	
Question Asked	% Response
Come To Borrow Books	55.7%
Actually Borrowed Books	49.1%
Come To Use Computer	28.0%
Actually Used Computer	25.8%
Come To Find Something Out	34.6%
Did You Succeed? (Yes)	50.0%
Did You Succeed? (In Part)	20.0%
Would Use Evening Mobile Service	40.2%
Would Use Weekend Mobile Service	32.2%
Would Use After School Mobile Service	6.1%
Would Not Use A Mobile Service At All	41.3%

Annual Revenue Budget		
Expenditure Type	£	Comments
Employee	440,001	
Property	56,908	
Transport	3,700	
Supplies & Services	25,349	
Income	(63,367)	
Net Budget:	462,591	Property budgets to transfer to Resources.

Savings Per Year		
Expenditure Type	£	Comments
Employee	(43,931)	
Property	-	
Transport	-	
Supplies & Services	-	
Total Saved:	(43,931)	Savings made through reduction of weekly opening hours
Loss of Income	-	Property budgets to transfer to Resources.
Net Saving:	(43,931)	

Current offer

Books, talking books, large print, children's films, photocopying and fax services, free computer use, events & activities

Regular Events

Rhyme Time, Silver Surfers, reading group

Public Transport Links

To be insterted

Suggested Alternative Services

N/A

**APPENDIX Bxxiii: LIBRARY INFORMATION SUMMARY SHEET - POLESWORTH LIBRARY
FUTURE OF LIBRARY SERVICES REPORT
REPORT DATE: 17-03-11**

Polesworth Library & Information Centre **North**

Location
Bridge Street Polesworth Tamworth B78 1DT

Current opening hours	
	27.0 per week
	1,404.0 per annum
Monday	Closed
Tuesday	09:30 - 13:00, 14:00 - 19:00
Wednesday	Closed
Thursday	09:30 - 13:00, 14:00 - 18:00
Friday	09:30 - 13:00, 14:00 - 18:00
Saturday	09:30 - 13:00
Sunday	Closed

Performance		
	Annually	Per Hour*
Visits	33,350	23.75
Enquiries	9,063	6.46
Loan Issues	44,783	31.90
Computer Sessions	2,542	1.81
*Per Scheduled Hours Open		

Premises
WCC Owned

Nearest Library
Atherstone 6 Miles, Glascoate (Staffordshire) 2.5 Miles

Customer Information				
Age Profile (Years)	Registered Borrowers		*Who Borrowing Items (Last 12 Months)	
	No.	%	No.	%
0-4	285	8%	189	12%
5-15	963	27%	377	24%
16-64	1,640	46%	613	39%
65+	713	20%	393	25%
Total:	3,601	101%	1,571	100%

Library Survey Data	
Question Asked	% Response
Come To Borrow Books	84.2%
Actually Borrowed Books	77.5%
Come To Use Computer	12.0%
Actually Used Computer	13.1%
Come To Find Something Out	19.1%
Did You Succeed? (Yes)	44.4%
Did You Succeed? (In Part)	15.3%
Would Use Evening Mobile Service	38.2%
Would Use Weekend Mobile Service	30.5%
Would Use After School Mobile Service	12.2%
Would Not Use A Mobile Service At All	39.7%

* Percentages above have been rounded up or down, so may not seem to equal 100% in all cases.

Annual Revenue Budget		
Expenditure Type	£	Comments
Employee	29,282	
Property	7,438	Property budgets to transfer to Resources.
Transport	300	
Supplies & Services	1,234	
Income	(6,573)	
Net Budget:	31,681	

Savings Per Year		
Expenditure Type	£	Comments
Employee	7,558	Extra cost associated with increase in weekly opening hours
Property	-	Property budgets to transfer to Resources.
Transport	-	
Supplies & Services	-	
Total Saved:	7,558	
Loss of Income	-	
Net Saving:	7,558	

Current offer

Books, talking books, large print, children's films, photocopying and fax services, free computer use, events & activities

Regular Events

Rhyme Time, pre school story time

Public Transport Links

To be inserted

Suggested Alternative Services

N/A

**APPENDIX Bxxiv: LIBRARY INFORMATION SUMMARY SHEET - RUGBY LIBRARY
FUTURE OF LIBRARY SERVICES REPORT
REPORT DATE: 17-03-11**

Rugby Library & Information Centre

East

Location	Current opening hours	Performance																
Little Elborow Street Rugby CV21 3BZ	<p align="center">55.5 per week</p> <p align="center">2,886.0 per annum</p> <p>Monday 10:00 - 17:00 Tuesday 09:00 - 20:00 Wednesday 09:00 - 17:00 Thursday 09:00 - 20:00 Friday 09:00 - 17:00 Saturday 09:30 - 16:00 Sunday 12:00 - 16:00</p>	<table border="1"> <thead> <tr> <th></th> <th>Annually</th> <th>Per Hour*</th> </tr> </thead> <tbody> <tr> <td>Visits</td> <td align="right">582,144</td> <td align="right">201.71</td> </tr> <tr> <td>Enquiries</td> <td align="right">68,638</td> <td align="right">23.78</td> </tr> <tr> <td>Loan Issues</td> <td align="right">338,955</td> <td align="right">117.45</td> </tr> <tr> <td>Computer Sessions</td> <td align="right">65,564</td> <td align="right">22.72</td> </tr> </tbody> </table>		Annually	Per Hour*	Visits	582,144	201.71	Enquiries	68,638	23.78	Loan Issues	338,955	117.45	Computer Sessions	65,564	22.72	
	Annually	Per Hour*																
Visits	582,144	201.71																
Enquiries	68,638	23.78																
Loan Issues	338,955	117.45																
Computer Sessions	65,564	22.72																
Premises	Leasehold	Nearest Library																
		Dunchurch 3 Miles, Lutterworth (Leicestershire) 8 Miles																

