

TITLE OF REPORT: **Library Service Review – Outcome of the review**

REPORT OF: **Paul Dowling, Strategic Director, Communities and Environment**

Purpose of the report

1. The purpose of this report is to seek Cabinet approval for the implementation of the library service review. These recommendations follow an extensive public consultation exercise and are also presented in the context of Libraries Deliver: Ambition for Public Libraries in England 2016-2021 published in December 2016, the report of the Libraries Taskforce, established by DCLG and LGA.

Background

2. Cabinet on 12th July 2016 agreed a further Strategic Review of the library service in order to ensure that the library service is fit for the future. The purpose of the library service review is to ensure the delivery of a sustainable and focussed service that will continue to respond to changing public demands and is informed by strategic needs in communities.
3. Public libraries remain a statutory service required by the Public Libraries and Museums Act 1964. This legislation requires a comprehensive and efficient service to meet the needs of the local population. The requirements are broad and do not specify how the service should be delivered.
4. The statutory duty to provide a library service has not changed, but there has been recognition through case law that the level of service previously provided by Councils can be reduced as a result of severe budgetary pressures. The key challenge is to ensure that service reductions are reasonable and do not disproportionately impact on a specific group of residents, especially those protected by equalities legislation.
5. The new Ambition for Libraries report published by the Library Taskforce reminds authorities of the statutory duty, and identifies a number of principles that should be considered when library services are redesigned so they:
 - meet legal requirements
 - are shaped by local needs
 - focus on public benefit and deliver a high-quality user experience
 - make decisions informed by evidence, building on success
 - support delivery of consistent England-wide core offers
 - promote partnership working, innovation and enterprise

- use public funds effectively and efficiently
6. Ambition for Libraries, whilst providing this guidance, does not provide a simple formula for defining a library service. The report does however clarify that a comprehensive and efficient service should consider:
- accessibility (physical, virtual and outreach)
 - quality (mapped to local needs)
 - availability (including opening hours)
 - sustainability (including value for money)

7. In February 2015 Cabinet agreed a strategic vision for the library service:

A network of Community and Council run libraries where residents can read, learn and innovate, investing in digital infrastructure, focusing on children and young people, improving well-being and supporting residents into employment

Four key objectives were also agreed by Cabinet, in line with the Council Plan. These remain relevant and the focus of library service activities:

- *Children's and young people's education and personal development*
- *Digital inclusion, adult education, skills and employability*
- *Health and wellbeing*
- *Community capacity building and inclusion*

8. The Libraries Deliver: Ambition for Public Libraries in England 2016-2021 report identifies that library services contribute to seven key Outcomes that are critical to the individuals and communities in their areas. The four objectives established for the service in Gateshead clearly embrace these.

Library service - Current access and structure

9. Libraries in Gateshead are currently very accessible. Analysis shows that 79% of residents in Gateshead live within one mile of a static library and 99.7% within two miles. When the provision provided by the volunteer managed libraries is included, 92% of the population live within one mile of a static library. This service is supplemented by the Mobile Library, which visits a range of locations in the borough that are not close to a static library.

Option for change presented for public consultation

10. Cabinet received a report on 12th July 2016 and established the Options to be considered by the review. The four options presented to the public at consultation identified a Council statutory network varying between six and eight libraries and may result in the following service reductions:

- **Whickham** – become volunteer operated - Options 2, 3 and 4
- **Crawcrook** – become volunteer operated – Options 1, 3 and 4
- **Pelaw** – become volunteer operated – Options 1, 3 and 4
- **Felling** – become volunteer operated – Option 1, 2 and 4
- **Rowlands Gill** – become volunteer operated - Option 1, 2 and 4

- **Mobile Library** – discontinue operation and seek external funding - Option 1, 2 and 3

In addition to the four options identified by the Council for consultation, respondents were asked to identify potential alternative approaches, Option 5

