

EDUCATION AND LEISURE SERVICES



Kingston Library Service

Annual Library Plan 2003

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INTRODUCTION

1. From 1998 – 2002 all library authorities submitted an Annual Library Plan (ALP) to the Department of Culture, Media and Sport (DCMS) for assessment. The content and format was set by DCMS. The ALP 2002 was assessed as 'satisfactory'. For 2003 the Position Statement has replaced the ALP. The Position Statement sets out the information required from each authority including achievement of Public Library Standards (PLS), response to the DCMS 'Framework for the Future' Libraries Learning and Information in the next decade' and corporate vision, and how the Library Service helps deliver these council priorities.
2. In November 2002 the Government's statement on 'freedoms and flexibilities' stated that authorities classified as excellent in the CPA (Continual Performance Assessment) process were not required to submit a Position Statement to DCMS. Kingston upon Thames is not therefore required to submit a Position Statement to DCMS in 2003.
3. However to ensure that this authority's Library Service continues to plan and develop services that meet national and council targets and the needs of local residents an Annual Library Plan, in a concise format, will continue to be submitted to the relevant committees for discussion and ratification. The ALP 2003 also, as requested by Neighbourhood Committees, contains more information regarding budgets, performance, plans, challenges and opportunities at neighbourhood level.
4. The ALP 2003 reviews last year's performance (April 2002- March 2003), the Action Plan for the current year (April 2003 – March 2004) and outlines plans for the forthcoming year (April 2004 – March 2005).

ORGANISATION OF THE LIBRARY SERVICE

5. Kingston Library Service is managed at Neighbourhood and Executive level; Strategic Services including computer services and the Community Library are within the remit of the Executive member for Young People and Lifelong Learning, branch libraries are the responsibility of the relevant Neighbourhood Committee (Kingston Town – Tudor Drive and Kingston libraries; Maldens and Coombe – Old Malden and New Malden libraries; South of the Borough – Hook and Chessington library; Surbiton – Tolworth and Surbiton libraries).

MEETING NATIONAL AND COUNCIL TARGETS

6. National Targets
 - Public Library Standards
Public Library Standards were issued by DCMS in 2001 assist Library authorities to meet a minimum standard in key areas of public library service provision by 2004. PLS include levels for stock purchase, opening hours and staffing. There are 19 PLS, of these 3 are not applicable to this authority. Kingston

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currently meets 6 of the remaining 16 and does not meet 10. Annex A gives details of Kingston's performance against the Public Library Standards.

- *Framework for the Future (Framework)*
Framework sets out 4 key areas for achievement:
Books, reading and learning; Digital Citizenship; Community and civic values; Building capacity to deliver transformation.

7. Council Targets

- The Library Service is working to achieve the following key council objectives:
Working in Partnership; Developing Education and Lifelong Learning; Enhancing the Quality of Life.

The actions to meet both *Framework* and Council targets are indicated in the Review of the Action Plan 2002/03 (paragraph 10) and the Action Plan for 2003/04 (paragraph 22)

RESOURCES: BUDGETS

8. The budgets for strategic library services and for branch libraries, held by each neighbourhood, are set out below.

	Strategic Services	Kingston Town	Maldens and Coombe	South of the Borough	Surbiton
	£	£	£	£	£
Employees	585,500	347,940	307,940	122,410	405,810
Premises					
Running expenses	20,730	39,010	34,780	11,700	84,430
Repair and Maintenance of buildings	4,630	30,720	26,560	11,060	25,560
Transport	16,630	0	0	0	100
Supplies and Services					
Books and other media	82,850	74,630	48,780	21,120	58,090
Other	151,950	9,200	5,380	2,390	9,930
Support Services	150,090	2,810	1,970	970	2,820
Capital Charges	103,600	60,510	78,290	13,610	71,850
Gross Expenditure	1,115,98	564,820	503,700	183,260	658,590
Income					
Grants	-34,890	0	0	0	
Client receipts	-4,020	-60,500	-51,570	-17,720	-101,900
From schools delegated budgets	-33,370	0	0	0	0
Total income	-72,280	-60,500	-51,570	-17,720	-101,900
Net Expenditure	1,043,70	504,320	-452,130	165,540	556,690

