

# Library Development Plan Consultation

## Introduction

Following the local election in May this year, I became Cabinet Lead Member for Education, Children's Services and Protection and was pleased to be given Libraries and Museums as part of my remit.

I consider myself fortunate to have been given this opportunity and have spent a lot of time since the election learning about the services and visiting libraries to experience them for myself.

We are one of the few Councils in London who have kept all their libraries open in these tough economic times. Ours is a very successful, award winning service and we're continually improving and I am looking forward to working with the local community on a new vision for 21st Century Library Services that will keep and improve the service.

Enfield Council is committed to a comprehensive library service that meets the needs of the community. We will continue to provide the services that are essential to any public library and have a clear vision for their future role.

With the Council needing to find £80m in savings by 2018, we know that ensuring a library service fit for the future means that change is needed to reinvigorate our libraries so they are better used within their communities and meet the demands of a new generation of library users.

This consultation proposes an exciting future role for libraries which underlines their importance, the opportunities they create and ensures they remain a valued part of local life.

We want your views on the vision and proposals and how, together, we can ensure libraries are fit for the future and meet the needs of whole community.

Our vision and proposals are set out below with the consultation questionnaire starting on page 5 and also available online at [www.enfield.gov.uk/consultations](http://www.enfield.gov.uk/consultations).

Yours sincerely

**Councillor Ayfer Orhan**  
**Cabinet Member for Education, Children's Services and Protection**

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## A vision for Enfield's libraries

Enfield's libraries have changed significantly in recent years as they have adapted to changes in local needs and expectations.

People of all ages are using libraries as a place for fun and creativity for young children; quiet study; a social centre where they meet other people; finding out about local services and events; accessing the internet; and learning new skills.

In recent times there has been a significant increase in demand for digital services and access to digital facilities (wifi and PCs) with over 1.4million uses of the Council's 24 hour digital library services.

The Council currently has 17 libraries plus a mobile library. This is the highest in London. Many are only open for limited times and are based in older buildings which limits access and flexibility. Many face substantial repair and maintenance costs. In addition, we offer an extensive digital library service which links up resources across London.

Whilst we have seen more people go online, we believe that libraries can continue to play a pivotal role in the success of local communities and have set out below our vision for their role:

- Supporting learning and skills through a range of learning and literacy resources with space for quiet study for teenagers and adults and a fun and creative space for young children to improve their readiness for school
- Addressing digital exclusion so that all people can benefit from going online with improved and expanded IT facilities including assistive technology and support for people who want to learn digital skills
- Outreach to build strong communities and address social exclusion with community use of facilities, reaching out to communities and people in greatest need and increased use of volunteers who will receive a programme of training and support
- A co-ordinating centre for accessing information, advice and services for a range of organisations including the Council, with support for online forms, self-service kiosks, general advice and appointments and shared facilities with other services

In order to deliver this ambitious vision, Enfield's libraries need to be in fit for purpose buildings in the right locations.

### Option 1

- Enfield Town, Edmonton Green, Palmers Green and Ordnance Road libraries will become flagship libraries with **extended opening hours seven days a week**, offering the full range of services including:
  - A comprehensive range of standard library resources and activities alongside digital hubs that will offer a far greater number of self-service kiosks and PCs and greater capacity wifi
  - Homework clubs and quiet zones for online and traditional learning activities
  - Trained staff able to provide advice and support including self-scanning of evidence with video and web chat functionality to talk to officers directly and access video interpreting services
  - Joining up with voluntary sector and partner organisations to support employment advice and job clubs and facilities for appointment only advice sessions to provide advice and guidance to vulnerable customers
  - Training areas to support those requiring more intensive support around personal budgeting or digital access

