

SURREY COUNTY COUNCIL**CABINET****DATE: 22 OCTOBER 2013****REPORT OF: MRS HELYN CLACK, CABINET MEMBER FOR COMMUNITY SERVICES****LEAD OFFICER: PETER MILTON, HEAD OF CULTURAL SERVICES****SUBJECT: COMMUNITY PARTNERED LIBRARIES PROGRESS REPORT****SUMMARY OF ISSUE:**

1. As part of the Libraries Public Value Review 10 libraries were identified to become Community Partnered Libraries (CPLs).
2. Cabinet agreed on 24 July 2012 to implement this recommendation to ensure a sustainable future for those libraries, based on the county council's model. Cabinet also requested a progress report on implementation, to follow in 2013. The 10 locations identified were Bagshot, Bramley, Byfleet, Ewell Court, Lingfield, New Haw, Stoneleigh, Tattenhams, Virginia Water and Warlingham.
3. The Library Service has now successfully launched Community Partnered Libraries at 6 of the 10 designated libraries: Stoneleigh, Byfleet, New Haw, Tattenhams, Virginia Water and Warlingham.
4. Discussions with the remaining four libraries are at varying stages of negotiation and implementation.
5. A more detailed report was provided to the Communities Select Committee on 26 September 2013 for their consideration and debate.
6. This report outlines progress made to date in implementing the decision.

RECOMMENDATIONS:

7. It is recommended that Cabinet, having taken account of the equalities analysis set out in the impact assessment and update:
 - a. Endorses the vote of thanks expressed by the Communities Select Committee¹ and Library Service to all volunteers who have been involved with the success of this initiative.
 - b. Notes the progress made in implementing its decision on 24 July 2012 establishing 6 out of 10 Community Partnered Libraries, and looks forward to the remaining 4 libraries opening as CPLs.

¹ On 26 September 2013

REASON FOR RECOMMENDATIONS:

8. Implementing the CPL policy has marked a major step change in how access to library services is delivered in Surrey. Working with CPLs is providing both libraries and SCC with new learning experiences in how community led provision can make the range of services offered at these libraries more accessible and diverse, helping to improve services in the future.
9. Implementation has also required substantial input from the Council's Legal and Property services, and support from Finance, Audit and Insurance. Introducing, supporting and developing the CPL model has involved all aspects of the Library Service and has led to a number of improvements. These include training and how library staff working with volunteers, as well as a clearer vision of how libraries in general can maintain their position at the heart of their communities, as community hubs, in a changing world.
10. The successful implementation of CPLs, at six libraries to date, is a reflection of the hard work and dedication of the council officers involved, and the commitment of the CPL steering groups and volunteers.
11. Evidence from customers and volunteers indicates that the CPLs are a valued complement to the Surrey library network, operating with a renewed sense of purpose and vigour and with ambitious plans for future development.

DETAILS:
National Context

12. Library services across the UK are looking to respond effectively to the changing ways that customers are using their services, including the expansion in the use of virtual services by library users. Many small libraries are suffering a decline in their traditional use, but remain valued and supported by their local users.
13. Ongoing financial pressures also require all local authorities to focus on ensuring their library services are sustainable for the future.
14. Surrey's approach to the challenging economic climate has been to find new ways to sustain the current library network, and to increase community involvement in services.
15. Many other authorities have however made significant cuts to library services. Research² suggests that during 2011/12 more than 200 libraries had been closed across the country. The trend is expected to continue, with the Library Campaign suggesting at least another 300 are under immediate threat.
16. Research conducted by the Arts Council³ has highlighted the growing number of community libraries emerging across England⁴. More than one in three library authorities now have at least one community library operating within their area.

² <http://www.thebookseller.com/news/library-campaign-warns-library-slaughter.html>

³ The Arts Council took on the functions of the Museums, Libraries and Archives Council in 2011

⁴ <http://www.artscouncil.org.uk/what-we-do/supporting-libraries/library-of-the-future/>

The Arts Council have stated that more than 425 community supported and managed libraries are either already operating or planned. This equates to approximately 12 per cent of all public libraries in England⁵.

