Sharing Responsibility for Libraries MK: More than a Library

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Milton Keynes Libraries

MILTON KEYNES COUNCIL

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Table of Contents

Background to the Review 3
Vision for the Future of Milton Keynes Libraries 3
Objectives 4
Engagement 5
Key Messages from the Engagement 5
Principles to Guide the Future of Overall Services 6
Use of Buildings 6
Maximise the Community Use of the Library Buildings 6
Partnership Working with Charitable Organisations 6
Parish and Town Council Partnerships 7
Co-located Services 7
Reduction in Library Size and Rental of Released Space 8
Financial Issues 8
Income Generation 8
Fundraising, Sponsorship and Donations 9
Making the Library Buildings More Energy Efficient 9
Management and Operation of Libraries 9
Core Offer and Central Support 9
Stock 10
"Open Libraries" 11
Information Technology 12
Publicity and Promotions 12
Staffing and Volunteers 13
Staffing 13
Volunteers and Friends Groups 13
Conclusion 14
Delivery Plan 15

Background to the Review

This report sets out the proposals for Milton Keynes Libraries in the context of the Council's budget proposals for 2015/16 to 2017/18. This includes the outcomes from an extensive three-month community engagement programme on the future of the libraries and sets out a proposed way forward for each of the Council's libraries into the future.

Vision for the Future of Milton Keynes Libraries

Milton Keynes Libraries want to provide a good service, but this has to be set in the context of a continuing requirement to make savings and a reduction in book issues, set against a strong community value being placed on their services. Libraries have to change to meet the new challenges of an increasingly virtual world.

Libraries need to become hubs of community activity and not just provide a library service. Communities have got involved in the engagement process and this has to be continued in the future with communities promoting and maximising library use by developing successful and enterprising uses for the spaces both within library opening hours and beyond. This can only be achieved by working with communities and organisations such as Town and Parish Councils. This partnership approach will allow libraries to be at the heart of communities offering space and support where possible.

Looking to the future, an action plan has been developed for each library as well as the service overall. The key themes are:

- Development of "open libraries" – this will allow libraries to be open for longer hours while still reducing costs.
- Maintaining a flexible, professionally staffed library service.
- Developing the role of the library as a 'platform' for community and enterprise use and to enable others to organise and develop it.
- Supporting the development of Friends Groups at all libraries to help shape the use of libraries and develop fundraising initiatives.
- To continue to encourage the valuable role of volunteers in libraries providing support and training as required.
- To provide IT support, be it through Wi-Fi, PCs or technology, to manage libraries in a timely cost effective manner.
- Developing links with businesses, voluntary, public and education sectors to deliver services and share resources.
- To continue to work towards the development of a sustainable network of libraries that can share and develop services.
- To continue to develop strong partnerships with Town and Parish Councils to provide local services.

- To continue to review stock and space required to ensure that footfall is maintained and services provided to meet the needs of local communities.

Objectives

The key objectives addressed in this report are as follows:

- Retaining all library outlets through sharing responsibility with communities and other agencies and utilising labour saving technology.
- Minimising the impact on communities, particularly older and young people.
- Achieving a sustainable operating model for the libraries into the future within a defined minimal level of Council funding whilst meeting statutory responsibilities.
- Achieving a budget efficiency target of £500k+ through a reconfiguration of the libraries. A summary table is shown below:

LIBRARY BUDGETS	**2014/15 £000**	**2015/16 £000**	**2016/17 £000**	**2017/18 £000**	***Total Savings***
Base Budget (includes planning assumptions, excludes capital charges)	**2,159**	**2,090**	**1,782**	**1,435**	
Savings -					
Future Libraries MK Delivery Plan	-135				*-135*
Introduction of self-service radio frequency identification technology (RFID)		-78			*-78*
Two senior management posts deleted		-80			*-80*
Community and Cultural Services Review savings from HQ staff costs of £250k and front line staff costs of £250k.		-189	-311		*-500*
Rental savings at Westcroft Library				-55	*-55*
Total Savings	**-135**	**-347**	**-311**	**-55**	**-848**
Additional rental income			-38	-30	*-68*
Additional Income	**0**	**0**	**-38**	**-30**	**-68**
Revised Budget	**2,024**	**1,743**	**1,433**	**1,350**	

Engagement

The community engagement process was undertaken to gather ideas, contributions and views from residents, users, Parish/Town Councils, ward members and other stakeholders and consisted of two parts:

1. A series of face to face engagement sessions at each library which comprised of a presentation followed by an opportunity for attendees to offer their thoughts through small group work led by a member of the Sharing Libraries Team.