COMPARISON WITH 15 OUTER LONDON LIBRARY AUTHORITIES

9. Source: Public Library Statistics 2002/03 Estimates (CIPFA)

Resources	Professional staff per 1,000 pop.	Other staff per 1,000 pop.	% of professional staff per other staff	Book stock per 1,000 pop.	Libraries per 100,000 pop.	Hours of access per 1,000 pop.
Kingston	0.08	0.40	0.21	1,578	5.3	1.99
Selection average	0.16	0.35	0.45	1,991	5.4	2.08

Financial Information	Kingston	Selection average
<u>Employees</u>		
Per 1,000 population	0.48	0.50
Employee costs per employee	£22,342	£22,552
Employee costs per head of population	£10.69	£11.37
<u>Premises</u>	£1.62	£1.92
<u>Acquisitions</u>		
Books and pamphlets	£1.32	£1.83
Newspapers	£0.07	£0.12
Sound and video	£0.12	£0.27
Other acquisitions	£0.02	£0.06
Binding	£0.02	£0.05
Total acquisitions costs per head of population	£1.54	£2.33
Other costs	£1.52	£2.03
Central support costs	£0.71	£2.30
TOTAL EXPENDITURE per head pop.	£16.08	£19.95
INCOME per head of pop.	£1.62	£1.69
NET EXPENDITURE	£14.47	£18.26

REVIEW OF THE ACTION PLAN 2002-2003

10. During the year 2002/3 the Library Service concentrated on the following areas of service in order to meet government targets and council and neighbourhood priorities. These were:

- Improving standards of service
- Improving social inclusion
- Supporting learning through libraries
- Reader development
- Modernisation of the service

The following table gives brief details of the key work undertaken.

11. **Action Plan 2002 - 03**

	What we proposed	What we achieved	What was the result
Improving standards of service	Policy Framework to be submitted to neighbourhoods for ratification	The Policy Framework was approved in July 2002	Ensures consistency of service over the borough e.g. fines and charges
	Use Beacon status libraries to compare and improve our services	17 staff (all areas) attended 5 Beacon Training days	Setting up the Marketing Team to improve publications / publicity
	Feasibility study to increase opening hours, to move nearer achievement of PLS 3	Consultation with staff / changes to work patterns agreed	Increase in weekly opening by 2.5 hours (Old Malden Library), within current resources
	Undertake CIPFA plus and Children's Surveys	An evaluation report was submitted / assessed by Library Management Team	Results inform planning / purchasing decisions
	Participation in 'First Impressions' Mystery Shopping (Share Consortium)	An Assessment Report of all KUT libraries testing image and first impressions; a comparison with all libraries of 5 nearest neighbours	Improvements to individual libraries / services. The results inform the purchasing plan for equipment / guiding for branches for 2003/04
	Investigate working in partnership with neighbouring authorities and agencies	Shared publicity with Worcester Park Library; Investigate outreach collections	Improved information on council /library services for residents Pilot collection in Old Malden Housing office;
Improve social inclusion	Review of library provision for young people	Youth librarian in post March 03 (additional revenue funding)	Consultation with key agencies / stakeholders underway

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	What we proposed	What we achieved	What was the result
	Outreach (off site) visits to groups / agencies to promote reading, learning and library usage	Partnership working with voluntary agencies / Community Services; 8 groups visited	Established outreach and library visits for Looked-after Children; Milapp; New Deal for Lone Parents; Children in hospital; Child Carers; Travellers
	Training: Computer skills for older people	One to one, free taster sessions for older people with no / little computer knowledge	Increase in computer usage by this age group at all libraries
	Improve IT and learning facilities for partially sighted people	Consultation with users and relevant agencies; trial of equipment at Tolworth library	Basic IT equipment for partially sighted people available in all libraries; additional funding by Surbiton Neighbourhood (£2,000) allowed purchase of specialist equipment for partially sighted at Surbiton Library
Supporting learning through libraries	Installation of the Virtual Training Suite (training software) on library computers)	Learning Skills Council (LSC) funding of £877 for Training packages. installed on all public computers for 1 year. Free of charge to users	80 hours of usage (estimate); An increase in take-up for tutored training (income generation)
	Offering software for Basic Skills training	SRB funding of £2,761 for the installation of basic skills software at New Malden and Tolworth libraries	Free access to the public; 8 staff trained to assist users
	Feasibility study for a 3 rd homework club	Resources in place for a Homework Club at Surbiton Library	Surbiton Homework club to be opened during 2003
	Revision of On Line Information Service	Consultation with users and agencies	Online Reference Service streamlined / access simplified
Reader Development	Review of reading promotion delivery	Reader Development Officer in post March 03 (additional revenue funding)	Consultation with agencies and voluntary organisations underway
	Summer Reading promotions for children	All libraries participated in The Reading Planet programme for primary school age children	180 classes visited libraries for talk and events; 1036 children took part in the Reading Planet event
	Reading events for adults	Participation in 7 national reading events	Increased issues of promoted stock; Kingston Library Reading Group set up