Policy context: Envisioning the library of the future

17. The Arts Council identifies the essential elements that should define a successful public library as having:

- A safe, creative community space that is enjoyable and easy to use, in both physical and virtual form
- An excellent range of quality books, digital resources and other content
- Well-trained, friendly people to help users to find what they want either independently or with support

18. Their four priorities for public libraries in the future are:

- Placing the library as the hub of a community
- Making the most of digital technology and creative media
- Ensuring that libraries are resilient and sustainable
- Delivering the right skills for those who work in libraries

19. This profile of a successful library of the future corresponds closely to Surrey's approach. Surrey's CPL initiative is characterised by high levels of ongoing support that empower local communities to deliver a quality and responsive local service. This is a long term commitment to partnership, which will evolve and change over time.

20. The Arts Council have produced Guiding Principles for authorities considering community libraries. Their case studies⁶ highlight good practice to enable a community library to be part of the local network, and Surrey's model for CPLs includes all of these aspects.

Benefits of the Surrey model

21. As outlined below in paragraph 25, Surrey's Community Partnered Library model is one of the best-resourced models nationally.

22. In developing the Surrey approach, officers looked at models emerging across the UK. The level of ongoing support from the local authority that each community library receives varies considerably. Some are required to fund the premises and provide the book stock, and customers at some libraries are unable to access the wider library network. It should be noted that more recently other library authorities have been launching partnerships very close to, or identical to Surrey's model, recognising the high level of support that will help make these libraries a success.

23. Surrey's CPL model is based around providing the customer with the tools they need in order to be able to self-serve, using the self-service kiosks, public access terminals, and wifi. Additional support for those who require it is readily available

⁵ <http://www.artscouncil.org.uk/advice-and-guidance/browse-advice-and-guidance/community-libraries-learning-experience-guiding-principles-local-authorities>

⁶ <http://www.artscouncil.org.uk/what-we-do/supporting-libraries/community-libraries-research/>

from volunteers. As set out in the 24 July 2012 Cabinet report, the revised procedures that have been developed for CPLs mean that there are no processes that cannot be delivered through a CPL as compared to a Surrey County Council-staffed library.

24. Each of the CPLs enters into a Memorandum of Understanding (MOU) between Surrey County Council and the Community Partner, which defines the respective roles and responsibilities for the library. The responsibilities and duties captured in these documents are set out in greater detail in the 24 July 2012 Cabinet report.

25. Surrey County Council continues to provide:

- The library building and pay its running costs.
- Stock, including books, talking books and audiovisual items that form part of the prevailing offer (as demand for formats changes). These are refreshed with new and recirculated titles on a regular basis.
- Connection to the libraries IT network, including the resources of the virtual library (access to SCC's interactive catalogue, and full range of self-service borrower account management functions, electronic information resources, e-books and e-audiobooks); connection to the library automation system's self-service system for borrowing and returns, internet connected PCs for public use, and Wi-Fi broadband for public use. SCC also provides access to IT troubleshooting.
- Self-service kiosks are used as the book issuing and return system, which is easy for volunteers to learn and reduces the training burden for very large numbers of volunteers. Self-service also avoids data protection issues. The majority of transactions are self-service but if needed users can access their own records independently using the public access terminals or personal device through wifi. They can also access their records with support from a volunteer using the library's laptop. This enables the full range of services still to be provided via self-service.
- Professional library development team support for library services and activities, e.g. help with running the Summer Reading Challenge.
- Training and development for the steering group and volunteers, both initial and ongoing. The CPLs in Surrey are supported directly by the CPL Support Team. In addition to the training, the team provides on-site support, including a member of staff from the CPL team present in the library to train, advise and update for 20% of its opening hours. Volunteers can also contact the support team through a helpline for the remainder of the opening hours.
- Each Surrey CPL is "buddied" with a designated link library for advice, guidance and some administrative functions.
- In addition to the CPL Support Team, the CPLs and their users have full access to the Library's professional support, including Enquiries Direct, and the Library Services' Property, Environment and Stock Team (PEST) and other cross-service teams.
- Use of the contact centre for queries about SCC services.
- Some flexibility is available around the arrangements to manage and run the library. Of the CPLs which have started so far, five have chosen to be entirely volunteer-led and supported. At Warlingham, the model is that Warlingham

Parish Council raises funds for a single member of staff to work alongside and supervise volunteers while the library is open. Warlingham Parish Council work to raise the profile of, and increase use of the library services and library building.