Customer Information					Library Survey Data	
Age Profile (Years)	Registered Borrowers		*Who Borrowing Items (Last 12 Months)		Question Asked	% Response
	No.	%	No.	%		
	0-4	2,182	5%	1,328	9%	Come To Borrow Books
5-15	6,547	15%	2,214	15%	Actually Borrowed Books	64.1%
16-64	27,061	62%	7,674	52%	Come To Use Computer	17.2%
65+	7,420	17%	3,542	24%	Actually Used Computer	16.3%
Total:	43,210	99%	14,758	100%	Come To Find Something Out	26.3%
					Did You Succeed? (Yes)	47.2%
					Did You Succeed? (In Part)	13.5%
					Would Use Evening Mobile Service	44.1%
					Would Use Weekend Mobile Service	29.7%
					Would Use After School Mobile Service	10.9%
					Would Not Use A Mobile Service At All	37.1%

* Percentages above have been rounded up or down, so may not seem to equal 100% in all cases.

Annual Revenue Budget		
Expenditure Type	£	Comments
Employee	502,566	
Property	134,951	Property budgets to transfer to Resources.
Transport	3,675	
Supplies & Services	82,332	
Income	(110,392)	
Net Budget:	613,132	

Savings Per Year		
Expenditure Type	£	Comments
Employee	(41,086)	Savings made through reduction of weekly opening hours
Property	-	Property budgets to transfer to Resources.
Transport	-	
Supplies & Services	-	
Total Saved:	(41,086)	
Loss of Income	-	
Net Saving:	(41,086)	

Current offer

Books, talking books, large print, children's films, photocopying and fax services, free computer use, events & activities

Regular Events

Rhyme Time, Story Stomp, Family History, Thursday Night Reads, Get it Loud in Libraries

Public Transport Links

To be insterted

Suggested Alternative Services

N/A

APPENDIX Bxxv: LIBRARY INFORMATION SUMMARY SHEET - SHIPSTON-ON-STOUR LIBRARY
FUTURE OF LIBRARY SERVICES REPORT
REPORT DATE: 17-03-11

Shipston-on-Stour Library & Information Centre

South

Location
12 Church Street Shipston-on-Stour CV36 4AP

Current opening hours	
	30.0 per week
	1,560.0 per annum
Monday	09:30 - 13:00, 14:00 - 17:00
Tuesday	09:30 - 13:00, 14:00 - 19:00
Wednesday	Closed
Thursday	09:30 - 13:00, 14:00 - 19:00
Friday	09:30 - 13:00
Saturday	09:30 - 12:30
Sunday	Closed

Performance		
	Annually	Per Hour*
Visits	31,008	19.88
Enquiries	5,725	3.67
Loan Issues	42,676	27.36
Computer Sessions	4,223	2.71
*Per Scheduled Hours Open		

Premises
Leasehold

Nearest Library
Stratford 11 Miles

Customer Information				
Age Profile (Years)	Registered Borrowers		*Who Borrowing Items (Last 12 Months)	
	No.	%	No.	%
0-4	272	8%	181	13%
5-15	578	17%	250	18%
16-64	1,564	46%	514	37%
65+	952	28%	459	33%
Total:	3,367	99%	1,404	101%

Library Survey Data	
Question Asked	% Response
Come To Borrow Books	77.4%
Actually Borrowed Books	71.9%
Come To Use Computer	12.6%
Actually Used Computer	12.2%
Come To Find Something Out	19.1%
Did You Succeed? (Yes)	45.0%
Did You Succeed? (In Part)	16.3%
Would Use Evening Mobile Service	24.8%
Would Use Weekend Mobile Service	16.3%
Would Use After School Mobile Service	12.1%
Would Not Use A Mobile Service At All	50.4%

* Percentages above have been rounded up or down, so may not seem to equal 100% in all cases.

Annual Revenue Budget		
Expenditure Type	£	Comments
Employee	30,544	
Property	29,507	
Transport	-	
Supplies & Services	6,618	
Income	(10,848)	
Net Budget:	55,821	

Savings Per Year		
Expenditure Type	£	Comments
Employee	(9,412)	
Property	-	
Transport	-	
Supplies & Services	-	
Total Saved:	(9,412)	
Loss of Income	-	
Net Saving:	(9,412)	

Current offer

Books, talking books, large print, children's films, photocopying and fax services, free computer use, events & activities

Regular Events

Rhyme Time, Silver Surfers, Wiggle & Jiggle

Public Transport Links

To be insterted

Suggested Alternative Services

APPENDIX Bxxvi: LIBRARY INFORMATION SUMMARY SHEET - SOUTHAM LIBRARY
FUTURE OF LIBRARY SERVICES REPORT
REPORT DATE: 17-03-11

Southam Library & Information Centre

South

Location	Current opening hours	Performance	
High Street Southam Leamington Spa CV47 0HB	47.5 per week 2,470.0 per annum	Annually	Per Hour*
	Monday 09:00 - 17:00 Tuesday 09:00 - 19:00 Wednesday 09:00 - 17:00 Thursday 09:00 - 19:00 Friday 09:00 - 17:00 Saturday 09:30 - 13:00 Sunday Closed	Visits 53,688	21.74
		Enquiries 16,452	6.66
		Loan Issues 83,260	33.71
		Computer Sessions 11,343	4.59
		*Per Scheduled Hours Open	
		Nearest Library	
		Leamington 7.5 Miles	

Customer Information				
Age Profile (Years)	Registered Borrowers		*Who Borrowing Items (Last 12 Months)	
	No.	%	No.	%
	0-4	564	8%	421
5-15	1,479	21%	511	17%
16-64	3,733	53%	1,383	46%
65+	1,268	18%	692	23%
Total:	7,044	100%	3,007	100%

* Percentages above have been rounded up or down, so may not seem to equal 100% in all cases.