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	What we proposed	What we achieved	What was the result
Modernisation of the service	Completion of the installation of The Peoples Network (NOF funded)	77 high specification public computers and software at all libraries	152% increase in usage of library computers for free access to the RBK website and the Internet
	Investigate public online renewal of stock / reservations	Software purchased and installed for pilot	Testing underway for 24 hour access; to enable residents to renew stock, search the Library catalogue and reserve items via the Internet
	Opening a third learning centre in a library	Surbiton Library Learning Centre was opened in January 2003	14 high specification public access computers available.

ACTION PLAN 2002 - 03 SUMMARY

12. Following council ratification, from January 2003 funding (£38,000) for 2 new posts (a Youth Librarian and a Reader Development Officer) was made available to the Library Service. These posts were advertised during January and February 2003.
13. The Mobile Library service was closed at the end of March 2003 to allow additional funding (£30,000 revenue staff budget / £30,000 capital for a vehicle and associated equipment) to be allocated and targeted to providing better services to disadvantaged and vulnerable people. The Homes service (for housebound people) is in the process of being extended to deliver learning and information services via laptop computers in community venues or individual homes as well as books. This will allow residents unable to visit library buildings to have access to the services offered at branch libraries. This service is to be renamed the Community Library. These posts are key to meeting council and national targets and the actions we propose are outlined in the Action Plan for 2003/04 (paragraph 22)
14. Meeting government Public Library Standards continues to be a challenge for the authority. With additional resources (£30,000 from April 2002) we are moving nearer to achievement of Stock Standards (PLS 17 and 18) on the number of books and audiovisual materials we purchase and make available to the public.
15. Kingston has moved closer to reaching PLS 3 Opening hours (which require a total of 362.5 hours open a week). This has been achieved by opening an additional 2.5 hours a week (at Old Malden Library) without additional resources, by re-arranging staff working arrangements. At the end of March 2003 libraries opened a total of 287 hours a week. During 2003/04 Surbiton Library will open an additional 3.5 hours within existing resources giving total opening hours of 290.5 by March 2004. In 2004/5 opening hours would need to be increased by 72 hours per week in order to reach PLS 3. The cost these additional hours is estimated to be £356,400; however a staged extension of opening hours (e.g. a day each at the 3 largest libraries, New Malden, Surbiton and Kingston) would require additional revenue of £89,103.

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Weekly Opening Hours	Kingston	Tudor Drive	New Malden	Old Malden	Hook & Chess.	Surbiton	Tolworth
	48	33.5	43.5	35.5	41.5	41.5	43.5
						Total	287

16. During 2002 - 2003 each neighbourhood supported libraries and library staff with members attending events and participating in reader development programmes, including the launch of the Peoples Network at Surbiton Library in January 2003. Neighbourhoods also allocated discretionary funding, budget under-spends or capital to support modernisation or purchase stock or equipment to benefit local residents.
17. Additional funding for 2002 – 2003
- Maldens and Coombe (Old Malden and New Malden libraries) £3,340 for English and Asian videos and DVDs and a new projection screen for the New Malden Library hall
 - South of the Borough (Hook and Chessington library) Funding of £7,500 to further the new community building project and £1,200 for children's stock (books and book/story tape packs) to practice reading skills and aid literacy
 - Surbiton (Surbiton and Tolworth libraries) £2,000 to purchase specialist computer equipment and software for visually impaired people at Surbiton Library learning centre.