2. An online survey, which ran from 19th June to 22nd September. This survey was actively promoted to users at the library and through the Council's website.

In total, 248 people attended one of the nine meetings which started on 23rd June and ran through to the 14th July 2015. Attendance numbers varied, with Bletchley and Olney hosting over 50 people and Wolverton and Kingston with less than 10 people. There were over 200 responses to the online questionnaire. A number of other meetings were held with Parish and Town Councils and with voluntary and community sector stakeholders, along with a number of follow up meetings with organisational contacts provided at the engagement sessions.

Key Point – There was a positive response to the community engagement.

Key Messages from the Engagement

The key headlines and themes from the consultation were as follows:

- The public place a high value on their local library.
- A desire for co-located services and alternative ways of working.
- A wish to retain all nine library outlets and the mobile library.
- Retention and extension of current opening hours to facilitate greater access and community use for a variety of activities and programmes.
- Strong support for the increased involvement of volunteers in libraries and the creation of "Friends" Groups to support the libraries.
- A need to maximise use of the library buildings for a range of community activities both during and outside of published opening hours.
- Parish and Town Councils were seen as logical partners to work with in future provision.
- Information technology and retaining high standards was seen as important.
- A need for more publicity and promotion.
- The importance of sponsorship, donations and increasing income.
- Coffee shops in libraries.

- Reticence to the introduction of fully automated libraries.

Key Point – There were some clear directions gained from the community engagement process to help guide the future of the libraries.

Principles to Guide the Future of Overall Services

The outcomes from the public engagement have helped to ascertain what residents need and would like from our network of library assets and services. It has identified a set of key principles to drive the future of Milton Keynes Libraries to deliver cost savings or increase income. This document summarises the proposed direction for the libraries and the associated financial efficiencies that are to be delivered.

Use of Buildings

Maximise the Community Use of the Library Buildings

The engagement exercise reinforced the value the public places on an accessible network of libraries across the Borough. Milton Keynes is committed to the provision of libraries, but this has to be undertaken in the light of changes to the way libraries are being used and the resources available. The future has to reflect that the conventional use of the library as a place for books has lessened. There is an increasing demand for and use of IT for both customers and operationally and more demand for changes to opening hours. Operationally, libraries will need to reflect the greater use of technology and communities doing more for themselves and their libraries.

By doing this, the libraries can increasingly become more of a focal point for communities.

Key Point – The public place a high value on an accessible library network.

Key Point – The introduction of technology and community involvement can protect library hours and will allow for them to be extended.

Partnership Working with Charitable Organisations

Throughout the engagement process, charitable and voluntary sector organisations were invited to come up with ideas on how libraries could be shared, and to explore the potential for stakeholders to operate within the physical buildings. This could help to provide a presence and potentially provide some operational library related support.

A number of organisations have come forward and were identified as a result of the engagement process. Work with them will continue to maximise the community use of library spaces and create an increase in volunteers across all libraries.

- Acorn Nurseries - The opportunity to rent space at Bletchley Library will be marketed, focussing on accommodating a nursery.
- MK CAB – There is the potential to rent space in all libraries. CAB are looking at funding to run additional sessions.

- Community Action MK - Funded by the Council's Transitional Fund for CCSR, this would work to develop a volunteer workforce for libraries, youth and children's centres and is very much at an embryonic stage. The 6-month pilot, "Communities Can", will be funded to the level of £85k.

- MacIntyre - Particularly interested in the catering opportunity at Central Milton Keynes Library. Given the demand for this, work is being carried out to develop a partnership with MacIntyre alongside the redesign of Central Library. They are also interested in providing volunteers to support Wolverton Library and ultimately be a key partner in sharing responsibility for that library space. The potential for enhanced programming will result in more community footfall.

- Arts Gateway MK - No current appetite to share premises/responsibilities but opportunities will be explored for a dedicated area for art display purposes in Central Library.