11. Libraries remain highly valued across Gateshead and have a high level of business compared to library services in the region. In Gateshead there are nearly 40,000 active library users.
12. The full findings of the public consultation exercise were reported to Cabinet on 8 November 2016. There was a very strong public response to the consultation across the borough, but in particular from residents who use a library that was identified as 'at risk'. In total there were 2558 responses to the online and paper questionnaire and a total of 42 residents attended focus groups.
13. The level of support for each option is shown in Table 1 in Appendix 2. This appendix also summarises the impact on residents determined from the public consultation and background information on the reshaping of the library network, including the rationale for a new type of mobile library, which will deliver outreach services to priority areas.

Progress since report to Cabinet in November 2016

14. There have been three key areas of progress since Cabinet considered the outcome of the public consultation in November 2016. These are:
 - i. Further analysis and assessment of libraries and viable options has been conducted against the criteria of accessibility, social need, value for money and the findings from the public consultation. These are summarised in Appendix 3. Full service data is presented in Appendices 4 and 5. This data was made available as part of the public consultation.
 - ii. The service has progressed external funding opportunities. The library service has recently submitted two funding applications to support the sustainability of a diverse programme of library activities. An application has been submitted to the Arts Council for DCMS funding for a £100,000 project that aims to develop a series of innovative library interventions that will benefit a range of disadvantaged groups, using a new bespoke library vehicle.
 - iii. The library service is also applying to the Arts Council for National Portfolio Organisation status. This funding, £150,000 per year, if successful, would run from April 2018 – March 2022. This funding would establish the library service as a strategic arts organisation, delivering a wide range of cultural and artistic activities to existing and new library service audiences.

Preferred options for change

15. This report presents three options for change to the library network that were considered viable. There is data and public support to justify the sustaining of all libraries that have been put 'at risk' by the review. There is a need however to identify the prioritised library network that best meets residents needs and statutory duties, including best value.

16. Following further analysis considering deprivation, accessibility, library usage and catchment geography the following three options were further refined, which would result in a network of seven or eight Council operated libraries.

i. **Option 1** – the library network would consist of:

Gateshead Central Library

Area Libraries: Blaydon, Birtley, Leam Lane and Whickham

Local Libraries – Chopwell, Wrekenton

Readers at Home Service – a borough wide service commissioned through RVS for Gateshead residents unable to access a local library.

New Mobile library – providing a range of library activities and interventions targeted at priority groups and communities.

Online services – a range of online services including the lending of e-books

This would include a plan for the development of volunteer managed libraries at Crawcrook, Felling, Pelaw and Rowlands Gill libraries. In addition the mobile library would stop operating as it does at present.

ii. **Option 2** – the network would consist of:

Gateshead Central Library

Area Libraries: Blaydon, Birtley, Leam Lane

Local Libraries – Chopwell, Crawcrook, Pelaw and Wrekenton

Readers at Home Service – a borough wide service commissioned through RVS for Gateshead residents unable to access a local library.

New Mobile library – providing a range of library activities and interventions targeted at priority groups and communities.

Online services – a range of online services including the lending of e-books

This would include a plan for the development of volunteer managed libraries at Felling, Rowlands Gill and Whickham libraries. In addition the mobile library would stop operating as it does at present.

iii. **Option 3** – the network would consist of:

Gateshead Central Library

Area Libraries: Blaydon, Birtley, Leam Lane

Local Libraries – Chopwell, Pelaw, Rowlands Gill and Wrekenton

Readers at Home Service – a borough wide service commissioned through RVS for Gateshead residents unable to access a local library.

New Mobile library – providing a range of library activities and interventions targeted at priority groups and communities.

Online services – a range of online services including the lending of e-books

This would include a plan for the development of volunteer managed libraries at Crawcrook, Felling, and Whickham libraries. In addition the mobile library would stop operating as it does at present.

This is a new hybrid Option that was developed following public consultation.