PERFORMANCE STATISTICS 2000 - 2003

18. Issues

Annual Issues at branch libraries (all items on loan)

Library	2000/2001		2001/2002		2002/2003	
	Annual	Hourly	Annual	Hourly	Annual	Hourly
Kingston	208,293	83	182,059	73	168,365	67
Tudor Drive	70,725	41	64,068	37	62,014	36
New Malden	111,880	51	170,445	76	188,191	83
Old Malden	66,969	39	54,253	32	49,989	27
Hook & Chessington	111,222	52	97,310	45	90,518	42
Surbiton	248,460	115	225,221	104	212,557	98
Tolworth	90,063	40	78,691	35	71,623	32
Total branch library issues	907,612	421	872,049	402	843,257	385

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- The national trend for issues from public libraries shows a 3.8% decline; Kingston reflects this trend, at a slower rate (-3.3%).
- The range of stock available for loan may account for some decline in borrowing.
- An automated system of circulating stock between libraries (to increase the range of stock seen at each library is now available from TALIS (Library Management System.) This will be piloted during 2003 (large print, videos, community language stock); and will be used following any adjustments to the programme, with key areas of adult stock.
- A comparison of declining book issue figures but increased visitor figures (set out below) indicates that residents are increasingly using libraries as information and learning centres as well as for traditional book borrowing.

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19. Number of people visiting libraries

Library	2000/2001		2001/2002		2002/2003	
	Annual	% change	Annual	% change	Annual	% change
Kingston	182,441	N/A	182,365	-0.04%	196,936	7.99%
Tudor Drive	70,046	N/A	58,262	-16.82%	54,947	-5.69%
New Malden	N/A ¹	N/A	94,457	N/A	138,259	46.37%
Old Malden	64,164	N/A	53,412	-16.76%	49,517	-7.29%
Hook & Chessington	92,149	N/A	86,040	-6.63%	82,444	-4.18%
Surbiton	150,066	N/A	136,288	-9.18%	124,487	-8.66%
Tolworth	82,142	N/A	74,850	-8.88%	76,751	2.54%
Total visits to libraries	641,000		685,674		723,341	

¹In temporary building (refurbishment)

- The decline in visiting public libraries reflects a national trend.
- Library services are increasingly offered as 'outreach' i.e. away from the library at community venues.
- New Malden Library's increased usage indicates the popularity of new and improved facilities, including improved a Learning Centre and Training Officer based in the library.
- Kingston Library shows a significant increase reflecting high use of public access computers.
- Surbiton Library usage, unlike the other larger libraries has declined. The opening of a learning centre should attract new library visitors.
- The Library Service will continue marketing to increase usage.

20. Income

Annual Income (charges/fines/retail items)

Library	2000/2001		2001/2002		2002/2003		
	£	Annual	Hourly	Annual	Hourly	Annual	Hourly
Kingston		54,898	22	49,746	20	47,215	19
Tudor Drive		19,539	11	19,005	11	20,080	12
New Malden		17,704	8	30,554	14	44,239	20
Old Malden		9,618	6	8,239	5	9,946	5
Hook & Chessington		23,520	11	20,968	10	20,534	10
Surbiton		61,284	28	56,506	26	52,668	24
Tolworth		31,861	14	23,750	10	22,331	10
Total all libraries		218,424	100	208,768	96	217,013	100

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- In 2001 Internet usage became free of charge (to qualify for NOF funding for the People's Network); additional income generating services were investigated / introduced including DVDs, postage stamps and stationary items.
- The availability of training (group or one to one) for a small fee at New Malden and Tolworth library learning centres has introduced an additional service and income opportunity.
- Income generation at Surbiton Library would increase if tutored training could be offered from the new learning centre; current staffing levels do not allow this.
- The Library Service continues to investigate the introduction of new income generating services e.g. Computer Games.

21. Public access computers

Computer usage – in hours (Internet access including to the council website, On Line Reference and Community Information)

Library	2000/01		2001/2002		2002/03	
	Annual	% change	Annual	% change	Annual	% change
Kingston	N/A	N/A	7,770	N/A	13,254	71%
Tudor Drive	N/A	N/A	770	N/A	937	22%
New Malden	N/A	N/A	6,068	N/A	24,577	305%
Old Malden	N/A	N/A	240	N/A	554	131%
Hook & Chessington	N/A	N/A	981	N/A	1,638	67%
Surbiton	N/A	N/A	4,130	N/A	7,702	86%
Tolworth	N/A	N/A	3,612	N/A	10,690	196%

- Increased usage is due to free Internet access from April 2001 in order to qualify for NOF (New Opportunities Funding).
- 77 additional public computers were installed in all libraries (NOF funded Peoples Network completed Feb 02).
- The high usage at Tolworth (8 work stations learning centre) and New Malden (12 work station learning centre) where Training Officers are based and available to help and train the public in using computers is reflected in the high usage figures at these branches.
- Surbiton Library has a new 14 workstation Learning Centre; as yet funding from council or external sources is not yet available to allow a Training Officer to be based at this library to assist and offer training to local residents.