- Age Concern and Mind - Discussions are in the early stages and therefore not fully defined but are focussing on opportunities to maximise services delivered from the library buildings.

- Child and Adolescent Mental Health Services – have confirmed their move to Bletchley Library.

Key Point – There are a number of potential leads for the letting of space or co-location of services in the libraries.

Parish and Town Council Partnerships

Development of partnerships with Town and Parish Councils is an important part of the delivery of the library services. These partnerships offer co-location, with the benefits of increased footfall and shared costs. Milton Keynes Libraries currently operate out of buildings that are owned by Olney, Wolverton, Stony Stratford and Woburn Sands Town Councils.

Meetings to discuss amendments to the partnership agreement and develop initiatives to support library activities are already being held and will continue to develop and strengthen the partnerships.

Key Point – The continued development of partnerships with Town and Parish Councils is seen as very important.

Co-located Services

Co-location of services has been proven to be successful in attracting a larger, more diverse clientele to library buildings. The opportunity for the development of further partnerships was an important part of the community engagement.

One of the options explored was the potential to work more closely with Children's Centres and Youth Services. Some activity in terms of outreach children's work has been established at Bletchley and Kingston Libraries and is becoming well established.

Another opportunity has been to co-locate the Westcroft Library with the nearby Westcroft Meeting Place. Initial concept design development commenced in October 2015 and the users, local community and stakeholders, including MK Councillors and the Parish Council, will be involved in the proposed design development. Should the library move location this would produce a rental saving of £55k per annum.

Key Point – The development of partnerships with organisations that can not only use but assist with the management of libraries through co-location is important.

Key Point – The development of a new library building at Westcroft will bring not only an improved service, but cost savings to the Council in the long term.

Reduction in Library Size and Rental of Released Space

Along with staffing, the operation of the library buildings themselves represents one of the larger costs. The engagement process looked to generate ideas as to how these costs could be reduced or shared. The two largest libraries (Central and Bletchley) show the greatest potential and the engagement process was broadly in favour of use of the buildings to generate income, but were keen that any income generated should be channelled back into the service.

This is an established model at Kingston with two lets on the first floor. This initiative has the potential to deliver an additional income of at least £38k in 2016/17 and £30k in 2017/18. A design and build contract was awarded at Central and Bletchley libraries in mid-September and design work is now underway with the aim to complete in late 2016.

Key Point – The potential for income generation at Central Milton Keynes and Bletchley libraries needs to be realised through the letting of space as a result of releasing space.

Financial Issues

Income Generation

This has always been a key challenge for the libraries and was a key focus during the engagement. Legally the Council cannot charge for loan of books. The reliance on fine income is self-defeating and comes at the same time as a hugely declining market in CD and DVD loans which means income generation is a major hurdle for the Council.

Key Point – There is a declining market for the loan of CDs and DVDs.

The engagement process highlighted many ideas for the use of library spaces and active measures are under way to market rooms for hire where there is a strong demand for this type of activity. There is a high level of supply through a range of community, voluntary sector and private operators and therefore hire fees have been reviewed accordingly.

Key Point – There is potential to free up space in libraries which can then be used creatively to generate income.

Fundraising, Sponsorship and Donations

Raising funds through sponsorship and donations was one of the key areas within the community engagement. Whilst people were quick to point out the potential for sponsorship, particularly for functions such as the Mobile library, experience has shown that this can be a very challenging, time-consuming exercise with little or no reward.

The libraries will continue to be responsive to offers of help and donations.

Friends Groups are vital to help libraries raise income. This can be done through a wide range of activities including:

- fundraising events;
- obtaining sponsorship;
- supporting activities in libraries;
- delivering additional programmes of events;
- activities at local fetes and festivals.

Key Point – Libraries should continue to accept offers of help and donations where they meet the needs of the libraries.

Making the Library Buildings More Energy Efficient

Reducing energy costs has been an important theme in the past with attention to lighting, heating and insulation savings at Central Library reducing utility costs. In addition, at Kingston Library the Council's required specification included a solar panel roof system. The Council only own the library buildings at Central Milton Keynes, Bletchley and Newport Pagnell but the potential to make these buildings more efficient is being explored.

The specification for the proposed new library at Westcroft will take into account the need to be energy efficient, although as an extension to an existing building, the flexibility to do this may not be as high as in a standalone building.