17. It is assessed that all three options provide a statutory service.

18. The public consultation considered an original Option 3, retaining Felling and Rowlands Gill and Option 4, retaining the Mobile Library. The original Option 3 is not recommended

due to low level of use of Felling library and already high level of use of the Central Library, by people who live in Felling. The Original Option 4, retaining the mobile library, is not recommended; however a funding application seeks to develop a new mobile library that will deliver library activities to priority customers.

19. Option 5 allowed library users to make alternative suggestions. Viable suggestions that the library service was already progressing as part of the review include increased income generation activities, including the viability of allowing customers to make voluntary contributions.

Recommended Option

20. The recommended option is Option 2 described above. This option retains Pelaw and Crawcrook libraries from the libraries that were identified as being 'at risk' in the public consultation. The rationale for the selection of this option is:

- **Pelaw Library** - Pelaw Library serves a catchment area with 46% of the population defined as being in the 30% most deprived by the IMD 2015. Only 30.6% of public consultation respondents stated they were likely to use another library. The ease of travelling to an alternative council library is poor.
- **Crawcrook Library** – Crawcrook serves a large catchment for a local library, including Crawcrook, Ryton and Greenside. The population of the catchment is 17,000.
- **Overall catchment / active library users**- The combined catchment of Pelaw and Crawcrook libraries is 26,000. This is 4,000 more than any other option. The total number of active library users for Pelaw and Crawcrook is 3,346. Combined with the geographic reach of the catchment areas of these two libraries this give a strong rationale for retaining these two libraries in combination.
- **Felling Library** – Felling library is in an area of high social need. 60% of residents are identified as being in the top 30% most deprived by the IMD 2015. Analysis of library user behaviour and the response from the consultation shows that a majority of residents in this part of Gateshead already use a different library, primarily the Central Library. Felling respondents were most likely to use an alternative library – 60%. This was the highest for all 'at risk' libraries.
- **Volunteer potential** – The most number of volunteers identified through the consultation process was at Whickham, 39. For Rowlands Gill there were 23 responses from people interested in volunteering. The viability of transfer to volunteer operation is good.

Development of volunteer managed libraries

21. The recommended option described above would include a plan for the development of volunteer managed libraries at Felling, Rowlands Gill and Whickham. Appendix 6 shows the numbers of respondents to the public consultation who stated that they would be interested in volunteering to support a local library.

22. Volunteer managed libraries are a key way to mitigate the impact of a reduction of Council operated libraries. It is recommended that the Council initiate a recruitment programme for volunteers to further assess the viability of Felling, Rowlands Gill and Whickham libraries becoming volunteer operated. The proposed revenue budget for 2017/18 also includes funding to support the transition of those libraries to being volunteer managed.

Library Service – Future approach

23. The Libraries Deliver: Ambition for Public Libraries in England 2016-2021 report has identified the key strategic outcomes for libraries. These are well established, but library services will continue to change. The library service and the network that is provided may change due to shifting patterns of usage, technological changes and as a result of budgetary pressures.

24. The library service remains ambitious and creative, this is demonstrated by the diverse activities it continues to offer and the two funding applications detailed earlier in this report. The service will continue to develop new activities, especially digital activities, to engage new and disadvantaged audiences.

25. The library service will continue to work with other council services, health and other partners to provide an integrated early help service for local residents.

Recommendations

26. Cabinet is recommended:

- i. To approve the implementation of Option 2 as described in paragraph 16. This will result in a statutory network of eight Council operated libraries.
- ii. To support the development of volunteer managed libraries at Felling, Rowlands Gill and Whickham libraries and agree to receive a further report on this matter if the transfer to volunteer operation is not viable.

For the following reasons:

- i. To ensure a sustainable library service in Gateshead
- ii. To deliver the agreed vision in paragraph 7 of this report.

Policy Context

1. The Library Service supports a range of priorities within the Council Plan and Vision 2030. These priorities include community engagement, digital inclusion, skills development and health improvement.