Library Survey Data	
Question Asked	% Response
Come To Borrow Books	65.9%
Actually Borrowed Books	60.5%
Come To Use Computer	18.1%
Actually Used Computer	18.3%
Come To Find Something Out	27.0%
Did You Succeed? (Yes)	54.5%
Did You Succeed? (In Part)	13.1%
Would Use Evening Mobile Service	33.3%
Would Use Weekend Mobile Service	17.8%
Would Use After School Mobile Service	7.8%
Would Not Use A Mobile Service At All	48.6%

Annual Revenue Budget		
Expenditure Type	£	Comments
Employee	68,848	
Property	28,359	Property budgets to transfer to Resources.
Transport	-	Transport budgets & costs for Southam are held by Stratford Library
Supplies & Services	1,739	
Income	(14,736)	
Net Budget:	84,210	

Savings Per Year		
Expenditure Type	£	Comments
Employee	(17,482)	Savings made through reduction of weekly opening hours
Property	-	Property budgets to transfer to Resources.
Transport	-	
Supplies & Services	-	
Total Saved:	(17,482)	
Loss of Income	-	
Net Saving:	(17,482)	

Current offer
Books, talking books, large print, children's films, photocopying and fax services, free computer use, events & activities Warwickshire Direct

Regular Events
Rhyme Time, Silver Surfers, Story Stomp, Family history courses

Public Transport Links
To be insterted

Suggested Alternative Services
N/A

**APPENDIX Bxxvii: LIBRARY INFORMATION SUMMARY SHEET - STOCKINGFORD LIBRARY
FUTURE OF LIBRARY SERVICES REPORT
REPORT DATE: 17-03-11**

Stockingford Warwickshire Direct, Library & Information Centre

N&B

Location	Current opening hours	Performance																
St. Paul's Road Stockingford Nuneaton CV10	<p align="center">53.0 per week</p> <p align="center">2,756.0 per annum</p> <p>Monday 08:00 -18:00 Tuesday 08:00 -18:00 Wednesday 08:00 -18:00 Thursday 08:00 -18:00 Friday 08:00 -18:00 Saturday 10:00 -13:00 Sunday Closed</p>	<table border="1"> <thead> <tr> <th></th> <th>Annually</th> <th>Per Hour*</th> </tr> </thead> <tbody> <tr> <td>Visits</td> <td align="right">92,443</td> <td align="right">33.54</td> </tr> <tr> <td>Enquiries</td> <td align="right">4,844</td> <td align="right">1.76</td> </tr> <tr> <td>Loan Issues</td> <td align="right">22,547</td> <td align="right">8.18</td> </tr> <tr> <td>Computer Sessions</td> <td align="right">3,995</td> <td align="right">1.45</td> </tr> </tbody> </table>		Annually	Per Hour*	Visits	92,443	33.54	Enquiries	4,844	1.76	Loan Issues	22,547	8.18	Computer Sessions	3,995	1.45	
	Annually	Per Hour*																
Visits	92,443	33.54																
Enquiries	4,844	1.76																
Loan Issues	22,547	8.18																
Computer Sessions	3,995	1.45																
Premises	WCC Owned	Nearest Library																
		Nuneaton 3 Miles																

Customer Information					Library Survey Data	
Age Profile (Years)	Registered Borrowers		*Who Borrowing Items (Last 12 Months)		Question Asked	% Response
	No.	%	No.	%		
	0-4	426	28%	222		
5-15	517	34%	179	29%	Actually Borrowed Books	53.5%
16-64	472	31%	185	30%	Come To Use Computer	27.7%
65+	106	7%	31	5%	Actually Used Computer	27.7%
Total:	1,521	100%	617	100%	Come To Find Something Out	27.3%
					Did You Succeed? (Yes)	51.9%
					Did You Succeed? (In Part)	9.3%
					Would Use Evening Mobile Service	40.9%
					Would Use Weekend Mobile Service	27.3%
					Would Use After School Mobile Service	22.7%
					Would Not Use A Mobile Service At All	34.8%

* Percentages above have been rounded up or down, so may not seem to equal 100% in all cases.

Annual Revenue Budget		
Expenditure Type	£	Comments
Employee	-	Expenditure budget transferred to Stockingford One Stop Shop.
Property	-	
Transport	-	
Supplies & Services	-	
Income	(4,600)	
Net Budget:	(4,600)	

Savings Per Year		
Expenditure Type	£	Comments
Employee	-	
Property	-	
Transport	-	
Supplies & Services	-	
Total Saved:	-	
Loss of Income	-	
Net Saving:	-	

Current offer
Books, talking books, large print, children's films, photocopying and fax services, free computer use, events & activities Children's Centre

Regular Events
Rhyme Time

Public Transport Links
To be insterted

Suggested Alternative Services
N/A

**APPENDIX Bxxviii: LIBRARY INFORMATION SUMMARY SHEET - STRATFORD-UPON-AVON LIBRARY
FUTURE OF LIBRARY SERVICES REPORT
REPORT DATE: 17-03-11**