Key Point – Continued investment in developing energy efficient libraries needs to be maintained, both for existing and new buildings.

Management and Operation of Libraries

Core Offer and Central Support

Milton Keynes Libraries have a number of core costs that are attributed to Central Library in its function as the headquarters for managing Milton Keynes Libraries. These central costs support the network of nine frontline library buildings and the mobile as well as the wider community and enable all of the users to have access to the following at each branch:

- Access to nine library buildings and the mobile library which provide space and support infrastructure for people to work, study and research in our libraries.

- A professionally led library service across the Borough led by qualified librarians providing specialist and strategic support, frontline staff (daily staffed hours at each library), management and cover for sickness and leave.
- New books purchased and processed centrally before distribution to all libraries.
- Membership to South East Library Management System which allows access to 6 million items in addition to over a quarter of a million books and other items through Milton Keynes Libraries.
- Access to the Virtual Library. This allows renewals, reservations, online payments, room hire bookings and access to the full range of library facilities 24 hours a day.
- IT related costs including the maintenance and management of the Library Management System, public access to PCs and free Wi-Fi.
- Library development to promote and market the benefits of libraries through outreach activities and social media across all areas of Milton Keynes.
- Access to digital resources including eBooks, eAudio books and digital databases including Ancestry, business databases and online encyclopaedias.
- Management of a volunteer programme supporting council staff at all libraries including the Home Library Service and the development of "Friends" Groups in each of the nine library locations.
- Delivery of the School Library Service to Milton Keynes Primary Schools.
- Health & Safety relating to buildings, staff and customers.
- Cleaning, general maintenance and other building related services.
- HR and other staff related matters.

During the "Sharing Libraries" Review a comprehensive re-assessment of the service function and requirements of all libraries has been undertaken. This has resulted in further efficiencies and savings across the central costs of 35%. This saving is the equivalent of 8.3 FTE equivalent from central staff.

Stock

The stock in libraries is the "lifeblood" of any library provision. An examination of areas of stock that are little used has been undertaken. It has been shown that stock on shelves in some libraries can be reduced due to efficient stock management. Books can be reserved for collection at any of the Milton Keynes Libraries.

It has become clear in recent years that the income derived from CDs and DVDs is collapsing with the income in 2014/15 only just covering the purchase costs. As a result, as from April 2016 no further purchases will be made.

Space created will be used to allow further community activities to take place and to create an environment which is more flexible and responsive to community demand.

Key Point – Continuing investment in the purchase of new stock and the distribution of that stock needs to be maintained.

Key Point – The declining loans of CDs and DVDs is not sufficient to cover the costs.

"Open Libraries"

Milton Keynes Libraries are being challenged to increase services at the same time as reducing costs. This could be achieved through the introduction of new technology, known as "open libraries", which would allow the library to operate extended opening times with no staff presence. The alternative is for additional hours to be provided either through funding from partners or through the community becoming more involved through volunteering.

This technology is being adopted by a number of UK libraries following the trend in Scandinavia. Through the use of CCTV, swipe card entry systems, automated lighting, self-service machines, PCs and Wi-Fi, customers can use the library without the need for staff to be present.

Peterborough is leading the change through their ten library buildings. Other local authorities rolling out the "open libraries" concept include:

- Barnet
- Norfolk
- Devon
- Stockport
- Harrow
- Trafford
- Leeds
- Brighton

It is feasible, with some capital investment, to install this technology into all nine Milton Keynes Libraries and the cost is in the region of £40k per library. The ongoing support costs would be around £1,500 per annum per library.

The procurement process for ensuring best value for money is underway and tenders for the work will be issued shortly.

The "open libraries" concept is due to be installed at Kingston Library and be operational by Spring 2016. This will provide some valuable feedback before rolling the service out across all libraries later in the year.

It is intended that once the installation is complete the opening hours will be increased. A timetable has been developed for "open libraries" hours which will be unstaffed. Communities will have a choice to use the libraries either at unstaffed hours when they can self-serve and self-access, or at times when they are staffed if they need support or guidance from staff.

Key Point – The installation of “open libraries” technology will allow for longer opening hours while reducing costs.