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- Business innovation advice to support the self-employed and new starters with access to business online resources
  - Community space
  - Children's library services linked to children's centres to ensure support for families and early years learning
  - Significant investment has already been made in Enfield Town, Palmers Green and Ordnance Road libraries.
  - Edmonton Green Library will see significant investment and be expanded to two floors with a full community access services and a large digital access suite on the ground floor and quieter space for learning upstairs.
  - Each is ideally located for transport links and reflects the four key areas of the borough
  - Other libraries will move to 'community libraries' where they will share the facility with other services or voluntary groups. These community libraries may offer:
    - An increase in community space for voluntary and community groups
    - Address digital exclusion in communities through public access wifi and video/web chat
    - Kiosks for ordering, returning, renewing and downloading library materials plus other council online services and payments
    - Possibly increased opening hours due to the co-located partner service being able to staff it longer or a lobby service with secure access via a library card
    - Pick up lockers for ordered items
    - They would be supported by the host service and/or volunteers
    - Access to other services through shared facilities
  - Requests for sharing with community groups or alternative services would need to have a clear business case and a purpose and ethos that is sympathetic to the core library vision and the Council's aims of fairness for all, growth and sustainability and strong communities.
  - There can be significant benefits to the community by co-locating library services with other council services or community based organisations:
    - Widen and improve the range of services available in any one location
    - Increase the available opening hours by sharing resources particularly for those who work or who currently live in areas where current opening hours are limited
    - Reduce costs and increase the use of the building by attracting new users for all co-located services
    - Extend the availability of community and voluntary sector space at no extra cost
    - Increase the range of volunteering opportunities and the sharing of skills across a wider range of services
  - Expand the home delivery service for homebound/care homes but move to volunteer led delivery services with possible links to other community initiatives such as befriending
  - Increased recruitment of volunteers from 60 currently to 150 by 2016

By extending the opening hours, the range of facilities and services delivered through the centres of excellence, supported by the retention of community libraries, this will ensure the Council delivers an exciting and comprehensive library service to the community.

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## Option 2

- As above plus
- Oakwood and Ponders End Library will be retained as traditional libraries
- The four flagship libraries (Enfield Town, Edmonton Green, Palmers Green and Ordnance Road) **to be open 6 days a week and will not have the extended opening hours as option 1** – these six libraries are currently open for 308 hours in total each week. These hours would be redistributed to give each library six day opening and a consistent pattern of hours so that times of access for the public are clear and easy to remember
- Other libraries will move to be ‘community libraries’ as set out above
- Increased use of volunteers from 60 to 200

The four flagship libraries will provide a comprehensive range of facilities, as set out in Option 1.

Oakwood and Ponders End libraries will offer a more limited range of library facilities but would see an investment in digital access and support facilities to enhance access to council and other local services. (Ponders End library is due to be moved as part of the wider Ponders End regeneration scheme)

There would be an increased need for the use of local volunteers to maintain service levels. Community run libraries are dependent upon the dedication and commitment of local people to volunteer to fully maintain opening hours and service delivery.

## Outreach Services

As a Council, we recognise the need to continue to support those who cannot physically access a library. We currently provide a mobile library by a large vehicle that stops at various locations around the borough and a delivery service for homebound/ residential care homes. The mobile library is too big to visit many roads where parking/access restrictions apply and the take up is relatively small with just over 6000 visits last year.

In future we will provide tailored support that best meets their need by:

- Continuing to develop and promote online library services.
- Develop a volunteer led home delivery service for housebound and residential care settings
- Explore the development of Ipad loans for socially excluded people
- Explore premium paid for library services
- Delivering a range of community events and ‘pop-up libraries’ in communities with high or specific need.

## Taking part in the consultation

The consultation closes on 2 January 2015 and is available online at [www.enfield.gov.uk](http://www.enfield.gov.uk) or in paper format through libraries and council reception areas.

Thank you for taking the time to participate and give us your views which will be used as part of our decision making in February/March 2015.

## Library Development Plan Consultation November 2014

Please respond to all questions in section A. The questions in section B should be answered by those responding as an individual. The questions in section C should be answered by those who are responding on behalf of an organisation.

The closing date for responses is 5pm on 31 December 2014.