- All CPLs sign up to a lease or licence and a memorandum of understanding which provide a common framework for working together with SCC and defines which policies and legislation are obligatory. While good practice and legislative requirements, including policies around equalities and access are followed by all CPLs, steering groups have also developed local policies and procedures e.g. recruitment of volunteers. As these libraries remain part of the library system some technical policies, such as minimum IT security standards, are also required to be consistent with the main service.

Impact of the six established CPLs

26. Each steering group demonstrates local variation in approach and emphasis but common themes have emerged:

The CPLs remain highly valued local services with strong community support and involvement

27. CPLs enjoy an enhanced profile in their communities, benefitting from their volunteers' local knowledge, contacts and influence. There is evidence that the CPLs are responsive to local and individual needs. All have proactively undertaken outreach and promotional work, most notably with schools. Locally, interest and commitment has been sustained and grown. Community focussed events, promotional activities and materials, and the use of the local library as a venue for other community services, have all contributed to the placing of these libraries at the heart of their community:

“The library is a good community resource. It is well positioned in the centre of the village, has good facilities and a welcoming feel. The changeover to CPL has gone well.” (New Haw)

The CPLs have sufficient numbers of competent and enthusiastic volunteers

28. There has been no difficulty with recruiting volunteers and turnover has been very low.

29. There have been virtually no complaints received by the Library Service relating to the CPLs, and none of these reflect on the volunteers themselves. The volunteers have consistently met their responsibilities, with very few minor problems with opening hours.

30. Most of the CPLs advised that while recruitment is not seen as a challenge, Saturdays and to a lesser degree Fridays, are less popular days for volunteering, but this is being managed.

Training and support arrangements are enabling CPLs to maintain high standards for library users

31. Volunteers receive initial and ongoing training and support from the Library Service's professional CPL Support Team. As a result, volunteers have the tools and techniques to either resolve enquiries directly, or refer onwards to the CPL Support Team or their Link Library.

32. For specialist enquiries, where the assistance of a trained library professional, or qualified Librarian is required, CPLs are trained to refer customers to Enquiries Direct. This is standard practice in all Surrey libraries, as qualified Librarians have not been based in the libraries themselves since 1981.
33. Initial training has been continuously revised and updated following feedback from volunteers. Originally more 'classroom' focused, it is now delivered in a highly interactive style and comprises a mix of 'classroom' based and on the job training, supplemented with refresher modules and handbooks. See section on training for more detail.
34. SCC provides 100% support presence during implementation and training, and starts to decrease support hours per week by mutual consent as the volunteers grow in experience and confidence. When fully trained, a support team presence is maintained at 20% of opening hours every week.
35. Representatives from the steering groups acknowledge the high levels of ongoing support from the county council.
36. Steering Groups are planning rotas effectively to ensure a balance of skills and a consistent service for the public. Individuals are supported to deliver roles they are comfortable with. Many steering groups hold social events for volunteers to build the sense of team ownership.

Volunteering is having a positive personal impact on many volunteers

37. There is evidence that for some volunteers, their role with the CPL has been instrumental in reducing loneliness, building confidence and developing employment skills. A number of volunteers have successfully progressed into employment, including one volunteer joining the county council's Library Service.

"Joining the library has transformed my life," (Comment from a volunteer who was dealing with bereavement).