Information Technology

The current IT infrastructure across Milton Keynes Libraries, which is used by both staff and customers, is based on old technology. Due to lack of investment over the years it is now not fit for purpose and is regularly failing. Current IT problems include:

- Existing IT platforms not designed or configured to be able to support new IT needs such as “open libraries” technology and RFID (Self Service).
- Changes in customer demands are not catered for. This includes the ability to print from Wi-Fi, compatibility issues, up to date software and slow connections on public PCs.
- Greater demands placed on the IT systems due to Milton Keynes Libraries internal needs and systems are limiting working practices.
- Outdated, slow and inadequate servers with old redundant equipment remaining in the server cabinets at each library.

In addition to this, the current IT platform was not designed to support the planned library building reconfigurations which would require changes to the IT infrastructure. This is likely to cause further issues.

Many of the services are delivered on a paid for basis. This provides a useful source of income, but customers need to receive value for money and the service needs to be current and reliable.

IT underpins all the work and operations of the library and without substantial investment in new IT equipment, support and regular upgrades, Milton Keynes Libraries will have difficulty functioning. This is likely to cause major operational issues in the future as libraries become increasingly reliant on IT.

A full review of the current IT infrastructure has started and will examine what IT service is required for the future. It is likely that any IT upgrade work will be costly and capital funding will need to be sought.

Key Point – The provision of IT services is a key success factor for libraries and investment in this area is critical to success.

Key Point – Being able to roll out IT services needs to be undertaken without delay if equipment is not to become obsolete and put the library service at risk.

Publicity and Promotions

In the past, library promotions have included paper-based marketing with flyers, leaflets and posters distributed throughout the community and within libraries as well as press releases and regular online marketing through the council website and social media sites.

Statistics demonstrate that the future marketing strategy for libraries needs to embrace online promotional opportunities as these are increasingly being used. Visitors to the

Council's library website have increased by over 6% in the last year. Similarly, Facebook "likes" and Twitter followers have also increased steadily and posts are viewed over 40,000 times each month. Hits on Google pages for the libraries now reaches 60,000 visitors monthly.

However, the responsibility for promoting libraries does not rest with Milton Keynes Council alone. It is important that partners and communities play their part too by raising the profile of the libraries as a community space.

Key Point – Publicity and promotion needs to be undertaken in a number of different ways in order to ensure that the messages are getting out to as wide a sector of the community as possible. This should be by using both traditional methods as well as new technology.

Staffing and Volunteers

Staffing

A number of reductions have been made since 2012 in reducing the back office costs, including staffing. These have included savings from bringing the book stock management back in-house from Bucks County Council and the deletion of a team leader and library manager post in 2015/16 (£80k).

There are a further set of proposed savings in 2015/16 which will be found from a reduction in senior staff costs of 35% which equates to 8.3 FTE and a further reduction in frontline staff costs of 29% which is 10 FTE. These staff reductions will come into effect from 1st April 2016 allowing all staff to be treated fairly and evenly with one round of redeployment taking place.

Key Point – Reductions in staffing need to be achieved by 1st April 2016 in order to reach a level of sustainability within the Council's financial restrictions.

Volunteers and Friends Groups

This has been a key theme dating back to the previous Future Libraries Review in 2012 and reinforced through the recent public engagement. There was strong support for the increased involvement of volunteers in libraries and the creation of Friends Groups to support the libraries.

Friends Groups can provide an important contribution to support and maintain awareness of a library in a local community. Their support helps to promote the role of Milton Keynes Libraries which provides access to resources and information, encourages reading, improves literacy and contributes to learning, health and wellbeing.

Friends Groups can be involved in and support a wide range of activities which can include fundraising, obtaining sponsorship, supporting activities in libraries, supporting the recruitment of volunteers and the delivery of additional programmes of events and activities, such as local fetes and festivals that complement those provided by Milton Keynes Libraries. They act as champions for the library. They do not replace library

staff. They also provide valuable feedback to Milton Keynes Libraries about services that are provided.

Milton Keynes Libraries are in the process of encouraging Friends of Libraries Groups in all our service points apart from Stony Stratford, which already has a well-established group, and Olney who are in the early stages of setting one up.

Key Point – The work to establish “Friends” Groups in all libraries needs to be continued as their input is extremely valuable to the function of the libraries.