Stratford-upon-Avon Library & Information Centre		South																													
Location	Current opening hours	Performance																													
Henly Street Stafford-upon-Avon CV37 6PZ	<div style="border: 1px solid black; padding: 2px; margin-bottom: 5px;">53.0 per week</div> <div style="border: 1px solid black; padding: 2px; margin-bottom: 5px;">2,756.0 per annum</div> <table style="width: 100%; border-collapse: collapse;"> <tr><td>Monday</td><td>09:00 - 17:30</td></tr> <tr><td>Tuesday</td><td>10:00 - 17:30</td></tr> <tr><td>Wednesday</td><td>09:00 - 17:30</td></tr> <tr><td>Thursday</td><td>09:00 - 17:30</td></tr> <tr><td>Friday</td><td>09:00 - 17:30</td></tr> <tr><td>Saturday</td><td>09:30 - 17:30</td></tr> <tr><td>Sunday</td><td>12:00 - 16:00</td></tr> </table>	Monday	09:00 - 17:30	Tuesday	10:00 - 17:30	Wednesday	09:00 - 17:30	Thursday	09:00 - 17:30	Friday	09:00 - 17:30	Saturday	09:30 - 17:30	Sunday	12:00 - 16:00	<table style="width: 100%; border-collapse: collapse;"> <tr> <td></td> <td style="text-align: center;">Annually</td> <td style="text-align: center;">Per Hour*</td> </tr> <tr> <td>Visits</td> <td style="text-align: right;">236,801</td> <td style="text-align: right;">85.92</td> </tr> <tr> <td>Enquiries</td> <td style="text-align: right;">59,465</td> <td style="text-align: right;">21.58</td> </tr> <tr> <td>Loan Issues</td> <td style="text-align: right;">150,891</td> <td style="text-align: right;">54.75</td> </tr> <tr> <td>Computer Sessions</td> <td style="text-align: right;">52,509</td> <td style="text-align: right;">19.05</td> </tr> </table> <p>*Per Scheduled Hours Open</p>		Annually	Per Hour*	Visits	236,801	85.92	Enquiries	59,465	21.58	Loan Issues	150,891	54.75	Computer Sessions	52,509	19.05
Monday	09:00 - 17:30																														
Tuesday	10:00 - 17:30																														
Wednesday	09:00 - 17:30																														
Thursday	09:00 - 17:30																														
Friday	09:00 - 17:30																														
Saturday	09:30 - 17:30																														
Sunday	12:00 - 16:00																														
	Annually	Per Hour*																													
Visits	236,801	85.92																													
Enquiries	59,465	21.58																													
Loan Issues	150,891	54.75																													
Computer Sessions	52,509	19.05																													
Premises		Nearest Library																													
WCC Owned		Alcester 8 Miles, Wellesbourne 6.2 Miles																													
Customer Information		Library Survey Data																													
Age Profile (Years)	Registered Borrowers		Question Asked	% Response																											
	No.	%			No.	%																									
0-4	1,041	5%	649	9%	Come To Borrow Books	56.3%																									
5-15	2,498	12%	865	12%	Actually Borrowed Books	47.0%																									
16-64	12,491	60%	3,460	48%	Come To Use Computer	29.2%																									
65+	4,788	23%	2,307	32%	Actually Used Computer	27.0%																									
Total:	20,819	100%	7,280	101%	Come To Find Something Out	30.9%																									
					Did You Succeed? (Yes)	50.0%																									
					Did You Succeed? (In Part)	20.0%																									
					Would Use Evening Mobile Service	30.5%																									
					Would Use Weekend Mobile Service	24.2%																									
					Would Use After School Mobile Service	7.6%																									
					Would Not Use A Mobile Service At All	47.1%																									

* Percentages above have been rounded up or down, so may not seem to equal 100% in all cases.

Annual Revenue Budget		
Expenditure Type	£	Comments
Employee	365,034	
Property	69,328	Property budgets to transfer to Resources.
Transport	9,653	Transport budget relates to all costs with Southern Division.
Supplies & Services	49,881	
Income	(81,034)	
Net Budget:	412,862	

Savings Per Year		
Expenditure Type	£	Comments
Employee	(75,679)	Savings made through reduction of weekly opening hours
Property	-	Property budgets to transfer to Resources.
Transport	-	
Supplies & Services	-	
Total Saved:	(75,679)	
Loss of Income	-	
Net Saving:	(75,679)	

Current offer
Books, talking books, large print, children's films, photocopying and fax services, free computer use, events & activities

Regular Events
Rhyme Time, Silver Surfers, Reading Group, Wiggle & Jiggle, Family history group

Public Transport Links
To be insterted

Suggested Alternative Services

Studley Library & Information Centre

South

No longer sustainable in current form

Location
High Street Studley B80 7HJ

Current opening hours	
	19.0 per week
	988.0 per annum
Monday	Closed
Tuesday	10:00 - 13:00, 14:00 - 17:30
Wednesday	Closed
Thursday	10:00 - 13:00, 14:00 - 17:30
Friday	10:00 - 13:00
Saturday	09:30 - 12:30
Sunday	Closed

	Performance	
	Annually	Per Hour*
Visits	21,680	21.94
Enquiries	8,597	8.70
Loan Issues	29,151	29.51
Computer Sessions	1,411	1.43

*Per Scheduled Hours Open

Premises
WCC Owned

Nearest Library
Alcester 5 Miles

Customer Information				
Age Profile (Years)	Registered Borrowers		*Who Borrowing Items (Last 12 Months)	
	No.	%	No.	%
	0-4	242	9%	143
5-15	727	27%	235	23%
16-64	1,265	47%	440	43%
65+	458	17%	215	21%
Total:	2,692	100%	1,033	101%

Library Survey Data	
Question Asked	% Response
Come To Borrow Books	86.3%
Actually Borrowed Books	78.8%
Come To Use Computer	5.7%
Actually Used Computer	5.7%
Come To Find Something Out	22.0%
Did You Succeed? (Yes)	51.4%
Did You Succeed? (In Part)	12.5%
Would Use Evening Mobile Service	39.5%
Would Use Weekend Mobile Service	35.4%
Would Use After School Mobile Service	9.5%
Would Not Use A Mobile Service At All	42.2%

* Percentages above have been rounded up or down, so may not seem to equal 100% in all cases.