Volunteers are bringing greater diversity into the libraries

38. The Library Service has asked volunteers to complete an equalities monitoring form. Responses received so far indicate that while predominantly female, older and white British, volunteers comprise a much wider range of ages than previously. For example, 7% are aged 14-18 and 15% aged 70 and over. In addition, volunteers come from a range of ethnic origins, including Asian, Black and Mixed ethnicities. 9% of volunteers who have responded to date have disclosed a disability.
39. There has been an increase in the proportion of males among volunteers compared to branch library staff, with evidence that this is having a positive impact. For example, at least two of the libraries mentioned that the most popular story-tellers were male. Initial equalities monitoring suggests around 12% of volunteers are male.
40. There has also been some success in recruiting younger volunteers, often from those following the Duke of Edinburgh programme. Stoneleigh in particular has established a young volunteer recruitment process with a dedicated coordinator and have a number of volunteers aged 14-18. Other libraries are also looking to recruit younger people.

Library users are benefiting from an improved internal environment at the CPLs.

41. Many of the public comments reflect the “buzz” that these libraries have. This is due in part to the enthusiasm of the volunteers, but also to them successfully working with the Library Service’s Property, Environment and Stock team. Internal improvements include coffee machines, reading and social areas and modernisation of children’s areas.

CPLs are making children, young people and families a priority for increased use.

42. All six established CPLs are aiming to increase the library’s appeal to younger people and families, and have been supported by the Library Service to take a pro-active approach to local schools. This has included talks at assemblies, involving pupils in library activity and parent representatives who promote the library in schools, and other groups.
43. In addition, the Summer Reading Challenge has been a significant success across all of these libraries with typical numbers for enrolment upwards of 25% improved on the previous year. There is a strong belief that this has driven up not just visits to the library from children and young families but also active enrolment and borrowing. Rhymetime and story times for younger children are also recording increased attendance and, at Byfleet, an additional weekly session has been set up to meet demand.

“Lovely, it’s a homely place and so welcoming.” (8 year old, New Haw)

Learning points

General requirements

44. The CPL process was always recognised as breaking new ground and presenting new challenges for the county council and this has proved to be the case in many instances. This has led to some frustration that the different timescales of the various interdependent separate service inputs required has meant some groups were delayed and communication proved difficult.
45. A shared understanding has had to be established that, as these libraries remain maintained by SCC with very tight budgets and heavy workloads, timescales to effect repairs or deliver improvements are sometimes longer than partners wish, causing them concern and frustration.

Wider participation in the library network

46. All of the steering groups confirmed that they see themselves very much as complementary to the council’s network of libraries. Relationships with the link libraries are largely positive, though there is scope for closer working for some.
47. Steering groups suggested that contact with the wider SCC library network is less frequent, although CPL engagement with service wide schemes such as the Summer Reading Challenge has enabled them to meet and be briefed as part of a wider library group.
48. The CPLs have met as a group a few times and local groupings established more frequent contact, particularly while they were developing. Facilitating networking

and on-line learning for the CPLs are two areas which the Library Service plans to expand in the coming months.

49. As the remaining CPLs come on stream, the Library Service is planning to increase opportunities for contact across the CPLs. In addition, New Haw is planning to organise a conference in spring 2014 for all of the CPLs.

The remaining 4 libraries

50. The remaining four libraries for community partnership status are at various stages of development and negotiation.
51. Specific issues at each of the remaining four libraries have affected progress. Work is ongoing to resolve these issues.
52. It is hoped that start dates can soon be agreed for Bagshot and Bramley, with further work required to progress implementation at Ewell Court and Lingfield. Further detail is included in Annex One.

Performance management and monitoring

53. The Library Service continues to work closely with CPLs to support and monitor performance as per the Memorandum of Understanding. See Annex Three.
54. The six existing community partnered libraries came on stream in stages starting with Byfleet in September 2012. To demonstrate the change in use of all existing CPLs, the figures shown are based on the seven months (February to August) since the latest CPL opened. For comparison the same seven months were used for 2011 and 2012.
55. The first six CPLs to launch were:
- Byfleet September 2012
 - New Haw October 2012
 - Tattenhams November 2012
 - Virginia Water January 2013
 - Warlingham January 2013
 - Stoneleigh February 2013
56. While in 2012, visits showed an overall decline compared to the same period in the previous year, there are encouraging signs that in recent months, CPLs have seen an increase in the number of visits, compared to the same period last year.
57. With the continued increase in use of the virtual library, physical issues across Surrey's library network have decreased, though to a lesser extent than the national average⁷. At CPLs, the level of decline in issues slowed in 2013, and latest available figures for August 2013 show a slight upturn on the same time the previous year.