Volunteers: Milton Keynes Libraries are committed to providing programmes and services that foster creativity, literacy and lifelong learning. Volunteers are currently making a difference and are vital to the successful delivery of the Future Libraries Programme.

Volunteer roles have been developed throughout Milton Keynes Libraries especially since the appointment of the Library Volunteer Co-ordinator in 2013. Their roles are diverse from shelving to story time support and IT buddy support to floor walking.

The use of volunteers provides an enhanced library offering to Milton Keynes citizens and helps support the library core offers through various roles. They also provide valuable support to library staff and this relationship helps to sustain volunteer involvement.

Key Point – The role of volunteers in libraries is very much valued and investment in their recruitment and deployment needs to be maintained.

Conclusion

Milton Keynes Libraries are entering into a new era which will see them embrace technology and bring them to the forefront of communities as a resource and a service whilst still meeting the Council’s financial targets. To achieve this, a Delivery Plan has been developed which will allow progress to be monitored.

Delivery Plan

Reference	Action across all nine Libraries	Completed by
G1	Implement a revised schedule of opening hours in advance of the roll out of the “open libraries” concept in each of the nine Libraries.	1/04/2016
G2	Develop a new staffing structure reducing headquarters staff and the number of front line library staff for implementation by 1/04/2016. Front line staff roles all have an additional focus on supporting friends groups and volunteers.	1/04/2016
G3	Procure a library IT specialist to carry out an end- to-end review of the outdated library I.T infrastructure in order to identify what investments are required to ensure the libraries remain up to date.	1/03/2016
G4	With the identified I.T investment required, secure necessary Council permissions to secure a supplier to implement the upgrading of the infrastructure.	1/05/2016
G5	Complete the I.T infrastructure improvements in order that “open libraries” can be rolled out in all libraries.	1/07/2016
G6	Secure necessary Council permission to procure an “open libraries” solution and then supply and install at all nine libraries.	31/03/2017
G7	Continue to recruit and support volunteers across all libraries to support the work of paid Council staff in each of the libraries. (supported by Community Action MK).	Ongoing
G8	Support, advise and guide the development of friends groups at each of the nine libraries. (supported by Community Action MK).	Ongoing
G9	Phase out the purchase of compact discs, DVD’s and Blu-ray materials.	1/04/2016
G10	Develop stronger partnerships with Parish and Town Councils to encourage a greater role in supporting the community use and support of the library assets.	Ongoing
Reference	Actions at Bletchley Library	Completed by
B1	Develop a design for a newly configured library or pursue a rebuild option with the Council’s appointed Design and Build contractor.	1/02/2016

B2	Carry out a community engagement process on the development options for the investment at the library.	31/02/2016
B3	Define and agree a detailed fit out specification and occupancy agreement with the Child and Adolescent Mental Health Service.	1/03/2016
B4	Advertise and secure a tenant for the rentable space created by the newly configured library (e.g.: Nursery).	Following Development Control approval
B5	Work with interested stakeholders such as Age UK and the ‘’Blue Light Services’ as regards their potential to use the public space within the library both within library staffed hours and during “open libraries”.	31/03/2016
B6	With a defined reconfigured public library space, start to procure a supplier for the fitting out of the library with furniture and fittings and then install.	31/03/2016
B7	Ensure that energy efficiency measures are embedded into the building plans.	29/02/2016
B8	Reduce the level of stock in accordance with the level of borrowing to facilitate a reconfigured library space.	1/04/2016
B9	Develop and support a friends group.	Ongoing
B10	Develop a stronger partnership with Bletchley and Fenny Stratford Town Council and West Bletchley Town Council to encourage a greater role for these Councils in supporting the library. (e.g.: developing a friends group, volunteers, programming, publicising activities and contributing funding).	Ongoing
B11	Provide a temporary library offer during the construction/conversion works, potentially at the leisure centre.	TBC
B12	Open the newly reconfigured and collocated library building including “open libraries” technology to increase and enhance opening hours.	TBC

