

Libraries Unlocked Phase 2

Libraries
Unlocked



Background

- Open library service delivery model identified in Library Strategy 20-25 as Worcestershire's preferred transformation approach for sustaining the library network
- Approved by Cabinet (Dec 2019) - supported by Scrutiny
- Implementation delayed by COVID
- Implemented widely: London, Norfolk, Leicestershire, South Gloucestershire, Peterborough
- Technology allows customers & trusted partners to enter the library and use library space and services when staff are not present
- formal public consultation on library transformation options in 2018/19
- 2000 survey responses and public meetings held in all libraries
- Libraries Unlocked model informed by customer feedback on concerns that would stop them from using the library when unstaffed and best times of day for libraries to be unstaffed

Libraries
Unlocked



Libraries Unlocked



- Increases opening hours and extends service availability to a wider community audience – improves library service representation and reach
- Grows libraries as community assets by increasing use of library space by community partners
- Future-proofs Worcestershire Library network through a flexible service delivery model that can be scaled up to deliver efficiencies in response to financial pressure
- Supports recovery of library participation post pandemic

Benefits of Libraries Unlocked

Libraries Unlocked



- Staff support highly valued by library customers - timetabled throughout the week
- Many library services accessed without staff support
 - Self Issue (borrow, return, renew and pay)
 - Self service computer use and printing
 - Free public wi-fi and space for study, research and reading
 - Space for meeting friends, business colleagues, interviews
 - Free access to online library resources & services
 - Customer and partner-led activities (Adult Learning, library connect groups, children's 'stay and play', partner drop-ins and events: police, CAB, NHS etc.

Builds on
self-service
in libraries

Libraries Unlocked



<https://youtu.be/kLnXsUuihZ8>

Impact on Under 16s

- local, under 16s surveyed to identify preferred times for visiting local library unaccompanied
- staff timetabled to reflect preferences
- new services introduced for young library customers (Study Happy, 'Bookstagram' and 'Booktok' reading groups, youth work sessions, webinars on referencing and information literacy, access to University of Worcester 'AskaLibrarian' service)
- 12 months after go-live: 22% increase in 16-19 active library members and 5.6% increase in 11 to 15 active library members
- Phase 2 will see Libraries Unlocked eligibility extended to 15 year olds studying for GCSEs to encourage take-up by more young people

Libraries
Unlocked



Safety of Libraries Unlocked

- Well-established model in UK public libraries (2104)
- Proven safe, effective way of extending community access to libraries
- Listened to customer concerns
- Learned from good practice at other authorities
- Safety highlights:
 - Mandatory, face-to-face induction
 - Unavailable to customers with history of unacceptable behaviour
 - Full CCTV coverage
 - Monitored by County Hall Security (Mon-Fri 5-8 and all day Sat)
 - Dedicated emergency 24/7 phone line direct to emergency services & out of hours property
 - Security and fire systems linked to suppliers for timely response
 - Close links with local PCSOs and Design out Crime teams

Libraries
Unlocked



Successful early adopter implementation (Droitwich & Stourport, Jun 22)

- 85% increase in opening hours
- 26% and 37% reduction in core staffing hours - staff available throughout the week
- Positive customer response
- 79% (Stourport) and 65% (Droitwich) active library members signed up
- 3,250 members, 21, 500 visits, 27,500 issues, 5,400 PC sessions
- 56% increase in library visits 12 months after go-live
- Most popular with 65-74, 35-44, 55-64 and 75+
- Uses: borrow books (91%), use a computer (12%) , study space (7%) , meet friends (5%), attend event/activity (5%), online reference search (4%)
- Most convenient for people who work, parents who work, people who prefer to visit the library when less busy, people wishing to spend longer in the library

Libraries
Unlocked



Successful early adopter implementation

- Positive community response
- An opportunity to increase the use of the library as a local venue for community activity
- Free meeting room hire to encourage greater use of library by local groups and organisations
- Regular partner-led events : Adult Learning, Citizens Advice, PCSOs, Chess Club, Knit & Natter, Spanish Language class, Cancer Support, Repair Cafes, Vaccination Clinics, Ukraine Connections, Writers' Circle

Libraries
Unlocked



Libraries Unlocked



- 12 further libraries in scope for Phase 2 implementation
- Investment prioritised on higher need libraries with good ROI
- Reduction in core staffed hours aligned to relative need
- Implementation subject to:
 - stakeholder negotiation
 - under 16 engagement
 - formal staff consultation
 - building surveys & costs
 - planning compliance

Libraries Unlocked Phase 2