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## Section A

**Q1. Of all the services delivered by the Council (such as waste collection, education and social care), where would libraries be in your priorities? Please give a score out of 10, where 1 means libraries are not important to you at all and 10 means they are extremely important.**

Not at all important.....Extremely important Don't know / not sure

1	2	3	4	5	6	7	8	9	10	
<input type="checkbox"/>										

**Q2. Where possible the Council will seek to co-locate community libraries with suitable partners to improve community outreach, local facilities and provide a welcoming and secure community environment. Do you agree or disagree with this approach?**

Strongly agree	Agree	Neutral	Disagree	Strongly disagree	Don't know / not sure
<input type="checkbox"/>					

**Q3. Enfield has stated that their libraries of the future should:**

- Support learning and skills through online learning resources, early years literacy and space for quiet study
- Address digital exclusion so that all people can benefit from going online e.g. to shop, bank, find jobs, communicate
- Outreach to local communities and address social exclusion
- Co-ordinate access to information, advice and services for the Council and other organisations

**Do you agree or disagree with this vision for libraries?**

Strongly agree	Agree	Neutral	Disagree	Strongly disagree	Don't know / not sure
<input type="checkbox"/>					

**Can you now give us your views on the two options:**

**Option 1:** The 17 borough libraries would be split into two types of library:

- **Four libraries** (Enfield Town, Edmonton Green, Palmers Green and Ordnance Road) would be flagship libraries, offering the full range of services, and be improved by:
  - all opening **seven** days a week
  - expansion of Edmonton Green onto two floors to provide an enhanced customer access suite with more digital support
- **Other libraries** would become 'community libraries', where they would share the facility with another service or a voluntary sector organisation that shared the same principles. This could mean:
  - longer opening hours
  - improved access to digital support and facilities
  - self service kiosks or lockers to take out and return library books and other items
  - more opportunities to join in community groups and activities
  - access to a wider range of local services

**Q4. I'd like to know how you feel about this proposal for Enfield libraries. Please could you give me a score between 1 and 10, where 1 means that you are very much against this proposal and 10 means that you are very much in favour of this proposal.**

Against.....In favour Don't know / not sure

1	2	3	4	5	6	7	8	9	10	
<input type="checkbox"/>										

**Q5. What do you like / dislike about this proposal?**

**Option 2:** The second option would be similar to option 1, but there would be three types of library instead of two:

- **Four libraries** (Enfield Town, Edmonton Green, Palmers Green and Ordnance Road) would be flagship libraries, offering the full range of services, and be improved by:
  - all being open **six** days a week (*not seven days as in option 1*)
  - expansion of Edmonton Green onto two floors to provide an enhanced customer access suite with more digital support
- **Other libraries** would become 'community libraries' shared with another service or voluntary organisation as set out above
- **Two libraries** (Oakwood and Ponders End) would keep with their current level of service

**Q6. Please could you give me a score between 1 and 10, where 1 means that you are very much against this proposal and 10 means that you are very much in favour of this proposal.**

Against.....											.....In favour	Don't know / not sure
1	2	3	4	5	6	7	8	9	10			
<input type="checkbox"/>												

**Q7. What do you like / dislike about this proposal?**

**Q8. Of the two options presented, please tick below to indicate which one you would favour:**

**Option 1**, with four libraries open **seven** days per week with the full range of services, plus community libraries

OR

**Option 2**, with four libraries open **six** days per week with the full range of services, two libraries with a more limited range of services, plus community libraries

**Q9. The Council is looking to extend the reach of the home bound delivery service as far as possible by using volunteers to support vulnerable people who are unable to travel to a library and replace the need for a mobile library. Do you agree or disagree that this is a good idea?**

Strongly agree

Agree

Neutral

Disagree

Strongly disagree

Don't know / not sure

**Section B - Please complete if you are responding as an individual**

**Q10a. Which of the following best describes how often you visit a borough library?**

- |                          |                                       |                          |                          |                          |   |
|--------------------------|---------------------------------------|--------------------------|--------------------------|--------------------------|---|
| Most days                | Every week<br>or almost<br>every week | Every few<br>weeks       | Every few<br>months      | Less often               | Never / have not<br>used in the last<br>two years |
| <input type="checkbox"/> | <input type="checkbox"/>              | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>                          |