ACTION PLAN FOR THE CURRENT YEAR 2003 - 04

22. To deliver the council and national targets (as outlined in paragraph 6 and 7) the following strategic objectives are planned:

1. To improve library services for disadvantaged and vulnerable people.
2. To review and improve library services to young people (12-19).
3. To review and extend reader development programmes
4. To increase learning opportunities offered in libraries and as outreach by Library Service staff.
5. To support modernisation and building development opportunities as neighbourhood direction and partnership funding allows.

Objective 1: To improve library services for disadvantaged and vulnerable people			
What we propose to do	How we will achieve this	Time scale	What will be the result
Set up the Community Library service; delivering books, audio visual, information and learning opportunities in homes and community venues through lap-top computers	Closure of the Mobile library	Apr 03	5,600 books transferred to the Community Library
	Bid application for £21,643 to LSC fund <i>Neighbourhood Learning in Deprived Communities</i>	May 03	Partnership (Libraries/Housing/ KVA / Prospects) to deliver laptop learning in community venues in the Norbiton area. Target: 505 beneficiaries
	Staffing needs agreed Revenue allocation £30,000	July 03	Revised staffing structure in place / training underway
	Vehicle and equipment needs assessed	Sept 03	Purchase from £30,000 capital allocation
	Consultation with relevant agencies and organisation	Sept 03	Publicity and marketing agreed and underway
	Community Library officially opened by Mayor (October 1 st)	Mar 04	Performance target: Increase use by 5%: 25 outreach projects 400 housebound members 5,735 visits to housebound people

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Objective 2: To review and improve library services to young people (12-19)			
What we propose to do	How we will achieve this	Time scale	What will be the result
Assess current youth library services and future needs	Consultation with key agencies	May 03	Partnerships formed with Secondary Schools and Youth Service
Encourage young people into libraries	By offering: Games Workshops Young Writers workshop	Sept 03 Nov 03	Target: 50 young people (60% non library members) 10 young people
Offer youth library services at community venues	Install / publicise book collections in venues used by youth	Sept 03	Book drops at 6 centres
Seek funding to expand outreach services to young people	Seek neighbourhood discretionary funding	July 03	Additional funding to purchase youth specific stock (computer games)
	Prepare bid to Paul Hamlyn Foundation	Nov 03	Outreach to young people (Eagle Chambers partnership)

Objective 3: To review and extend reader development programmes			
What we propose to do	How we will achieve this	Time scale	What will be the result
Assess current reader development delivery	Consultation with key agencies	May 03	Partnerships formed with national, regional agencies and local organisations
Encourage reading and library usage	By setting up discussion groups as outreach and in libraries	Oct 03	Fortnightly book based discussion and reminiscence with Age Concern. Book Group established in Surbiton library
	By participating in national reading/book promotions		
	For adults	Mar 04	8 events
	For children' Reading Maze'	Sept 03	2,000 primary school age children participate
	By organising book promotions in all libraries	Feb 04	12 stock promotions undertaken
Provide reading enjoyment promotions or events for vulnerable and disadvantaged people	Partnership working with the Community Library	Mar 04	Community Library Newsletter and web page with reader reviews and recommendations
Seek funding to introduce or improve key areas of book and audio visual stock to support programmes and events in libraries	By applying to neighbourhoods for discretionary funding for additional stock	Sep 03	Increased issues and income at neighbourhood libraries

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Objective 4: To increase learning opportunities offered in libraries and as outreach by Library Service staff			
What we propose to do	How we will achieve this	Time scale	What will be the result
To provide Basic Skills materials for teachers in public libraries Extend training opportunities <ul style="list-style-type: none"> • For Adults • For older people: Silver Surfers Day • For disadvantaged people including single parents and the disabled 	LSC South London Partnership application for funding	May 03	Collection of loan materials in Kingston Library
	Bitesize computer programme on public computers in all libraries	May 03	25 people complete course
	Free Access to training programme in all libraries	May 03	30 people participating
	Application to LSC Local Development Fund	April 03	20 disadvantaged single mothers and 5 disabled people access first rung training, 8 achieve 1 or more ECDL modules, 2 achieve ECDL qualification
	Application to LSC Neighbourhood Learning in Deprived Communities Fund	July 03	16 people achieve NVQ Level 1 / 4 achieve ECDL
Extend range of tutored training leading to a qualification	Tolworth and New Malden libraries offer ECDL and OCR CLAIT	Mar 04	30 people achieve ECDL / 10 achieve CLAIT
Facilitate tutored training at Surbiton Library	By seeking:		
	Partnership with Professional Development Centre	Mar 04	88 hours of training for teachers
	LSC funding for a Training Officer at Surbiton Library	Mar 04	30 hours IT training a week for residents including family learning, basic IT skills and ECDL
Extend homework support for primary age children	Provide a Homework Club at Surbiton Library	Oct 03	20 members aged 8-12

