

Devon Libraries consultation

Information pack for Credton Library



Tell us what you think

We want to consider all views before any decisions are made, so from 17 April 2014 we are conducting a 13 week consultation on the proposed changes to Devon Libraries.

Visit www.toughchoices.co.uk or fill in the printed questionnaire available in this library

There will be an opportunity to discuss these proposals with Devon Libraries managers at a drop-in session at Credton Library on Monday 28 April 2014 10am – 12 noon

Devon Libraries Strategy 2014–2017

We want your views on a series of proposed changes to the way the library service operates. Devon's libraries offer a wide range of services, are highly valued by the people who use them and have modernised in recent years to keep pace with local demand and need. However, given the continued need to reduce budgets, we now need to consider how best to develop the service in future.

We have developed seven proposals which have been influenced by a range of factors, including the:

- changing use of libraries, with a decline in traditional book-lending services
- rapidly changing technological landscape and our customers' expectations that services should be available online and in a range of formats
- wider potential of libraries to support communities to develop skills and capacity
- need to make further budget savings.

We have reduced our budget by £3 million (30%) over the past three years. We now have to make an additional £1.5 million savings between 2014/15 and 2016/17. These seven proposals could deliver the required savings; provide a good spread of locations across Devon where high-quality and modern library services would be integrated with other complementary services and encourage communities to maximise the use and impact of their local library in the future.

The proposals

1. Reduce the running costs of medium to large libraries by sharing space, integrating services and, where appropriate, staff with other Council services and wider partners, creating a broader-based Devon Centres model.
2. Work collaboratively with communities to identify how smaller and less well-used libraries could be sustained in new and innovative ways.
3. Work collaboratively with rural communities to explore alternatives to the mobile library service which are more affordable for the future, but which still reaches those in rural areas who cannot easily access a physical library.
4. Identify how the use of technology can be improved to widen access to the service.
5. Develop the outreach service for people physically unable to visit a library into a more personalised, attractive service.
6. Continue to reduce the cost of management and support services.
7. Continue to seek new sources of income, external funding and partnerships to sustain valued services.

We are keen to hear the views and ideas of a wide range of people and to learn about the potential impact –positive and negative – that these proposals may have on you, your family and friends and your local community. We are also keen to hear about any ideas or potential approaches which we have not considered, or hear from organisations which may be willing to work with us in the future. We will use this feedback to create a definitive set of proposals to take to Devon County Council's Cabinet during autumn 2014.

Crediton Library

Proposal for this library

We plan to develop this library into a Devon Centre, identifying other services which could share the space and, where appropriate, staff. This could reduce the running costs of this library and could provide a wider range of complementary services for the local community.

Location and premises

The library is on Belle Parade, approximately five minutes' walk to the main road through Crediton, and close to local amenities. The tenure is freehold. The gross internal floor area is 244 square metres and the library is on one floor at ground level. A ramp leads to the main entrance which has an automatic entrance door. There are no public toilets, but there is a toilet a short walk away in Market Square.

There are parking spaces at the front and side of the building. There is limited parking on the roads in the surrounding residential streets. There is a bus stop within three minutes' walk of the library. Crediton is served by a number of bus services direct to Exeter and to other parts of Mid and North Devon. There is a railway station in Crediton which is approximately 20 minutes' walk from the library.

The population of the Devon Town area of Crediton is 21,034.

Opening hours

The library is open for 38 hours a week (37.5 hours a week up to September 2011).

Monday	9am – 6pm	Friday	9am – 6pm
Tuesday	9am – 5pm	Saturday	9am – 1pm
Wednesday	Closed	Sunday	Closed
Thursday	9am – 5pm		

Services and activities

Services and activities currently available from Crediton Library include:

- adults' and children's books, DVDs and audiobooks for loan and request
- reference, information and Local Studies materials
- eight PCs with Internet and Office software
- display/exhibition space
- self-service points
- chill-out area for young people
- study space, photocopier and free Wi-Fi in the building
- Book Start Bear Club and Book Track Reading Scheme for children
- Summer Reading Challenge - during summer holidays
- Saturday story time and Bounce and Rhyme sessions – fortnightly
- monthly book clubs for children, teens and adults
- Work Club every Wednesday - in partnership with Careers South West, Job Centre Plus and Devon Adult and Community Learning
- Free Fridays - weekly support for jobseekers and those affected by welfare reform changes
- nineteen local reading groups are supported by the library.

Staff and volunteers

There are 2.83 Full Time Equivalent staff at the library. Three volunteers helped with the Summer Reading Challenge in 2013. Two volunteers support the library. Volunteers from the Royal Voluntary Service (formerly WRVS) use the library as a base for selecting and delivering books to housebound people.

Trends of use

	2012-13	Rank*	2011-12	Change 1 year	2010-11	2009-10	2008-9	Change 5 years
Active borrowers*	3,314	13	3,577	-7.4%	3,835	3,557	3,564	-7.01%
Issues	73,529	12	80,923	-9.1%	81,895	80,806	78,739	-6.62%
Computer sessions	8,609	18	9,090	-5.3%	8,023	7,853	7,195	19.65%
Visits	74,029	15	49,041	51.0%	46,095	53,424	54,131	36.8%

- The total number of active borrowers at 31 March 2013 was 3,315, that is 20% of the catchment population.
- The number of active borrowers aged up to 18 was 1,108, that is 32% of the catchment population of this age group.
- Issues of children's and teen stock make up 46% of all loans.

An active borrower is someone who has borrowed at least one item within the previous 12 month period. Catchment population has been aggregated from the postcode areas of members of the public borrowing items from this library. Rank is the relative position of the library within the existing network of 50 libraries.

Direct costs (2012/13)

Total direct costs	£98,758	Includes lease/rent, minor repairs, rates, gas, electricity, water, cleaning, grounds maintenance, fixtures, fittings, pay, NI and superannuation for all staff including relief staff; also includes any training costs. All other costs attributable to a specific library for example, travel expenses, equipment, printing, postage, phones, IT hard/software and subscriptions.
Income	-£12,118	All income from sales, fees and charges, room hire

The total costs of running this library include additional indirect costs which are accounted for centrally and include book stock, ICT connectivity, buildings maintenance, logistics and stock staff, management and admin support. The figures provided are based on actual income and expenditure in the 2012/13 financial year and are intended to be indicative of the level of financial activity within any particular library.

All information in this document was correct at the time of going to print 28 March 2014