**Q10b. Which of the libraries have you used in the last six months? Please tick all that apply below**

**Q10c. And which one do you use most often? Please tick ONE only in the column on the right**

	Used in the last six months		Use most often (tick ONE only)
Angel Raynham	<input type="checkbox"/>	Angel Raynham	<input type="checkbox"/>
Bowes Road	<input type="checkbox"/>	Bowes Road	<input type="checkbox"/>
Bullsmoor	<input type="checkbox"/>	Bullsmoor	<input type="checkbox"/>
Edmonton Green	<input type="checkbox"/>	Edmonton Green	<input type="checkbox"/>
Enfield Highway	<input type="checkbox"/>	Enfield Highway	<input type="checkbox"/>
Enfield Island Village	<input type="checkbox"/>	Enfield Island Village	<input type="checkbox"/>
Enfield Town	<input type="checkbox"/>	Enfield Town	<input type="checkbox"/>
Fore Street	<input type="checkbox"/>	Fore Street	<input type="checkbox"/>
John Jackson Library	<input type="checkbox"/>	John Jackson Library	<input type="checkbox"/>
Millfield House	<input type="checkbox"/>	Millfield House	<input type="checkbox"/>
Oakwood	<input type="checkbox"/>	Oakwood	<input type="checkbox"/>
Ordnance Road	<input type="checkbox"/>	Ordnance Road	<input type="checkbox"/>
Palmers Green	<input type="checkbox"/>	Palmers Green	<input type="checkbox"/>
Ponders End	<input type="checkbox"/>	Ponders End	<input type="checkbox"/>
Ridge Avenue	<input type="checkbox"/>	Ridge Avenue	<input type="checkbox"/>
Southgate	<input type="checkbox"/>	Southgate	<input type="checkbox"/>
Winchmore Hill	<input type="checkbox"/>	Winchmore Hill	<input type="checkbox"/>
None used in the last 6 months	<input type="checkbox"/>		

**Q11. If you have used a library in the last 6 months what did you use it for?**

*Please tick all that apply*

- Selecting books to borrow
- Selecting DVDs or CDs to borrow
- Using the computers
- Using the free wifi
- Reading newspapers or magazines
- Children's events and activities
- Adult events and activities
- Other (please tick and specify below)

**Q12. If you have not used a library in the last 2 years please tell us why. Please tick all that apply**

- I have no time / opportunity to go
- I did not need any of the services on offer
- I buy rather than borrow books
- Opening hours are inconvenient for me
- It's difficult to get to the libraries
- I am not a keen reader
- Other (please tick and specify below)

**Q13. Please indicate your gender**

Male  Female  Prefer not to answer

**Q14. Please indicate your age**

16-24  25-44  45-64  65+  Prefer not to answer

**Q15. Which of the following best describes your ethnic group or background?**

White  Mixed / multiple ethnic groups  Asian / Asian British  Black / African / Caribbean / black British  Other ethnic group  Prefer not to answer

**Q16. Do you consider yourself to have a disability or long-term health condition?**

*The Equality Act 2010 defines disability as a physical or mental impairment which has a substantial and long-term effect (at least 12 months) on a person's ability to carry out normal day-to-day activities.*

Yes  No  Prefer not to answer

**Q17. What is your postcode:**

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Are you interested in volunteering opportunities? If so please register your interest by emailing this address. [libraryconsultation@enfield.gov.uk](mailto:libraryconsultation@enfield.gov.uk)

**Section C – Please complete if you are representing the views of an ORGANISATION**

Your name: \_\_\_\_\_

Name of organisation you are representing: \_\_\_\_\_

Organisation address: \_\_\_\_\_

Your email: \_\_\_\_\_

Your telephone number: \_\_\_\_\_

**Many thanks for taking the time to complete this questionnaire. Please return it in the reply paid envelope provided by 5pm on 2 January 2015. The results of this consultation will be published in early 2015 and will be used as part of the Council's decision which is expected in February/March next year.**