

**Annex B - COMPARISON OF SERVICE OFFERS**

	<b>Surrey Performing Arts Library at Ewell Library</b>	<b>NewSPAL proposed service</b>
<b>Who is responsible for the service?</b>	The current service at Ewell library is part of the wider library service run by Surrey County Council. As such, it is answerable to elected council members and Surrey's tax payers.	The new service will be run by a Charitable Incorporated Organisation (CIO), a type of legal status which means that it is a not-for profit organisation. It is run by its Trustees and as a CIO it can have a wider membership, including non-voting members other than the charity trustees. It: <ul style="list-style-type: none"> <li>- is registered with the Charity Commission</li> <li>- keeps a register of its members and trustees</li> <li>- sends its accounts and annual return to the commission each year, regardless of its income</li> </ul>

## COMPARISON OF SERVICE OFFERS

<p><b>Opening hours</b></p>	<p>Ewell library is open 37.5 hours a week, 9.30-5pm, Tues -Sat. Other libraries in the network have varying opening times, including late nights until 7pm for collection and return of material.</p>	<p>Initial plans are to be open for 18 hours per week. This will include a mix of hours spread across two weekday mornings, two weekday afternoons, one weekday evening and part of Saturday. The exact details of this will be decided in consultation with its users.</p> <p>See "Collection and delivery of materials" for details of alternative methods of collection and return of material will be available e.g. parcel or courier service.</p> <p>See "Access to the collection - online" for details of the enhanced new computer system which will enable members to search and reserve material themselves on a 24 hour basis.</p>
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## COMPARISON OF SERVICE OFFERS

	Surrey Performing Arts Library at Ewell Library	NewSPAL proposed service
<b>Access to the collection - the building</b>	<p>Ewell library is on one level, with a ground level car park immediately outside. There are parking charges Monday to Saturday.</p> <p>Current charges are available on the Epsom &amp; Ewell Borough Council website.</p>	<p>The proposed location is on the first floor of a building in Woking town centre, accessible via lift and stairs. The collection and return of multiple sets would be available at the first floor reception. Parking in the surrounding streets is part of Woking Borough Council's controlled parking zone and is charged for. Charges apply from 8.30-18.00 Monday to Sunday.</p> <p>There is also parking available in the nearby multi-storey car park. Charges apply Monday to Sunday. Current charges are available on Woking Borough Council website.</p>

**COMPARISON OF SERVICE OFFERS**

<p><b>Access to the collection - online</b></p>	<p>Surrey Libraries uses its standard library computer system. It has a fully searchable online catalogue which lists all of the performing arts material held at Ewell Library, with the code 'EW/MALT' against the relevant items.</p> <p>Reservations for individual items can be made online directly from the catalogue.</p> <p>Reservations for sets need to be made through separate webpages by online request form.</p> <p>Payments can be made online.</p>	<p>NewSPAL will use a bespoke performing arts library management system which will offer, via its own website, an online self-service system available 24 hours a day. It will include a fully searchable online catalogue, allowing remote browsing, bookings, advance reservations, payments and account management for all users.</p>
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	<p><b>Surrey Performing Arts Library at Ewell Library</b></p>	<p><b>NewSPAL proposed service</b></p>
<p><b>Collection and delivery of materials</b></p>	<p>Materials can be collected and returned at Ewell library and also at any other library in the network free of charge. There is also an arrangement between Surrey and West Sussex which allows free collection and return to any West Sussex Library.</p> <p>Surrey Libraries do not offer an option for home delivery except for standard library books via our Library Direct Home Service.</p>	<p>Materials will be able to be collected and returned to NewSPAL's Woking location free of charge. There will also be a chargeable collection and returns service, via parcel or courier service on a cost recovery basis, to other venues or to a secure drop locker, similar to Amazon.</p> <p>There are plans for home delivery for those with medical conditions or mobility problems. This could include delivery by volunteers or special rates and concessionary arrangements.</p>