Objective 5: To support modernisation, and building development opportunities, as neighbourhood direction and partnership funding allows			
What we propose to do	How we will achieve this	Time scale	What will be the result
Feasibility study to increase opening hours to move closer to achievement of PLS3	Consultation with staff / changes to work patterns	April 03	Increase in opening by 3.5 hours per week at Surbiton Library within existing resources
Make all libraries fully accessible to people with disabilities	By the council's building consultants undertaking a costed feasibility study	Mar 04	Capital funding allocated to ensure all libraries comply with the Disability Discrimination Act by 2004/05

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What we propose to do	How we will achieve this	Time scale	What will be the result
Computerise the Community Library Service	By using allocated capital and LSC funding to purchase equipment	July 03	All stock and issue transactions part of TALIS (Library Management System); access to the Internet and learning packages for disadvantaged people (via the Community Library)
Improve library premises (as sanctioned by neighbourhood committees):	New Hook and Chessington Library in a SOTB community centre; preparatory bid for funding	Mar 04	Library buildings able to offer the range and depth of public services as outlined in <i>Framework for the Future, Public Library Standards</i> and Neighbourhood Policy Statements
	Kingston Library: a new central library	Information as requested by Planning Dept	
	Extend Tudor Drive library (learning area, toilet; extended children's area, ranger office)	Subject to funding	
	Old Malden Library: report on community use of building	Sep 03	Report submitted to Maldens and Coombe Neighbourhood 18/9/03
Provision of online self renewal and self reservations	Internet access (via the Library web site)	Feb 04	24 hour access to library services Target: 85,743 visits annually to library web site

KEY ACTIONS FOR 2004/05

23. The Library Service actions for 2004/05 will work to achieve national targets, council objectives and neighbourhood priorities. The key actions are set out below.

To work towards achievement of Public Library Standards by improved performance and staff training (within existing resources) and as revenue or external funding becomes available		
What we propose	How we will achieve it	What will be the result
PLS 9 Reservation service (speed of delivery improved)	By reviewing interlending procedures and training	PLS 9 met
PLS 14 and 15 Knowledge of staff (enquires answered)	By staff training (SHARE consortium)	PLS 14 and 15 met

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To work to towards delivering the <u>Framework for the Future</u> 'Vision'		
What we propose	How we will achieve it	What will be the result
<p>Extending homework clubs in branch libraries (currently in Tolworth, New Malden and Surbiton libraries)</p> <p>Basic skills help available through libraries</p> <p>Learning and training opportunities available in all libraries</p> <p>All babies (during the first year) and parents invited to become library members</p>	<p>Feasibility study (inc. resources) for 4th club</p> <p>Partnership working with Adult Education and relevant agencies</p> <p>Free computer training programmes on library computers in all libraries</p> <p>Partnership working with relevant agencies; funding application to external sources and neighbourhoods</p>	<p>4th club opens at Hook and Chessington Library</p> <p>Resources 'bank' available in all libraries</p> <p>Choice of 8 courses</p> <p>1,000 Membership packs issued</p>
<p>Council Strategic Objective:</p> <p>Improve community cohesion by creating a sustainable and participative range of cultural activity</p>		
What we propose	How we will achieve it	What will be the result
<p>Providing accessible and affordable library halls to community organisations and voluntary groups</p> <p>To improve the range of cultural activities in libraries, and encourage reading and library usage</p> <p>Develop policies and strategies to maximise inclusion in cultural activity</p>	<p>By (annual) consultation with existing and potential hall hirers</p> <p>Working in partnership with arts organisations and agencies</p> <p>Contribute to social inclusion policies; consultation with minority groups regarding stock and promotion</p>	<p>Disabled Discrimination Act compliant buildings; Report to Neighbourhood Committee's advising hire costs raised in line or below inflation</p> <p>Writers workshops; Author events; Reading groups in 4 libraries</p> <p>Increase in issue of community language books and videos and outreach to community groups and individuals</p>
<p>Council Strategic Objective 9:</p> <p>Extending opportunities for open learning in the community and through the neighbourhoods i.e. in playgroups, nurseries, libraries, youth centres, community and reception facilities and adult centres as well as in schools and colleges</p>		
What we propose	How we will achieve it	What will be the result
<p>To deliver IT learning</p>	<p>In partnership with agencies;</p>	<p>Access for individuals and</p>