Annual Revenue Budget		
Expenditure Type	£	Comments
Employee	17,295	
Property	10,815	Property budgets to transfer to Resources.
Transport	-	Transport budget & costs for Studley are held by Stratford Library
Supplies & Services	612	
Income	(3,799)	
Net Budget:	24,923	

Savings Per Year		
Expenditure Type	£	Comments
Employee	17,295	
Property	10,815	Property budgets to transfer to Resources.
Transport	-	
Supplies & Services	612	
Total Saved:	28,722	
Loss of Income	(3,799)	
Net Saving:	24,923	

Current offer
 Books, talking books, large print, children's films, photocopying and fax services, free computer use, events & activities
 WCC touchdown centre, bookstart gifting point for all 5 key stages of child's development

Regular Events
 Rhyme Time, Silver Surfers

Public Transport Links
 To be insterted

Suggested Alternative Services
 Regular mobile library visits.
 Outreach and community Librarian to support local groups.
 Promotion of on-line and housebound services.

APPENDIX Bxxx: LIBRARY INFORMATION SUMMARY SHEET - WARWICK LIBRARY
FUTURE OF LIBRARY SERVICES REPORT
REPORT DATE: 17-03-11

Warwick Library & Information Centre

Central

Location
Barrack Street Warwick CV34 4TH

Current opening hours	
	51.5 per week
	2,678.0 per annum
Monday	09:00 - 19:00
Tuesday	09:00 - 17:30
Wednesday	09:00 - 17:30
Thursday	10:00 - 19:00
Friday	09:00 - 17:30
Saturday	09:00 - 16:00
Sunday	Closed

Performance		
	Annually	Per Hour*
Visits	133,123	49.71
Enquiries	23,950	8.94
Loan Issues	224,279	83.75
Computer Sessions	16,709	6.24
*Per Scheduled Hours Open		

Premises
WCC Owned

Nearest Library
Leamington 2.8 Miles

Customer Information				
Age Profile (Years)	Registered Borrowers		*Who Borrowing Items (Last 12 Months)	
	No.	%	No.	%
	0-4	1,063	7%	677
5-15	2,127	14%	738	12%
16-64	8,811	58%	3,138	51%
65+	3,190	21%	1,600	26%
Total:	15,192	100%	6,152	100%

Library Survey Data	
Question Asked	% Response
Come To Borrow Books	65.3%
Actually Borrowed Books	55.8%
Come To Use Computer	12.9%
Actually Used Computer	12.7%
Come To Find Something Out	25.9%
Did You Succeed? (Yes)	46.6%
Did You Succeed? (In Part)	15.5%
Would Use Evening Mobile Service	36.2%
Would Use Weekend Mobile Service	21.3%
Would Use After School Mobile Service	9.8%
Would Not Use A Mobile Service At All	47.7%

* Percentages above have been rounded up or down, so may not seem to equal 100% in all cases.

Annual Revenue Budget		
Expenditure Type	£	Comments
Employee	198,805	
Property	213,031	Property budgets to transfer to Resources.
Transport	850	
Supplies & Services	15,647	
Income	(42,820)	
Net Budget:	385,513	

Savings Per Year		
Expenditure Type	£	Comments
Employee	-	
Property	-	Property budgets to transfer to Resources.
Transport	-	
Supplies & Services	-	
Total Saved:	-	
Loss of Income	-	
Net Saving:	-	

Current offer

Books, talking books, large print, children's films, photocopying and fax services, free computer use, events & activities

Regular Events

Rhyme Time, Silver Surfers, Online Basics, Family History Group, Family History Courses, Library Reading Group

Public Transport Links

To be insterted

Suggested Alternative Services

N/A

Water Orton Library & Information Centre

North

No longer sustainable in current form

Location
Mickle Meadow Coleshill Road Water Orton Birmingham, B46 1SN

Current opening hours	
	12.0 per week
	624.0 per annum
Monday	Closed
Tuesday	10:00 -13:00, 14:00 - 18:00
Wednesday	14:00 - 19:00
Thursday	Closed
Friday	10:00 -13:00, 14:00 - 18:00
Saturday	10:00 -13:00
Sunday	Closed

Performance		
	Annually	Per Hour*
Visits	8,635	13.84
Enquiries	1,525	2.44
Loan Issues	8,959	14.36
Computer Sessions	1,441	2.31

*Per Scheduled Hours Open

Premises
WCC Owned

Nearest Library
Athersone 13 Miles, Castle Vale 2.2 Miles (Birmingham), Castle Bromwich 2.2 Miles (Solihull)

Customer Information				
Age Profile (Years)	Registered Borrowers		*Who Borrowing Items (Last 12 Months)	
	No.	%	No.	%
0-4	130	8%	70	12%
5-15	405	25%	117	20%
16-64	762	47%	235	40%
65+	324	20%	158	27%
Total:	1,621	100%	581	99%

Library Survey Data	
Question Asked	% Response
Come To Borrow Books	81.6%
Actually Borrowed Books	77.1%
Come To Use Computer	20.4%
Actually Used Computer	20.4%
Come To Find Something Out	20.4%
Did You Succeed? (Yes)	40.9%
Did You Succeed? (In Part)	4.5%
Would Use Evening Mobile Service	28.9%
Would Use Weekend Mobile Service	23.7%
Would Use After School Mobile Service	7.9%
Would Not Use A Mobile Service At All	52.6%

* Percentages above have been rounded up or down, so may not seem to equal 100% in all cases.

Annual Revenue Budget		
Expenditure Type	£	Comments
Employee	19,036	
Property	6,317	Property budgets to transfer to Resources.
Transport	325	
Supplies & Services	895	
Income	(4,976)	
Net Budget:	21,597	

Savings Per Year		
Expenditure Type	£	Comments
Employee	19,036	
Property	6,317	Property budgets to transfer to Resources.
Transport	325	
Supplies & Services	895	
Total Saved:	26,573	
Loss of Income	(4,976)	
Net Saving:	21,597	

Current offer
Books, talking books, large print, children's films, photocopying and fax services, free computer use, events & activities WCC touchdown centre, bookstart gifting point for all 5 key stages of child's development

Regular Events
Silver Surfers, Story Stomp, Adult Readers Group, Local History Group

Public Transport Links
To be insterted

Suggested Alternative Services
Develop shared services with Birmingham and Solihull Regular mobile library visits. Outreach and community Librarian to support local groups. Promotion of on-line and housebound services.

