

Re-modelling Library Services:

Adaptation through innovation

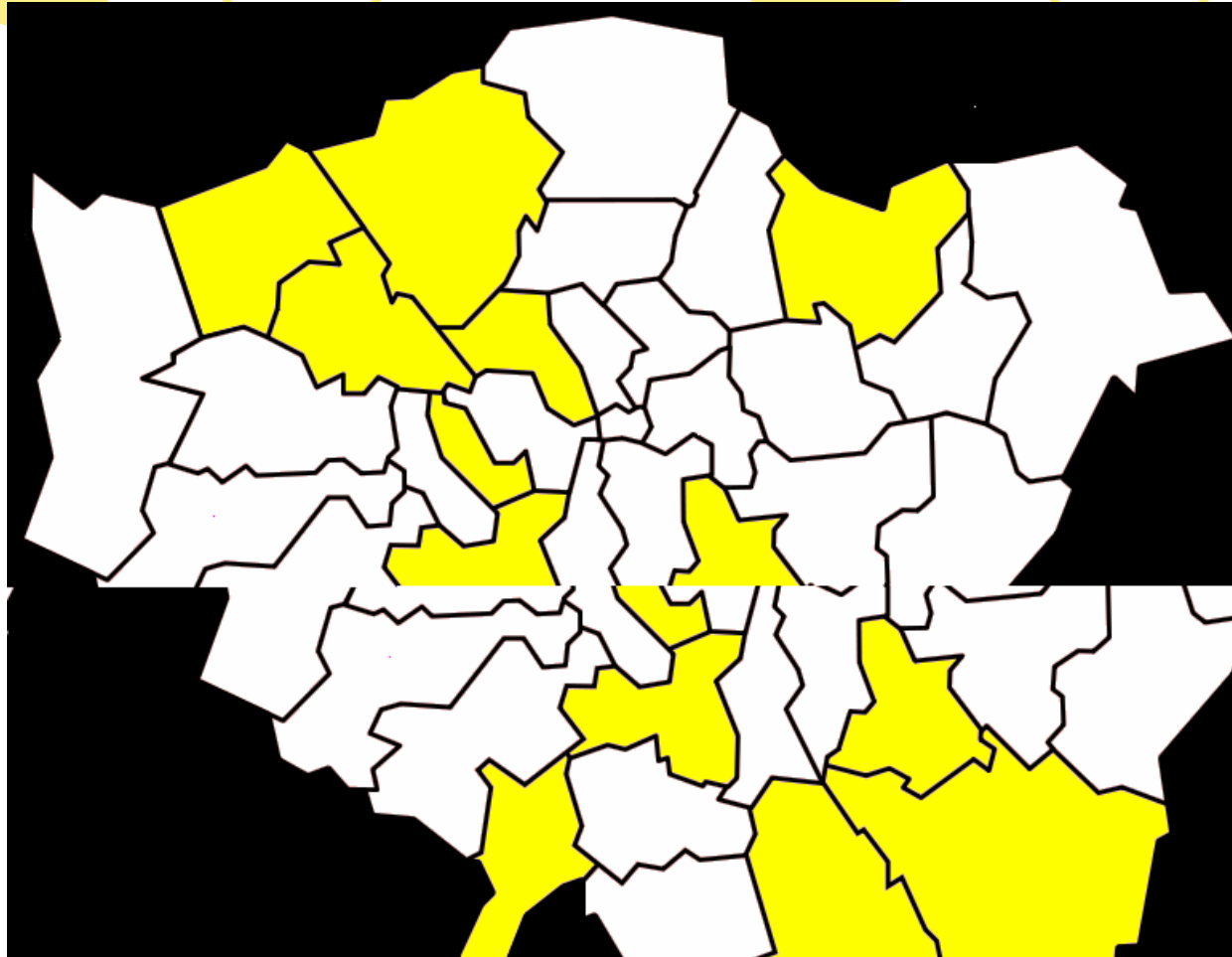
Seminar 5: Cross-boundary working

London Library Change Programme

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London Library Change Programme: engagement

Member of workgroup or
attended scenario
planning event or Board
board



* By
invitation
only

London's library services: context

- 385 public library sites in London (inc 21 mobile libraries)
- 1 library for 19,513 people (England average 14,528)
- 99% of Londoners live within 1 mile of a public library
- 1998 – 2008: 40 new libraries built
- Many services constantly evolving
- Book loans slightly lower than UK average but visits approx 20% higher (and increasing during recession)
- Wide variations in deployment of staff, processes, needs and costs across all 33 boroughs
- Management layers range between 2 and 9, with an average of 5
- Half the boroughs didn't have full EDI
- One third didn't adhere to NAG minimum standards
- One third didn't do any supplier selection
- And as for opening hours, stock quality...