Background

2. Cabinet received a report on 18 March 2014 regarding the Library Service Review. This established key principles for the review in 2015-16. These principles are still relevant and have guided the approach for the current review.
 - To adopt a commissioning approach for the library service. This will ensure that the service is designed to respond to Council priorities, whilst still meeting statutory requirements.
 - It is proposed that the review evaluates options for different service delivery models. These delivery models will include the use of new technology and alternative ways of procuring the service.
 - The review will consider value for money and effectiveness of the library network. This will include an assessment of the need for the mobile library.
 - The review will consider to what extent changes in technology, for example, the development of e-books, are part of a remodelled service.
 - The review will need to consider redefining the statutory service in Gateshead. Geographic access to the service will remain a key principle to be considered as will the service's potential to meet and respond to specific community needs which may arise from the review and changes to other Council services in communities.
 - The review will look at options for library buildings, including any opportunities for co-location with other council services and the potential to declare buildings surplus to requirements. The review will also assess the need for capital investment in library buildings, especially those of strategic importance to the service.

Consultation

3. Consultation was undertaken between 26 July and 08 October 2016. Consultation was undertaken with residents, partners, councillors, employees and Trade Unions.
4. 2558 consultation questionnaires were completed. The focus of the consultation was to assess the impact of potential changes to the library service network and the viability of residents using an alternative library. Summary details of consultation findings are presented in Appendix 2.

Overall consultees identified what the potential impact in communities might be from the proposals; how these might be mitigated and suggestions for alternative approaches.

5. All Cabinet members have been consulted regarding the proposals.

6. Consultation has taken place with all ward Councillors in advance of the start of the public consultation. Additionally all ward Councillors have been consulted during the period 5th October – 28th October. These consultations have allowed Councillors to receive feedback on preliminary consultation findings. Councillors have also been consulted on the recommended Option.
7. The Trade Unions have been consulted on the recommended Option presented in this report. The response from the trade union is attached in Appendix 7. The Council acknowledges the response of the trade union and also recognises the value of local libraries to communities. Unfortunately the financial challenges that the Council face mean that the service needs to be reduced to achieve budget savings.

What was consulted on - Specific Library Proposals 2017/18

In November - December 2015 Council consulted on £700,000 budget reduction to the library service for the period 2016-18. The Council set a budget for 2016-17 that achieved a service budget reduction of £250,000.

In order to achieve the remaining £450,000 savings, four options have been identified that would be the basis of a three month consultation process:

Option 1 - A Council and Community network

The proposal for consultation was:

Council network

- Central Library
- Area libraries – Whickham, Blaydon, Birtley, Leam Lane
- Neighbourhood libraries – Chopwell and Wrekenton
- Outreach, children's service and the Readers at Home service
- Digital services – library resources delivered online.

Community network

- Volunteer operated libraries
- Community book collections

Option 2 - A Council and Community network

The proposal for consultation was:

Council network

- Central Library
- Area libraries – Blaydon, Birtley, Leam Lane
- Neighbourhood libraries – Pelaw, Crawcrook, Chopwell and Wrekenton
- Outreach, children's service and the Readers at Home service
- Digital services – library resources delivered online.

Community network

- Volunteer operated libraries
- Community book collections

Option 3 - A Council and Community network

The proposal for consultation was:

Council network

- Central Library
- Area libraries – Blaydon, Birtley, Leam Lane
- Neighbourhood libraries – Felling, Rowlands Gill, Chopwell and Wrekenton
- Outreach, children's service and the Readers at Home service
- Digital services – library resources delivered online.

Community network

- Volunteer operated libraries
- Community book collections

Option 4 - A Council and Community network

The proposal for consultation was:

Council network

- Central Library
- Area libraries – Blaydon, Birtley, Leam Lane
- Neighbourhood libraries – Chopwell and Wrekenton
- Mobile Library
- Outreach, children's service and the Readers at Home service
- Digital services – library resources delivered online.