APPENDIX Bxxxii: LIBRARY INFORMATION SUMMARY SHEET - WELLESBOURNE LIBRARY
FUTURE OF LIBRARY SERVICES REPORT
REPORT DATE: 17-03-11

Wellesbourne Library & Information Centre & Children's Centre **South**

Location
Kineton Road Wellesbourne Warwick CV35 9NF

Current opening hours	
29.0	per week
1,508.0	per annum
Monday	09:30 - 13:00
Tuesday	09:30 - 13:00, 14:00 - 17:30
Wednesday	09:30 - 13:00, 14:00 - 19:00
Thursday	Closed
Friday	09:30 - 13:00, 14:00 - 17:30
Saturday	09:30 - 12:30
Sunday	Closed

Performance		
	Annually	Per Hour*
Visits	31,976	21.20
Enquiries	4,840	3.21
Loan Issues	44,116	29.25
Computer Sessions	3,481	2.31
*Per Scheduled Hours Open		

Premises
WCC Owned

Nearest Library
Stratford 6 Miles

Customer Information				
Age Profile (Years)	Registered Borrowers		*Who Borrowing Items (Last 12 Months)	
	No.	%	No.	%
	0-4	338	10%	213
5-15	744	22%	312	22%
16-64	1,521	45%	511	36%
65+	811	24%	397	28%
Total:	3,414	101%	1,433	101%

Library Survey Data	
Question Asked	% Response
Come To Borrow Books	74.4%
Actually Borrowed Books	67.9%
Come To Use Computer	15.3%
Actually Used Computer	12.6%
Come To Find Something Out	22.0%
Did You Succeed? (Yes)	50.0%
Did You Succeed? (In Part)	13.2%
Would Use Evening Mobile Service	34.1%
Would Use Weekend Mobile Service	18.2%
Would Use After School Mobile Service	9.8%
Would Not Use A Mobile Service At All	48.5%

* Percentages above have been rounded up or down, so may not seem to equal 100% in all cases.

Annual Revenue Budget		
Expenditure Type	£	Comments
Employee	31,218	
Property	10,082	Property budgets to transfer to Resources.
Transport	-	Transport budgets & costs for Wellesbourne are held by Stratford Library
Supplies & Services	2,982	
Income	(8,906)	
Net Budget:	35,376	

Savings Per Year		
Expenditure Type	£	Comments
Employee	(9,360)	
Property	-	Property budgets to transfer to Resources.
Transport	-	
Supplies & Services	-	
Total Saved:	(9,360)	
Loss of Income	-	
Net Saving:	(9,360)	

Current offer
Books, talking books, large print, children's films, photocopying and fax services, free computer use, events & activities Children's Centre

Regular Events
Rhyme Time, Silver Surfers, Story Stomp

Public Transport Links
To be insterted

Suggested Alternative Services

**APPENDIX Bxxxiii: LIBRARY INFORMATION SUMMARY SHEET - WHITNASH LIBRARY
FUTURE OF LIBRARY SERVICES REPORT
REPORT DATE: 17-03-11**

Whitnash Warwickshire Direct & Library & Information Centre

Central

Location
Franklin Road Whitnash Leamington Spa CV31 2JH

Current opening hours	
45.0	per week
2,340.0	per annum
Monday	09:30 -17:30
Tuesday	09:30 -19:00
Wednesday	10:30 -17:30
Thursday	09:30 -19:00
Friday	09:30 -17:30
Saturday	09:30 -12:30
Sunday	Closed

Performance		
	Annually	Per Hour*
Visits	34,784	14.86
Enquiries	2,126	0.91
Loan Issues	31,056	13.27
Computer Sessions	5,265	2.25
*Per Scheduled Hours Open		

Premises
WCC Owned

Nearest Library
Leamington 1.7 Miles

Customer Information				
Age Profile (Years)	Registered Borrowers		*Who Borrowing Items (Last 12 Months)	
	No.	%	No.	%
0-4	246	11%	163	18%
5-15	604	27%	254	28%
16-64	1,074	48%	336	37%
65+	313	14%	154	17%
Total:	2,238	100%	908	100%

Library Survey Data	
Question Asked	% Response
Come To Borrow Books	67.0%
Actually Borrowed Books	60.0%
Come To Use Computer	23.0%
Actually Used Computer	23.1%
Come To Find Something Out	28.4%
Did You Succeed? (Yes)	53.3%
Did You Succeed? (In Part)	17.4%
Would Use Evening Mobile Service	40.3%
Would Use Weekend Mobile Service	29.5%
Would Use After School Mobile Service	12.1%
Would Not Use A Mobile Service At All	44.3%

* Percentages above have been rounded up or down, so may not seem to equal 100% in all cases.