**COMPARISON OF SERVICE OFFERS**

<p><b>Charges</b></p>	<p>Surrey Libraries offers annual subscription charges for music and drama groups but not for individuals. Surrey based groups have discounted charges.</p> <p>Music and drama groups also pay an additional charge to hire multiple items.</p> <p>Surrey Libraries charge request fees for groups and individuals. There is also an inter-library loan service for Surrey-based groups to borrow music or drama sets from other library authorities.</p> <p>Prices are reviewed annually and are approved by an elected Surrey councillor in the SCC Cabinet. It is probable, given the financial pressures, that Surrey's own terms and conditions and prices will have to rise for the Ewell based service. Up to now, Surrey council tax payers have made a contribution to the costs of the library, hence the discounted rate. NewSPAL is an independent body and will not receive any contribution from Surrey County Council.</p>	<p>NewSPAL will offer an annual subscription charge to music and drama groups. Additionally, a modest annual subscription for individual users may be introduced. To ensure its long-term financial viability NewSPAL is proposing to become a country-wide service responding to customers based anywhere in the UK and offering a standard rate. There are plans for concessions for those in full time education or the unwaged.</p> <p>Music and drama groups will also pay an additional charge to hire multiple items. Individuals will be able to borrow the same number of items as at present.</p> <p>NewSPAL will be charging request fees for groups and individuals. They will also be offering an inter-library loan service for groups, both Surrey-based and non-Surrey-based, with details still to be negotiated.</p> <p>NewSPAL trustees will set the prices in consultation with users and on the basis that charges will fully reflect the costs of the service.</p>
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**COMPARISON OF SERVICE OFFERS**

	<b>Surrey Performing Arts Library at Ewell Library</b>	<b>NewSPAL proposed service</b>
<b>Staffing</b>	<p>Library staff have general public library experience and training. Performing arts material is a part of the services which the library offers. Staff will fulfil requests for material on a daily basis and queries are dealt with as they are received.</p> <p>Holidays and sickness are covered by paid staff</p>	<p>NewSPAL will initially employ 2 members of staff, with library experience, at least one of whom will have an additional specialist music and/or performing arts qualification. Performing arts will be the sole material in the collection.</p> <p>Holidays and sickness are covered by specially trained volunteers.</p>
<b>Coverage of the service</b>	<p>Anyone who can collect their materials directly from Ewell library, or from their local Surrey or West Sussex library, can use the service. Groups from elsewhere in the country use it via their own local library service and the inter-library loan scheme.</p>	<p>NewSPAL aims to open membership to all comers, regardless of their geographical distance from the Woking site.</p>

## COMPARISON OF SERVICE OFFERS

<b>Who owns the material in the collection?</b>	The current material in the collection at Ewell Library is owned by Surrey County Council. A small percentage of the books were bought as the result of a legacy, but are owned by Making Music and housed at Ewell. A further minimal percentage is owned by a group of local authorities as part of an inter-library lending scheme.	Initially the charity will not own any of the performing arts material, but will have it on free loan basis from Surrey County Council on a conditional basis for two to three years. If the council is assured of NewSPAL's ability to maintain and financially support the service, then ownership will be passed free of charge to NewSPAL.
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	<b>Surrey Performing Arts Library at Ewell Library</b>	<b>NewSPAL proposed service</b>
<b>Funding and income</b>	<p>The library service and this collection is funded by Surrey County Council as part of its council services for Surrey residents.</p> <p>All income goes to the Library Service as part of the targets it has to make to support services.</p>	<p>NewSPAL aims to be self-financing, with all of its costs being recovered from the people using the service. It will also be appealing to supporters for donations and, as a charity, it will be able to apply for grants which are not available to Surrey County Council. They will also be supported by the Friends of Surrey Performing Arts Library (FOSPAL) which will initially provide a budget to buy replacement or additional material.</p> <p>All income will be used by the trustees for the running of the service.</p>

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