Community network

- Volunteer operated libraries
- Community book collections

The four options proposed a Council statutory network varying between six and eight libraries.

Alternative options

8. The public consultation process allowed for the identification of an option, Option 5, not specified by the Council. This might have been a different network of Council libraries or a different approach completely. The viability of alternative options would need to be tested.

Implications of Recommended proposal

9. Resources:

i. Financial Implications –

The Strategic Director, Corporate Resources confirms that implementation of the recommendations in this report would achieve the planned revenue savings of £450,000. Provision exists within the proposed revenue budget for 2017/18 of £92,000 to support the transition to new volunteer managed libraries and to fund the building operational costs of those libraries.

ii. **Human Resources Implications –**

Human Resources advise that the implementation of the recommended option will result in a reduction of 14.2 FTE posts in the library service and that these reductions can be achieved through voluntary redundancies.

iii. **Property Implications –**

The Strategic Director, Corporate Services and Governance advises that there are no direct property implications resulting from the recommendation in this report. Any property implications arising from the implementation of the recommendation will be detailed in a subsequent report to Cabinet.

10. Risk Management Implication

The public consultation process has identified that 38% of customers who use an 'at risk' library stated they are likely to be able to use an alternative library. More extensive service reductions will increase the number of residents needing to use an alternative library. The development of volunteer managed libraries should offer reasonable mitigation for the reduction in the Council operated service.

The Strategic Director, Corporate Services and Governance advises that any budget reduction options give rise to the risk that the statutory duty to provide a comprehensive and efficient library service might be compromised and challenges may ensue. A robust review considering all relevant criteria will reduce the risk of a successful challenge.

The Strategic Director, Corporate Services and Governance advises that the public consultation process is material to a final decision and ought to be taken into consideration and inform that decision. The Council is under a duty to adhere to its published arrangements for its consultation process, and ought to be in a position to demonstrate how the final outcome was influenced by that process, or if not, then there would need to be convincing reasons why not.

11. Equality and Diversity Implications -

There is evidence from the review that the library service is heavily used by specific protected groups, including women, older residents and residents with disabilities. Analysis of impacts on specific protected groups is presented within the associated EIA for the library service review and has informed the recommendations.

12. Crime and Disorder Implications -

There are no crime and disorder implications arising from this report.

13. Health Implications -

The library service contributes to well-being and the provision and access to health information. Further consultation will be carried out with health partners regarding the continued development of a sustainable library service and opportunities for joint working and co-investment.

14. Sustainability Implications -

There are no sustainability implications arising from this report.

15. Human Rights Implications -

There are no human rights implications arising from this report.

16. Area and Ward Implications -

The recommended option includes plans for the development of three volunteer managed libraries - Felling library in Felling ward, Rowlands Gill library in Rowlands Gill and Chopwell, and Whickham library that serves three wards; Dunston Hill and Whickham East, Whickham North and Whickham South and Sunnyside.

The recommended option in relation to the Mobile library will impact most upon residents in Lamesley, Winlaton and High Spen and Winlaton and High Spen wards.

Background Information -

17. The Cabinet report of 12th July 2016 proposed a review of the library service and identified a number of options, which were the basis of the public consultation.

Appendix 2 – Summary of impact on residents and rationale for reshaping the library network

1. Many respondents to the public consultation wrote eloquently and powerfully on the impact the potential loss of their local library would have.
2. The level of support for each Option is shown in Table 1 below:

Table 1 – Level of support for Options	% of respondents stating they either “strongly agreed” or “tended to agree” with this Option
Option 1 – Network of 7 Council libraries – retaining Whickham	32.6%
Option 2 – Network of 8 Council libraries – retaining Crawcrook and Pelaw.	28.7%
Option 3 – Network of 8 Council libraries – retaining Felling and Rowlands Gill	19.8%
Option 4 – Network of 6 Council libraries – Mobile Library retained	18.9%

3. Library users were asked the question “What would the effect of closure of your local library be on you or your family?” Some respondents identified multiple impacts, some a single impact. Detailed analysis of all this extensive qualitative data shows a number of key emerging themes. The percentages given below show the frequency a specific ‘impact’ was mentioned.