Annual Revenue Budget		
Expenditure Type	£	Comments
Employee	22,204	Property budgets to transfer to Resources.
Property	9,911	
Transport	30	
Supplies & Services	1,989	
Income	(5,125)	
Net Budget:	29,009	

Savings Per Year		
Expenditure Type	£	Comments
Employee	(8,118)	Property budgets to transfer to Resources.
Property	-	
Transport	-	
Supplies & Services	-	
Total Saved:	(8,118)	
Loss of Income	-	
Net Saving:	(8,118)	

Current offer

Books, talking books, large print, children's films, photocopying and fax services, free computer use, events & activities
Police Enquiries

Regular Events

Silver Surfers

Public Transport Links

To be insterted

Suggested Alternative Services

N/A

**APPENDIX Bxxxiv: LIBRARY INFORMATION SUMMARY SHEET - WOLSTON LIBRARY
FUTURE OF LIBRARY SERVICES REPORT
REPORT DATE: 17-03-11**

Wolston Library & Information Centre & Children's Centre	East
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Location	Current opening hours																		
Warwick Road Wolston Coventry CV8 3GX	<table border="1" style="width:100%; border-collapse: collapse;"> <tr> <td style="text-align: center;">15.0</td> <td>per week</td> </tr> <tr> <td style="text-align: center;">780.0</td> <td>per annum</td> </tr> <tr> <td>Monday</td> <td>Closed</td> </tr> <tr> <td>Tuesday</td> <td>09:30 - 13:00, 14:00 - 19:00</td> </tr> <tr> <td>Wednesday</td> <td>Closed</td> </tr> <tr> <td>Thursday</td> <td>Closed</td> </tr> <tr> <td>Friday</td> <td>09:30 - 13:00, 14:00 - 17:00</td> </tr> <tr> <td>Saturday</td> <td>Closed</td> </tr> <tr> <td>Sunday</td> <td>Closed</td> </tr> </table>	15.0	per week	780.0	per annum	Monday	Closed	Tuesday	09:30 - 13:00, 14:00 - 19:00	Wednesday	Closed	Thursday	Closed	Friday	09:30 - 13:00, 14:00 - 17:00	Saturday	Closed	Sunday	Closed
15.0	per week																		
780.0	per annum																		
Monday	Closed																		
Tuesday	09:30 - 13:00, 14:00 - 19:00																		
Wednesday	Closed																		
Thursday	Closed																		
Friday	09:30 - 13:00, 14:00 - 17:00																		
Saturday	Closed																		
Sunday	Closed																		
Premises	WCC Owned																		

Performance		
	Annually	Per Hour*
Visits	8,859	11.36
Enquiries	1,618	2.07
Loan Issues	15,753	20.20
Computer Sessions	1,369	1.76
*Per Scheduled Hours Open		

Nearest Library
Rugby 6 Miles

Customer Information				
Age Profile (Years)	Registered Borrowers		*Who Borrowing Items (Last 12 Months)	
	No.	%	No.	%
	0-4	102	9%	63
5-15	282	25%	94	21%
16-64	519	46%	175	39%
65+	215	19%	112	25%
Total:	1,118	99%	444	99%

Library Survey Data	
Question Asked	% Response
Come To Borrow Books	81.3%
Actually Borrowed Books	75.0%
Come To Use Computer	21.9%
Actually Used Computer	25.0%
Come To Find Something Out	25.0%
Did You Succeed? (Yes)	64.3%
Did You Succeed? (In Part)	7.1%
Would Use Evening Mobile Service	40.0%
Would Use Weekend Mobile Service	20.0%
Would Use After School Mobile Service	15.0%
Would Not Use A Mobile Service At All	50.0%

* Percentages above have been rounded up or down, so may not seem to equal 100% in all cases.

Annual Revenue Budget		
Expenditure Type	£	Comments
Employee	27,928	Property budgets to transfer to Resources.
Property	-	
Transport	-	
Supplies & Services	437	
Income	(1,194)	
Net Budget:	27,171	

Savings Per Year		
Expenditure Type	£	Comments
Employee	-	Property budgets to transfer to Resources.
Property	-	
Transport	-	
Supplies & Services	-	
Total Saved:	-	
Loss of Income	-	
Net Saving:	-	

Current offer
Books, talking books, large print, children's films, photocopying and fax services, free computer use, events & activities

Regular Events
Rhyme Time, Silver Surfers, Story Stomp

Public Transport Links
To be insterted

Suggested Alternative Services
N/A

Alcester Mobile Library		Mobile																																																										
Location	Current opening hours	Performance																																																										
Mobile Library Base Alcester	<input type="text" value="15.5"/> per week <input type="text" value="806.0"/> per annum Monday Tuesday Wednesday Different stay and stop times Thursday daily over three week schedule Friday Saturday Sunday	<table border="1" style="width:100%; border-collapse: collapse;"> <tr> <td></td> <td style="text-align: center;">Annually</td> <td style="text-align: center;">Per Hour*</td> </tr> <tr> <td>Visits</td> <td style="text-align: center;">6,061</td> <td style="text-align: center;">7.52</td> </tr> <tr> <td>Enquiries</td> <td style="text-align: center;">1,163</td> <td style="text-align: center;">1.44</td> </tr> <tr> <td>Loan Issues</td> <td colspan="2" style="text-align: center;">Not Available</td> </tr> <tr> <td>Computer Sessions</td> <td style="text-align: center;">N/A</td> <td style="text-align: center;">N/A</td> </tr> </table> <p>*Per Scheduled Hours Open **Individual Mobile Issue Numbers Are Not Tracked.</p>		Annually	Per Hour*	Visits	6,061	7.52	Enquiries	1,163	1.44	Loan Issues	Not Available		Computer Sessions	N/A	N/A																																											
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Computer Sessions	N/A	N/A																																																										
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<p>* Customer information data is for whole Mobile Library Service Percentages above have been rounded up or down, so may not seem to equal 100% in all cases.</p>																																																												
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Current offer																																																												
Regular Events																																																												
Public Transport Links																																																												
Suggested Alternative Services																																																												

**APPENDIX Bxxxvi: LIBRARY INFORMATION SUMMARY SHEET - ATHERSTONE MOBILE LIBRARY
FUTURE OF LIBRARY SERVICES REPORT - REPORT DATE: 17-03-11**