B13

	Current		From 1st April until "open libraries"		Proposed				
					"open libraries"		Staffed		Total hours open
Mon	9.00 – 13.00	4	10.00-13.00	3	9.00 – 10.00 13.00 – 17.00	5	10.00 - 13.00	3	8
Tues	9.00 – 19.00	10	10.00-17.00	7	9.00 – 10.00	1	10.00 - 17.00	7	8
Weds	9.00 – 17.30	8.5	10.00-17.00	7	9.00 – 10.00	1	10.00 - 17.00	7	8
Thurs	9.00 – 17.30	8.5	10.00-17.00	7	9.00 – 10.00 17.00 – 20.00	4	10.00 - 17.00	7	11
Fri	9.00 – 17.30	8.5	10.00-17.00	7	9.00 – 10.00	1	10.00 - 17.00	7	8
Sat	9.00 – 13.00	4	10.00-13.00	3	9.00 – 10.00	1	10.00 - 13.00	3	4
Sun									
Total		43.5		34		13		34	47

Reference	Actions at Central Milton Keynes Library	Completed by
C1	Develop a design for a reconfigured ground floor. (new community rentable space, lobby and café) with the Council's appointed Design and Build contractor.	1/02/2016
C2	Progress and finalise discussions with CMK Town Council in order to secure an agreed legal tenancy in the newly created rentable space and embed the Town Council's specific facility requirements within the design development (allowing for Grade 2 listed building status).	1/02/2016
C3	Work with MacIntyre and other local interested charities to develop a hot drinks facility under a partnership agreement and ensure the servery is designed accordingly.	Ongoing
C4	Procure and secure a tenant for the rentable community space in the unlikely event that agreement with the Town Council is not secured.	10/02/2016
C5	Relocate the Children's Library on the first floor in the place of the Reference library on the ground floor and vice versa.	TBC

C6	In line with the chargeable children's hour operating at Kingston Library, implement charges by Spring 2016.	Spring 2016
C7	Develop and implement further energy efficiency measures to reduce running costs.	Ongoing
C8	Open the newly configured ground floor (community space, lobby and café) including the completion of "open libraries" technology to increase and enhance opening hours.	TBC
C9	Develop a stronger partnership with CMK Town Council to encourage a greater role for the Town Council in supporting the library (e.g.: developing a friends group, volunteers, programming, publicising activities and contributing funding).	Ongoing
C10	Develop and support a friends group for Central Library.	Ongoing

C11

	Current		From 1st April until "open libraries"		Proposed				
	Opening Hours				"open libraries"		Staffed		Total hours open
Mon	09.00 – 18.00	9	9.00-18.00	9	8.00 – 9.00 18.00 – 20.00	3	9.00 - 18.00	9	12
Tues	09.00 – 18.00	9	9.00-18.00	9	8.00 – 9.00 18.00 – 20.00	3	9.00 - 18.00	9	12
Weds	09.00 – 18.00	9	9.00-18.00	9	8.00 – 9.00 18.00 – 20.00	3	9.00 - 18.00	9	12
Thurs	09.00 – 20.00	11	9.00-20.00	11	8.00 – 9.00 20.00 – 22.00	3	9.00 - 20.00	11	14
Fri	09.00 – 18.00	9	9.00-18.00	9	8.00 – 9.00 18.00 – 20.00	3	9.00 - 18.00	9	12
Sat	09.00 – 17.00	8	9.00-17.00	8	8.00 – 9.00 17.00 – 20.00	4	9.00 - 17.00	8	12
Sun	11.00 – 14.00	3			10.00 – 16.00	6			6
Total		58	55			25		55	80

Reference	Actions at Kingston Library	Completed by
K1	Continue to support the strong and active team of volunteers supporting the Council staff operating at the library.	Ongoing
K2	Develop and support a friends group at Kingston Library.	Ongoing
K3	Procure a supplier for "open libraries" and open for use by 1/04/2016. Learning from this pilot this will then help inform the roll out at the other eight library buildings.	31/03/2016