⁷ CIPFA 2011/12 compared to 2010/11 statistics show 4% decrease for England and Wales, against a 1% for Surrey.. 2012/13 data will be available shortly.

Library Service Support and Training

58. The Community Partnered Libraries Support Team provides initial and ongoing training, advice, guidance and monitoring to the CPLs.

Initial training

59. Initial training is delivered via 3 classroom sessions, of 2 hours each. Training is aided by the production of handouts, which are given to all trainees, and question and answer sessions as well as practical learning. This training includes essential health and safety, fire, equalities and legal information and takes place before launch. Typically this requires around four hours, over two sessions and is usually delivered to groups of 16-20 people.

60. Pre start 'Speed Training' is delivered to familiarise volunteers with the 'tools' in their library and includes till training, stock overview, kiosk training, on line reference shelf and SCC website. This takes place in a two to three hour session for each volunteer, again usually done in groups of 16-20 and as close to launch day as possible. This 'live' practical training takes place in the library, with volunteers working alongside members of the CPL Support Team.

61. Attendance at the volunteer training delivered to date at the six currently operational CPLs has been nearly 1200 across all sessions and visits.

62. Following the classroom sessions, volunteers are provided with substantial 'hands-on' support by a member of the CPL Support Team. This intensive support continues for many weeks, while the volunteer builds knowledge and confidence. A member of the CPL Support Team is at the library for 100% of its opening hours, until both parties are confident that the level of support can begin to reduce.

On-site support

63. SCC provides 100% support presence during implementation and training, and starts to decrease support hours per week by mutual consent as the volunteers grow in experience and confidence. When fully trained, support is maintained at 20% of opening hours every week with a support team presence.

64. The purpose of the support team presence is to be a regular point of contact to provide ongoing advice, guidance and help, and is not intended as a replacement for the day to day service being provided by the community partnership.

Ongoing refresher training

65. Ongoing mini-modules, such as common scenarios and a quiz, supplement and refresh classroom training. Updates are cascaded through Steering Groups and posted in the staffroom where appropriate. There is also a range of ad hoc training delivered by CPL Support Team members as part of their on-site support or in response to specific requests or needs.

66. Each library receives a procedure manual – *Essential Information for Volunteers* – which is maintained and updated by the CPL Support Team.

67. Training is also delivered on other service initiatives and in response to individual CPL priorities. All have received training for the Summer Reading Challenge, but to date training has also been delivered on Rhymetime, leaflet and information management, Frontline, Stock management and the Reminiscence collection. Visits have also been organised to key resources such as the Surrey History Centre, Performing Arts library and Enquiries Direct.

Continuous Improvement

68. Initially the training was delivered in a classroom style with little interaction with the volunteers. Following feedback, it is now delivered in a much more interactive style, and feedback from volunteers demonstrates they find this approach more effective for their learning.

69. One of the ways that the training plan has evolved is in learning about equality and diversity. Feedback from volunteers demonstrated they had personal experience of supporting people with a protected characteristic, as defined in the Equality Act 2010, such as a disability. As a result, sessions now involve volunteers being encouraged to share their personal views and experiences – whether negative or positive. This has had a huge impact and has helped volunteers to understand, for example, how to respect someone using a wheelchair and treat them with dignity, and the impact of blocking spaces.

70. This approach has led to very honest training sessions where volunteers are gently challenged on their opinions without feeling exposed. Feedback on their evaluation forms has demonstrated that they find the training helpful and thought provoking.

71. By monitoring of statistics in the CPL quarterly reports, the service is in a position to identify and address any decline in use of any of the library's specialist services, such as large print or spoken word. To date no such issues have emerged.

72. There has been one safeguarding issue relating to a vulnerable adult, which was dealt with appropriately. The Library Sectors Manager contacted the Safeguarding Board and, as a result, a programme of training was agreed for library staff, including CPLs. The first session has been successfully delivered via an external trainer at Tattenhams CPL.