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opportunities to groups and individuals as outreach, at community venues	through the Community Library visiting groups with lap top computers	groups to basic computer skills
<p>Council Strategic Objective 8: We will reduce barriers which prevent children, young people and adults with additional needs from fulfilling their educational and social potential</p>		
What we propose	How we will achieve it	What will be the result
We will increase the opportunities to learn basic computers skills at libraries	By offering tuition to key groups identified by voluntary agencies, at Surbiton Library learning centre	20 individuals with additional needs obtain the skills to access information via council, government and national Internet resources
<p>Council Strategic Objective 16: We will open up the council and make our services more accessible and responsive to all our local communities</p>		
What we propose	How we will achieve it	What will be the result
We will ensure residents are aware that libraries provide free Internet access (including e mail to members and council depts.) and computer training	By improving publicity on library services	All residents have free access to Internet information and communication with the Council via libraries
<p>Council Strategic Objective 19: We will work to develop greater community participation by the young and to develop a positive and joined up approach to the perceived problem of disaffected youth</p>		
What we propose	How we will achieve it	What will be the result
We will increase library services tailored to the needs of young people (14-19) at libraries and at suitable non library venues	Working in partnership with the Youth Service and other agencies	Increased usage of youth stock in libraries; book collections in community venues; youth orientated events in libraries
<p>We will work to improve library services in neighbourhoods as directed by Neighbourhood Committees</p>		
What we propose	How we will achieve it	What will be the result
We will seek to improve key areas of service in libraries including stock, buildings and assistance to, and consultation with, users as stated in Neighbourhood Policy Statements and as directed by Neighbourhoods	By revenue, discretionary and capital funding from Neighbourhood Committees and external agencies <u>Building proposals</u> as outlined in previous ALPs / Reports agreed by neighbourhood committees	Improved stock, buildings and service delivery at individual neighbourhood libraries

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	<p>(subject to funding):</p> <p>Kingston Town</p> <ul style="list-style-type: none">• A new central library in Kingston• An extension at Tudor Drive Library (learning area, extended children's library, public toilet, neighbourhood ranger office) <p>Maldens and Coombe</p> <ul style="list-style-type: none">• Provision of lifelong learning facilities (Old Malden Library) <p>South of the Borough</p> <ul style="list-style-type: none">• A new Hook and Chessington Library & Learning Centre, part of a multi-function new Community Centre to include a youth facility, café, public toilets and meeting rooms) <p><u>Consultation</u></p> <p>Annual meetings with users and local councillors (each neighbourhood)</p>	
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CONCLUSION

24. The Annual Library Plan 2003 builds on the progress and achievements of the previous year and describes future actions, strategically and at neighbourhood level, to further improve the Library Service for residents.

Annual Library Plan 2003 – Annex A

Description	PLS Target	Kingston at 31/03/03	Standard met (Y/N)	What it means	Cost to meet	Officer comments
PLS1 (i) Proportion of households living within specified distance of a static library	99%	96%	N	Standard set for Outer London is 99% of residents within 1 mile from a static library.		This means building an additional new library; this is not the highest priority to improve services. The Community Library will serve residents who cannot reach existing libraries.
PLS1 (ii) Proportion of households living within a specified distance of a library open during convenient hours	99%	96%	N	See above		See above
PLS2 (i) Proportion of planned time that service points were not available to visitors because of emergency closure of central and branch libraries	0%	0%	Y			
PLS2 (ii) Proportion of planned time that mobile service points were not available to visitors because mobile library visits/stops were missed or cancelled.	4%	19%	Not applicable			The Community Library Service replaces the mobile library.
PLS3 (i) Aggregate opening hours per 1,000 population for all libraries	128	109	N	Is the sum of all libraries' weekly opening hours divided by the population x 1,000	The cost of 72 additional hours needed to reach the standard is estimated to be £356,400; a staged extension of opening hours (a day each at the 3 largest libraries, New Malden, Surbiton and Kingston) would require additional revenue of £89,103	Kingston has moved closer to reaching PLS 3 (which requires a total of 362.5 hours open a week) achieved by opening additional hours at Old Malden and Surbiton libraries within resources. Total hours at July 03 is 290.5, a shortfall of 72 hours.
PLS3 (ii) Proportion of aggregate opening hours that fall outside 9am to 5pm on weekdays	30%	32%	Y			
PLS4 Percentage of larger libraries open at least 45 hours a week	1	0	Not applicable	N/A as 'larger libraries' are static libraries with a catchment area of more than 40,000 resident population, broadly equivalent to 200,000 expected visitors a year.		However, Kingston Library opens 48 hours/week and next year Surbiton will reach 45 hours/week.
PLS5 Percentage of libraries open more than 10 hours a week that have access to on-line catalogues	100% of static libraries	100%	Y			