- Sadness and distress at the loss of an important community facility 58%
- Loss of valued activities, for example rhymetimes, readers groups and local history groups 45%
- The challenge / difficulty travelling to an alternative library 43%
- The impact on children’s education and reading for pleasure 22%
- Increased social isolation for more elderly residents 21%
- Loss of health and well-being benefits of reading 16%
- Challenges for job seekers 4%

4. Overall, residents have expressed the community value of a local library. The benefits that customers gain from a local library are diverse, but the contribution to people’s well-being and community cohesion has been emphasised. The majority of respondents, 61.6%, have said they are fairly or very unlikely to use an alternative library.

Reshaping the library network

5. The challenge is to redesign the library network in the context of statutory requirements, the data regarding library usage and social need and in the context of the knowledge and insight that the public consultation has provided the Council.
6. There is not an agreed statistical model to assist with the systematic design of a library network. Components that could be included in a model would be the number of library users / residents, distance/travel time to an alternative library, a composite social need

indicator and a value for money indicator. The design of the model would need to allow for different components to be weighted, for example social need may be more heavily weighted than library usage.

Mobile Library provision

7. The proposed redesign of the library service recommends the discontinuation of the existing Mobile library service. The mobile library service has been a successful way of reducing the distance that residents need to travel to a local library. The Mobile library however delivers a somewhat limited restricted book lending service.
8. It is proposed that the existing Mobile library is replaced by a more flexible smaller vehicle. This vehicle would deliver a wider range of library activities and services, targeted at communities with the highest level of need, linked to the Council's Early Help Strategy. Services could include a range of reading activities and digital services. External funding has been sought for this vehicle. This funding application is detailed in paragraph 13 of the main report.
9. The new mobile library vehicle could still visit schools that are not located near a local library. It could also visit sheltered housing sites to deliver a mixture of reading related activities and resources.

Mitigation assessment and equalities issues

10. The library service consultation has focussed on gathering a detailed understanding of impact, but also an assessment of the potential effectiveness of mitigation. Analysis of data shows that only a minority of customers, 38.4% overall are likely to use an alternative library. The exception to this is respondents at Felling Library where 60% stated that they were likely to use an alternative library.
11. The development of volunteer managed libraries in partnership with the Council offers potential mitigation for the reduction in the Council operated network. There has been a positive response to VR requests. The implementation of the library review will not need to result in compulsory redundancies due to the number of requests from employees for voluntary redundancies.

Appendix 3 – Key data for ‘at risk libraries’

Library	Library users 15/16 (rank)	Opening hours	Book issues 15/16 (rank)	Budget (16/17): Buildings/ Employee/ Books	Cost per book issue (rank)	% of library service users in library catchment who "only used this library" (rank)	Population of library catchment area	% of respondents who stated they were 'Quite' or 'very likely' to use another Council library	% of catchment population in 30% most deprived (IMD 2015)	Approx no. of people in top 30% most deprived in library catchment	% households with no car	
Crawcrook	2146	39	33,884	£113,654	£3.35	56	17,330	46.6%	0	0	23	
Felling	1564	36	15,239	£72,787	£4.78	18	9,055	60.0%	64	5,795	51	
Mobile	421	26	36,336	£80,379	£2.21	n/a	n/a	31.1%	n/a	n/a	n/a	
Pelaw	1200	39	21,073	£83,682	£3.97	53	8,703	30.6%	46	4,003	36	
Rowlands Gill	1351	25	25,120	£54,883	£2.18	46	7,672	41.6%	37	2,839	25	
Option 1	Whickham	3495	50	73,005	£155,204	£2.13	70	22,124	33.7%	15	3,319	24
Option 2	Pelaw/ Crawcrook	3346	78	54,957	£197,336	£3.59	55	26,033	41.7%	15	4,003	27
Option 3	Pelaw / R Gill	2551	64	46,193	£138,565	£3.00	49	16,375	36.2%	42	6842	31