Atherstone Mobile Library		Mobile																																																										
Location	Current opening hours	Performance																																																										
Mobile Library Base Atherstone	<input type="text" value="14.1"/> per week <input type="text" value="732.2"/> per annum Monday Tuesday Wednesday Different stay and stop times Thursday daily over three week schedule Friday Saturday Sunday	<table border="1" style="width:100%; border-collapse: collapse;"> <tr> <td></td> <td style="text-align: center;">Annually</td> <td style="text-align: center;">Per Hour*</td> </tr> <tr> <td>Visits</td> <td style="text-align: center;">4,987</td> <td style="text-align: center;">6.81</td> </tr> <tr> <td>Enquiries</td> <td style="text-align: center;">325</td> <td style="text-align: center;">0.44</td> </tr> <tr> <td>Loan Issues</td> <td colspan="2" style="text-align: center;">Not Available</td> </tr> <tr> <td>Computer Sessions</td> <td style="text-align: center;">N/A</td> <td style="text-align: center;">N/A</td> </tr> </table> <p>*Per Scheduled Hours Open **Individual Mobile Issue Numbers Are Not Tracked.</p>		Annually	Per Hour*	Visits	4,987	6.81	Enquiries	325	0.44	Loan Issues	Not Available		Computer Sessions	N/A	N/A																																											
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**APPENDIX Bxxxvii: LIBRARY INFORMATION SUMMARY SHEET - BEDWORTH MOBILE LIBRARY
FUTURE OF LIBRARY SERVICES REPORT - REPORT DATE: 17-03-11**

Bedworth Mobile Library		Mobile																																																										
Location	Current opening hours	Performance																																																										
Mobile Library Base Bedworth	<input type="text" value="14.1"/> per week <input type="text" value="731.1"/> per annum Monday Tuesday Wednesday Different stay and stop times Thursday daily over three week schedule Friday Saturday Sunday	<table border="1" style="width:100%; border-collapse: collapse;"> <thead> <tr> <th></th> <th style="text-align: center;">Annually</th> <th style="text-align: center;">Per Hour*</th> </tr> </thead> <tbody> <tr> <td>Visits</td> <td style="text-align: center;">5,729</td> <td style="text-align: center;">7.84</td> </tr> <tr> <td>Enquiries</td> <td style="text-align: center;">1,484</td> <td style="text-align: center;">2.03</td> </tr> <tr> <td>Loan Issues</td> <td colspan="2" style="text-align: center;">Not Available</td> </tr> <tr> <td>Computer Sessions</td> <td style="text-align: center;">N/A</td> <td style="text-align: center;">N/A</td> </tr> </tbody> </table> <p>*Per Scheduled Hours Open **Individual Mobile Issue Numbers Are Not Tracked.</p>		Annually	Per Hour*	Visits	5,729	7.84	Enquiries	1,484	2.03	Loan Issues	Not Available		Computer Sessions	N/A	N/A																																											
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**APPENDIX Bxxxviii: LIBRARY INFORMATION SUMMARY SHEET - KENILWORTH MOBILE LIBRARY
FUTURE OF LIBRARY SERVICES REPORT - REPORT DATE: 17-03-11**

Kenilworth Mobile Library		Mobile																																																										
Location	Current opening hours	Performance																																																										
Mobile Library Base Kenilworth	<input type="text" value="16.7"/> per week <input type="text" value="867.9"/> per annum Monday Tuesday Wednesday Different stay and stop times Thursday daily over three week schedule Friday Saturday Sunday	<table border="1" style="width:100%; border-collapse: collapse;"> <tr> <td></td> <td style="text-align: center;">Annually</td> <td style="text-align: center;">Per Hour*</td> </tr> <tr> <td>Visits</td> <td style="text-align: center;">5,432</td> <td style="text-align: center;">6.26</td> </tr> <tr> <td>Enquiries</td> <td style="text-align: center;">793</td> <td style="text-align: center;">0.91</td> </tr> <tr> <td>Loan Issues</td> <td colspan="2" style="text-align: center;">Not Available</td> </tr> <tr> <td>Computer Sessions</td> <td style="text-align: center;">N/A</td> <td style="text-align: center;">N/A</td> </tr> </table> <p>*Per Scheduled Hours Open **Individual Mobile Issue Numbers Are Not Tracked.</p>		Annually	Per Hour*	Visits	5,432	6.26	Enquiries	793	0.91	Loan Issues	Not Available		Computer Sessions	N/A	N/A																																											
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**APPENDIX Bxxxv: LIBRARY INFORMATION SUMMARY SHEET - SOUTHAM MOBILE LIBRARY
FUTURE OF LIBRARY SERVICES REPORT - REPORT DATE: 17-03-11**

Southam Mobile Library		Mobile																																																										
Location	Current opening hours	Performance																																																										
Mobile Library Base Southam	<input type="text" value="14.3"/> per week <input type="text" value="741.0"/> per annum Monday Tuesday Wednesday Different stay and stop times Thursday daily over three week schedule Friday Saturday Sunday	<table border="1" style="width:100%; border-collapse: collapse;"> <thead> <tr> <th></th> <th style="text-align: center;">Annually</th> <th style="text-align: center;">Per Hour*</th> </tr> </thead> <tbody> <tr> <td>Visits</td> <td style="text-align: right;">5,907</td> <td style="text-align: right;">7.97</td> </tr> <tr> <td>Enquiries</td> <td style="text-align: right;">1,049</td> <td style="text-align: right;">1.42</td> </tr> <tr> <td>Loan Issues</td> <td colspan="2" style="text-align: center;">Not Available**</td> </tr> <tr> <td>Computer Sessions</td> <td style="text-align: right;">0</td> <td style="text-align: center;">N/A</td> </tr> </tbody> </table> <p>*Per Scheduled Hours Open **Individual Mobile Issue Numbers Are Not Tracked.</p>		Annually	Per Hour*	Visits	5,907	7.97	Enquiries	1,049	1.42	Loan Issues	Not Available**		Computer Sessions	0	N/A																																											
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