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Description	PLS Target	Kingston at 31/03/03	Standard met (Y/N)	What it means	Cost to meet	Officer comments
PLS6 (i) Total number of electronic workstations available to users per 10,000 population	6	6	Y	Kingston Libraries have 93 workstations giving access to Internet or the library catalogue or both.		
PLS6 (ii) Percentage of static service points providing public internet access	100% of static service points	100%	Y			
PLS7 Normal book issue period	Minimum of 3 weeks	3	Y	Books are issued for 3 weeks		
PLS8 Number of books that library users are allowed to borrow at one time	8 books as a minimum	12	Y	A maximum of 12 items can be issued on one library card		
PLS9 (i) Percentage of requests for books met within 7 days	50%	56%	Y			
PLS9 (ii) Percentage of requests for books met within 15 days	70%	70%	Y			
PLS9 (iii) Percentage of requests for books met within 30 days	85%	82%	N			Review of procedures underway
PLS10 Number of visits to the library website	Un available	81,660	Not applicable			
PLS11 Number of library visits per 1,000 population	Outer London - 8,600	4,910	N			The decline in visiting public libraries reflects a national trend. Library services are increasingly offered as 'outreach' i.e. away from the library at community venues. Learning centres attract new library visitors. The Library Service will continue marketing to increase usage.
PLS12 (i) Percentage of adult library users reporting success in obtaining a specific book	65%	46%	N			Staff training and development underway.
PLS12 (ii) Percentage of child library users reporting success in obtaining a book	65%	67%	Y			
PLS13 (i) Percentage of adult library users reporting success in gaining information as a result of a search or enquiry	75%	66%	N			Staff training and development underway.

Annual Library Plan 2003 – Annex A

Description	PLS Target	Kingston at 31/03/03	Standard met (Y/N)	What it means	Cost to meet	Officer comments
PLS13 (ii) Percentage of child library users reporting success in gaining information as a result of a search or enquiry	75%	Not available	N			Staff training and development underway
PLS14 (i) Percentage of adult library users rating the knowledge of staff as "good" or "very good"	95%	92%	N			Staff training and development underway
PLS14 (ii) Percentage of child library users rating the knowledge of staff as "good" or "very good" (same as PLS 15ii)	95%	99%	Y			
PLS15 (i) Percentage of adult library users rating the helpfulness of staff as "good" or "very good"	95%	96%	Y			
PLS15 (ii) Percentage of child library users rating the helpfulness of staff as "good" or "very good" (same as PLS 14ii)	95%	97%	Y			
PLS16 Quality index for stock (to be developed by DCMS)						
PLS17 Annual items added through purchase per 1,000 population	216	184	N			27,140 items were added to stock in 2002/03.
PLS18 Time taken to replenish the lending stock on open access or available for loan	6.7 years.	9.4	N	This is equal to the Total Items in Stock (255,328) divided by the Total Items Added (27,140).	£ 266,763	Meeting this standard in the timeframe means purchase of an additional 38,109 books next year. The cost of meeting the standard is based on £7 average cost of an item. The £30,000 added to the bookfund (April 03) and neighbourhood Discretionary Funding will facilitate reaching this standard.
PLS19 (i) Numbers of staff per 1,000 population with appropriate information management qualifications	0.15	0.12	N			17 staff. To reach the standard 21 staff should hold these qualifications. A strategy is in place to achieve this with recruitment and staff development.
PLS19 (ii) Numbers of staff per 1,000 population with appropriate ICT qualifications	0.5	0.29	N			42 staff. To reach the standard 72 staff should hold these qualifications. The NOF Training programme will make this possible.