73. The Equality Impact Assessment conducted to inform the 24 July 2012 Cabinet decision identified the need to rollout the comprehensive equalities training developed for volunteers to the county council's library staff. The Library Service is currently evaluating the equalities training delivered to volunteers to adapt this to train Library staff. An initial pilot has had very positive feedback.

CONSULTATION:

74. Steering Groups at the established CPLs were offered the opportunity to input into this progress review through individual interviews and all accepted. The Library Service has sought honest and open feedback and therefore these interviews were conducted in August 2013 by a Policy Manager from Customers and Communities who has no direct involvement with the CPLs.

75. Customer input is also included in the report – via the customer surveys, as well as a selection of comments made to the Policy Manager when talking to customers in the library.

RISK MANAGEMENT AND IMPLICATIONS:

76. The risks associated with the transfer of libraries to CPLs have, and will continue to be assessed, and managed for each library. The library service continues to work with communities and the relevant county council departments to manage these risks.

Financial and Value for Money Implications

77. Surrey County Council has always made it clear that the CPL initiative had two drivers: - 1) to increase the cost effectiveness of the use of the library budget, and 2) to find a dynamic and sustainable solution for the future of ten libraries which were previously on the margins of sustainability.

78. The council continues to provide the same level of support services to CPLs, this includes providing the building and paying its current running costs, as well as stock, and IT. The introduction of self-service is standard policy across Surrey libraries, and this includes CPLs, which have all had self-service kiosks fitted.

Staffing implications

79. Once all ten CPLs are up and running, the Library Service will save £381,000 per annum on staff costs. As not all CPLs are up and running and there have been one-off implementation costs as noted below, these costs are funded from within the service's current budget.

80. Implementation has been largely driven by the CPL Support Team. By restructuring, the Library Service has been able to create the CPL Support Team based on existing resources, and met from within the service's existing budget.

81. Any additional staff training, for example, training staff at link libraries how to support the CPLs has been carried out within the Library Service's normal staff training activities and budget.

Set-up costs met from within the Library Service budget

82. The Library Service has incurred two additional costs:

- a) Refunding public liability insurance purchased by the community partners as required by SCC at an average cost of £400, and;
- b) Providing each CPL with a laptop for operational purposes.

Other costs

83. All CPL libraries also have new door access controls and other minor improvements to assist volunteers. These one-off costs total £43,182 to date.

84. To provide an acceptable condition for transfer, the council has brought forward essential maintenance and other building works at the CPLs. This includes redecorating, boiler works, replacement windows, upgraded lighting etc. The total cost of this work to date is £103,487.

Section 151 Officer Commentary

85. The Public Value Review of Libraries identified Community Partnered Libraries as one of a number of opportunities to improve the cost effectiveness of the library service and the sustainability of 10 small libraries in the longer term. At this time assumptions were made regarding the achievability of these proposals, the expected timescales for implementation and the estimated financial impact. The delays to implementation have meant that support is being provided by the Library service for longer than originally expected, these costs are funded from within the service's current budget. There are no new financial implications arising as a result of this report updating Cabinet on the progress made to date.

Legal Implications – Monitoring Officer

86. The Cabinet made the decision to establish CPLs at ten libraries at its meeting in July 2012. This report is noting the progress of the implementation of that decision. The statutory duty under the Public Library and Museums Act 1964 is for the Council to provide an efficient and comprehensive library service available to all those who wish to make use of it provided that they live, or work, or are in full-time education in the Council's area. The decision to establish CPLs in the identified libraries has been and continues to be compliant with this duty

87. Reference is made in the equalities section to the public sector equality duty which continues to be an important consideration in delivering this service. The section sets out the actions that are being taken to ensure that this duty continues to be complied with.

Equalities and Diversity

88. The public sector equality duty applies to the Council's ongoing implementation of the CPL policy. There is a continuing need in providing this service to have due regard to the need to advance equality of opportunity for people with protected characteristics, foster good relations for such groups, and eliminate any unlawful discrimination.