NOTES

- 1) **Cost per book issue** - this is a simple measure of value for money. It does not reflect the full delivery of any library, for example the provision of ICT facilities or the range of events and activities provided.
- 2) **Library catchments** - these have been defined through the mapping of library customers
- 3) **IMD - Index of Multiple Deprivation** - The Index of Multiple Deprivation 2015 is the official measure of relative deprivation for neighbourhoods in England. It combines information from seven different dimensions of deprivation to produce an overall relative measure of deprivation.
- 4) **Mobile Library** - it is not possible to supply social need data in the same way for Mobile Library stops across the borough.
- 5) **No of active library users** - this is a standard recognised measure that library services use, and is a count of customers who have borrowed a book in the previous year.

Appendix 4 – Library Service performance data

Library	Library users 14/15	Library users 15/16	% change	Opening hours	Book issues 14/15	Book issues 15/16	% change	ICT hrs 14/15	ICT hrs 15/16	% change	Budget (16/17): Buildings/ Employee/ Books	Cost per book issue
Gateshead Central Library	16711	16883	1.0	52	268,142	248,120	-7.5	45828	38618	-15.7	£500,216	£2.02
Birtley Library	2550	2412	-5.4	50	47,781	45,059	-5.7	4371	4063	-7.0	£121,539	£2.70
Blaydon Library	3368	3293	-2.2	50	61,136	63,053	3.1	6649	6174	-7.1	£142,785	£2.26
Chopwell Library	843	883	4.7	36	17,747	12,614	-28.9	2140	1410	-34.1	£45,005	£3.57
Crawcrook Library	2120	2146	1.2	39	38,767	33,884	-12.6	2995	1915	-36.1	£113,654	£3.35
Felling Library	1682	1564	-7.0	36	20,793	15,239	-26.7	3729	2408	-35.4	£72,787	£4.78
Leam Lane Library	2501	2406	-3.8	50	38,715	32,901	-15.0	7684	6722	-12.5	£158,225	£4.81
Mobile Library	440	421	-4.3	26	39,667	36,336	-8.4	0	0	0.0	£80,379	£2.21
Pelaw Library	1290	1200	-7.0	39	24,667	21,073	-14.6	4635	3995	-13.8	£83,682	£3.97
Rowlands Gill Library	1421	1351	-4.9	39	33,591	25,120	-25.2	2393	1262	-47.3	£54,883	£2.18
Whickham Library	3577	3495	-2.3	50	79,601	73,005	-8.3	3982	2986	-25.0	£155,204	£2.13
Wrekenton Library	923	854	-7.5	32	16,831	11,448	-32.0	2815	1947	-30.8	£8,660	£0.76
Total	37426	36908	-1.4		687,438	617,852	-10.1	87221	71500	-18.0	£1,537,019	£2.49

Library	Events attendance 14/15	Events attendance 15/16	% change	% of library service users in library catchment who "only used this library"	% of library service users in library catchment who use "this library and other libraries"	% of library service users in library catchment who "only used other libraries"
Gateshead Central Library	20,687	19,327	-6.6			
Birtley Library	3,902	6,846	75.4	74	12	14
Blaydon Library	2,968	3,332	12.3	69	12	19
Chopwell Library	1,327	983	-25.9	67	19	14
Crawcrook Library	3,328	2,552	-23.3	56	23	21
Felling Library	2,812	1,707	-39.3	18	12	70
Leam Lane Library	2,419	3,444	42.4	45	22	33
Mobile Library						
Pelaw Library	2,056	1,977	-3.8	53	16	31
Rowlands Gill Library	2,110	1,962	-7.0	46	24	30
Whickham Library	5,987	8,626	44.1	70	22	8
Wrekenton Library	2,092	975	-53.4	21	15	64
Total	49,688	51,731	4.1			

Wrekenton operational costs - employees to operate Wrekenton Library are employed by The Gateshead Housing Company. Costs provided cover library service employee input and the purchase of books.