London's library services: more facts

% of population satisfied or fairly satisfied with libraries

England – 69.0% London - 67.6%

Source: CLG Place Survey 2008

% of population visiting Libraries at least once per annum (N19)

England - 48.5% London - 51.9%

Source: Active People Survey 2008

London's library services: need for change

- London's libraries cost over 40% higher per head than UK average
- Best practice not in place across London
- Plans in place to re-design, work collaboratively, share back office arrangements – but not yet systematic
- Some authorities have invested in technology that makes joint working harder
- Large variations in deployment and costs of staff
- Library service unusual as more open to global and web-based competition and other forms of governance

On the edge of change



London Library Change Programme: overview

- Began in 2007 with recognition of value for money issues, followed by a feasibility study
- Is part of the London Cultural Improvement Programme (www.londoncouncils.gov.uk/networks/lcip/programme)
- **Aims** to bring all 33 services up to the levels of the best
- **Aims** to reduce overheads and improve services through shared services and improved processes
- **Aims** for a systematic approach to having the right staff and skills in place to engage better with communities
- **Aims** to make a substantial change in the structure of London Libraries

Best practice standards - survey

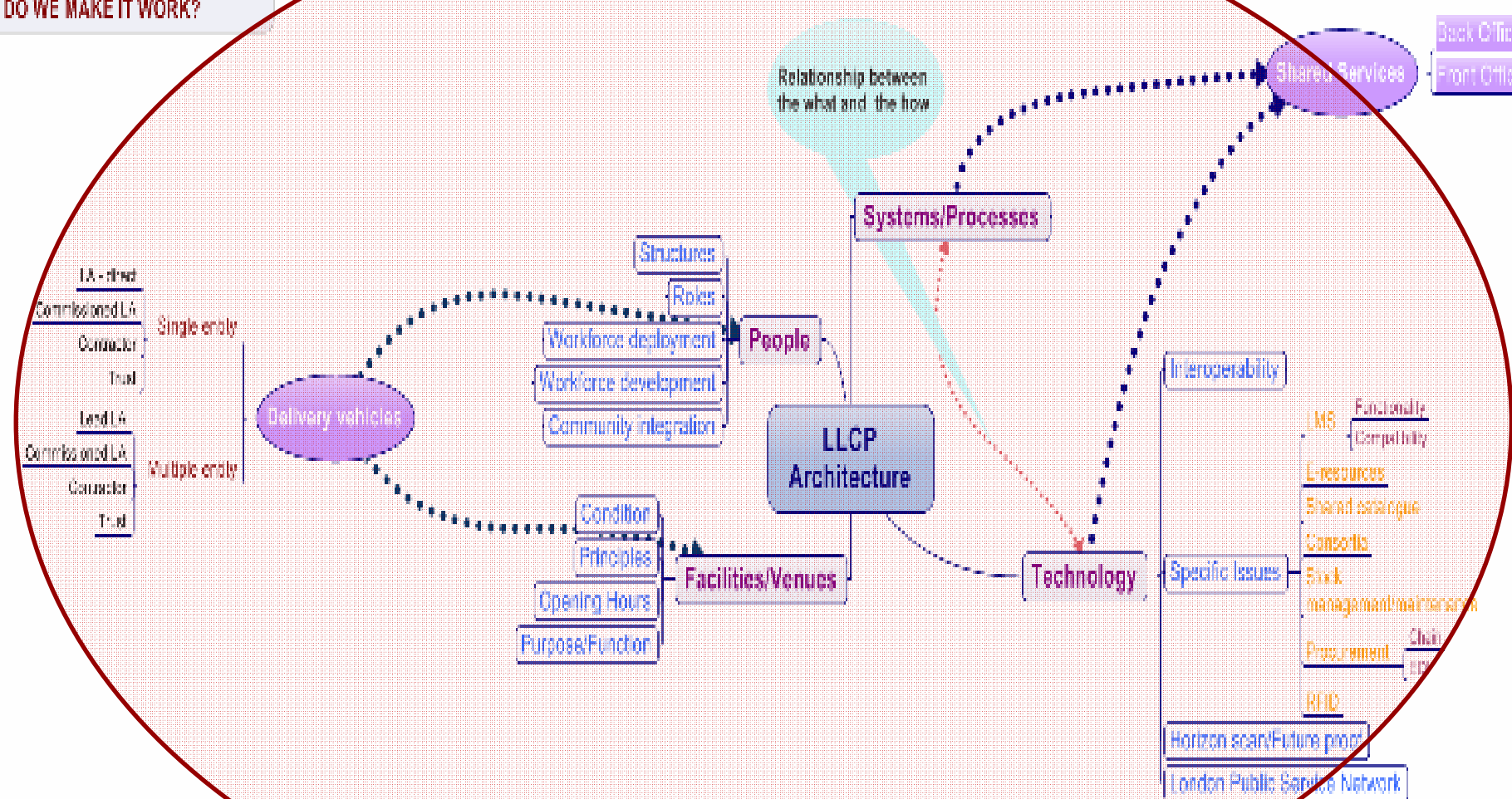
- Priorities
- Difficulties
- Assistance
- Examples of good practice
- Offering assistance
- Case studies
- Best practice measurement
- Community of Practice
- Development and Implementation of New PIs
- Shared services

Re-modelling the service – London's architecture for libraries

- Creation of an architecture for London's public services within which the core library offer can be delivered effectively, efficiently and economically and where the local offer can thrive
- Recognition of the significance and value of local schemes within the bigger picture
- Identification of common systems and solutions
- Creation of a platform for multiple sharing
- Development of governance and management models that will lead to an effective and efficient mixed economy approach
- Macro or micro buy-in when ready

LONDON LIBRARY CHANGE PROGRAMME

WHAT DO WE WANT AND HOW
DO WE MAKE IT WORK?



**World Class Library Services
for a World Class City**