89. A detailed Equalities Impact Assessment (EIA) was provided to Cabinet on 24 July 2012 to inform the decision to proceed with implementing the CPL policy. Members are asked to refer to this document for a full analysis of the equalities issues identified and the mitigation measures identified. The Library Service continues to monitor the action plan arising from this EIA, with formal reviews completed in January and August 2013. The updated EIA Action Plan is shown in Annex Two.

90. In addition, the Library Service has sought feedback from Surrey's Empowerment Boards during the summer 2013. The Services has also reflected upon the equalities issues that were identified by the EIA and how any relevant issues arising during implementation have been addressed.

Other Implications

91. The potential implications for the following council priorities and policy areas have been considered. Where the impact is potentially significant a summary of the issues is set out in detail:

Area assessed:	Direct Implications:
Corporate Parenting/Looked After Children	All Surrey libraries remain open and able to assist children and their carers with reading, literacy, and information.
Safeguarding responsibilities for vulnerable children and adults	Training programme for staff and volunteers being set up, in collaboration with Safeguarding Board. First session delivered at Tattenhams.
Public Health	Volunteering at CPLs has benefits for health and wellbeing, as documented in this report.
Climate change	Retaining cost-effective local services reduces travel
Carbon emissions	Lending books is an effective way of reusing, reducing the number of books that are bought and then discarded.

WHAT HAPPENS NEXT:

- 92. The Library Service will continue to work towards implementation at the four remaining CPLs. It is hoped that Bagshot will be able to launch this year. Surrey County Council is endeavouring to achieve a launch for Bramley before March 2014.
- 93. Delays at Ewell Court and Lingfield have been due to property-related issues, and all parties are keen to move forward. The Library Service will continue to work with representatives for Ewell Court and Lingfield to progress implementation.

Contact Officer:

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Consulted:

Susie Kemp, Assistant Chief Executive
 Rose Wilson, Library Operations Manager
 Allan Wells, Lead Manager Legal
 Susan Smyth, Strategic Finance Manager
 Andy Tink, Senior Principal Accountant
 Liz Hart, Services Delivery Manager, Estates and Property Services
 Steering Group representatives at Byfleet, New Haw, Stoneleigh, Tattenhams, Virginia Water and Warlingham
 Communities Select Committee 26 September 2013

Annexes:

Annex One – Commentary on each CPL
 Annex Two – EIA Action Plan update
 Annex Three – Performance Management and Monitoring summary
 Annex Four – Performance Management at each CPL

Sources/background papers:

- Interviews with representatives of each of the six active CPLs using pre-scripted questions and drawing in comments and views from volunteers and library users as well.
 - Library Service Performance Data
 - Customer surveys
 - Envisioning the Library of the Future, Arts Council
<http://www.artscouncil.org.uk/what-we-do/supporting-libraries/library-of-the-future/>
 - Community Libraries Research, Arts Council
<http://www.artscouncil.org.uk/what-we-do/supporting-libraries/community-libraries-research/>
 - Report to Cabinet and Equality Impact Assessment - Public Value Review of Surrey Libraries, February 2011
[http://mycouncil.surreycc.gov.uk/celistdocuments.aspx?MID=467&DF=01%2f02%2f2011&A=1&R=0&F=embed\\$Item 12 - Public Value Review of Surrey Library Service.htm](http://mycouncil.surreycc.gov.uk/celistdocuments.aspx?MID=467&DF=01%2f02%2f2011&A=1&R=0&F=embed$Item 12 - Public Value Review of Surrey Library Service.htm)
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[http://mycouncil.surreycc.gov.uk/celistdocuments.aspx?MID=485&DF=24%2f07%2f2012&A=1&R=0&F=embed\\$Item 6 - Public Value Review Surrey Library Service - Community Partnered Libraries.htm](http://mycouncil.surreycc.gov.uk/celistdocuments.aspx?MID=485&DF=24%2f07%2f2012&A=1&R=0&F=embed$Item 6 - Public Value Review Surrey Library Service - Community Partnered Libraries.htm)
 - Communities Select Committee – CPL Progress Report September 2013
<http://mycouncil.surreycc.gov.uk/ieListDocuments.aspx?CId=172&MId=3293&Ver=4>
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