Cost per book issue - this is a simple measure of value for money. It does not reflect the full delivery of any library, for example the provision of ICT facilities or the range of events and activities provided.

Events attendance - events include children's activities, author event, readers groups, local history activities and health promotion events.

Appendix 5 Gateshead Council libraries - Social need data for library catchments

Library	No of active users	Cost of library 2015/16	Population of library catchment area	% of catchment population in 30% most deprived (IMD 2015)	% households with no car	% households have never used the internet	% claimant unemployment (JSA/ Universal credit)	Library
Gateshead Central	16,711	£500,216	79,977	55	42	18	3.1	Gateshead Central
Birtley	2,412	£148,290	13,945	36	34	21	2.1	Birtley
Blaydon	3,293	£156,719	21,702	24	31	20	2.2	Blaydon
Chopwell	883	£39,260	3,609	100	37	19	4.0	Chopwell
Crawcrook	2,146	£112,966	17,330	0	23	18	1.6	Crawcrook
Felling	1,564	£62,787	9,055	64	51	22	3.7	Felling
Leam Lane	2,406	£165,534	17,503	60	38	23	2.6	Leam Lane
Pelaw	1,200	£83,090	8,703	46	36	20	1.9	Pelaw
Rowlands Gill	1,351	£54,601	7,672	37	25	20	1.7	Rowlands Gill
Whickham	3,495	£154,328	22,124	15	24	18	1.6	Whickham
Wrekenton	854	£10,067	5,039	67	49	23	3.3	Wrekenton

- 1) **Library catchments** - these have been defined through the mapping of library customers
- 2) **IMD** - Index of Multiple Deprivation - The Index of Multiple Deprivation 2015 is the official measure of relative deprivation for neighbourhoods in England. It combines information from seven different dimensions of deprivation to produce an overall relative measure of deprivation.
- 3) **Mobile Library** - it is not possible to supply social need data in the same way for Mobile Library stops across the borough.
- 4) **No of active library users** - this is a standard recognised measure that library services use and is a count of customers who have borrowed a book in the previous year.
- 5) The cost of the **Central Library** identified, is the cost of the frontline lending library service. This allows comparison of cost per issue with other libraries.

Appendix 6 – Potential volunteers

The table below shows the number of potential volunteers identified through the public consultation process.

Number of respondents identifying an interest in volunteering	
“At risk” library	Number of Respondents
Crawcrook	24
Felling	2
Pelaw	14
Rowlands Gill	23
Whickham	39
Other	31

Appendix 7 – Response from trade union consultation

Unison provided the following statement in response to the library review:

Trade unions are greatly concerned by the latest proposal to reduce libraries further after significant cuts to the service. We believe this will have a devastating impact on the communities of Gateshead and the council's ability to help and support residents in time of need and may lead to more costly services in the future. In particular Adult Social care where costs are increasing.

Libraries are becoming the only council presence in communities and greatly valued by residents of which 2,558 expressed their opinion and impact in the latest consultation. 67% of residents stated they would not go to another library. Others explained that the library was the heart of the community and a lifeline to them.

Libraries are a statutory service and we believe the proposal falls far short of what would be considered to be a comprehensive and efficient Library service. We are deeply concerned with the direction of travel the council seems to be taking and lack of any ambition to use libraries effectively and protect such an asset to the council and communities.

Trade unions also have major concerns about the reliance on the voluntary sector to provide council services. Making staff redundant and replacing them with volunteers goes against everything trade unions stand for and we believe against the values of this council. Trade unions urge the council to think again about cuts to library services.