<table>
<tr><td>K4</td><td>Develop a stronger partnership with Broughton and MK Parish Council and Kent Hill, Monkston and Brinklow Parish Council in supporting the library (e.g. developing a friends group, volunteers, programming, publicising activities and contributing funding).</td><td>Ongoing</td></tr>
<tr><td>K5</td><td>
<table>
<tr><th></th><th colspan="2">Current</th><th colspan="2" rowspan="2">From 1st April until “open libraries”</th><th colspan="4">Proposed</th></tr>
<tr><th></th><th colspan="2">Opening hours</th><th colspan="2">“open libraries”</th><th colspan="2">Staffed</th><th>Total hours open</th></tr>
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<tr><td>Thurs</td><td>11.00-17.30</td><td>6.5</td><td>10.00-17.00</td><td>7</td><td>17.00-20.00</td><td>3</td><td>11.00-17.00</td><td>6</td><td>9</td></tr>
<tr><td>Fri</td><td>10.00-17.30</td><td>7.5</td><td>10.00-17.00</td><td>7</td><td>9.00-10.00</td><td>1</td><td>10.00-17.00</td><td>7</td><td>8</td></tr>
<tr><td>Sat</td><td>9.00-13.00</td><td>4</td><td>10.00-13.00</td><td>3</td><td>09.00 – 10.00
13.00 – 17.00</td><td>5</td><td>10.00-13.00</td><td>3</td><td>8</td></tr>
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<tr><td>Total</td><td></td><td>30**</td><td></td><td>24</td><td></td><td>18</td><td></td><td>31**</td><td>48</td></tr>
</table>
</td><td></td></tr>
<tr><th>Reference</th><th>Actions at Newport Pagnell Library</th><th>Completed by</th></tr>
<tr><td>N1</td><td>Carry out a review of stock in accordance with the level of borrowing to facilitate the release of space for wider library use.</td><td>1/05/2016</td></tr>
<tr><td>N2</td><td>Procure a supplier for the fitting out the reconfigured top floor of the building (furniture, fittings and soft furnishing).</td><td>31/03/2016</td></tr>
<tr><td>N3</td><td>Continue to seek an anchor tenant for the ground floor area of the library and secure funding through S106 funding related to the housing growth in Newport Pagnell to further enhance the building in future.</td><td>Ongoing</td></tr>
</table>

<table>
<tr><td>N4</td><td>Develop and support a friends group at Newport Pagnell Library.</td><td>Ongoing</td></tr>
<tr><td>N5</td><td>Develop a stronger partnership with Newport Pagnell Town Council to encourage a greater role for the Town Council in supporting the libraries. (e.g. developing a friends group, volunteers, programming, publicising activities and contributing funding).</td><td>Ongoing</td></tr>
<tr><td>N6</td><td>Open the newly configured and upgraded library space on the first floor including the removal of the reception desk and the implementation of “open libraries” to extend open hours.</td><td>TBC</td></tr>
<tr><td>N7</td><td>
<table>
<tr><th></th><th colspan="2">Current</th><th colspan="2" rowspan="2">From 1st April until “open libraries”</th><th colspan="4">Proposed</th></tr>
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<tr><td>Total</td><td></td><td>39.5</td><td></td><td>31</td><td></td><td>12</td><td></td><td>31</td><td>43</td></tr>
</table>
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<tr><td>Reference</td><td>Actions at Olney Library</td><td>Completed by</td></tr>
<tr><td>O1</td><td>Continue to develop the strong relationship between the Town Council and Milton Keynes Council established in 2015 under a partnership agreement.</td><td>Ongoing</td></tr>
</table>

<table>
<tr><td>O2</td><td>Support the Town Council with any documentation or information that might support their conversations with other local parish council who may wish to contribute funding.</td><td>Ongoing</td></tr>
<tr><td>O3</td><td>Work closely with Town Council in their desire to support the work/ recruitment of volunteers developing a friends group as well as potential funding support to enhance the Council’s core library offer.</td><td>Ongoing</td></tr>
<tr><td>O4</td><td>Update and review the Partnership Agreement to reflect changes in the working relationship between the two Councils.</td><td>10/03/2016</td></tr>
<tr><td>O5</td><td>Install the “open libraries” technology to extend the opening hours.</td><td>TBC</td></tr>
<tr><td>O6</td><td>
<table>
<tr><th></th><th colspan="2">Current</th><th colspan="2" rowspan="2">From 1st April until “open libraries”</th><th colspan="4">Proposed</th></tr>
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<tr><td>Tues</td><td>10.00 – 18.00</td><td>8</td><td>13.00 - 17.00</td><td>4</td><td>9.00 – 13.00</td><td>4</td><td>13.00 - 17.00</td><td>4</td><td>8</td></tr>
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<tr><td>Fri</td><td>13.00 – 17.30</td><td>4.5</td><td>13.00 - 17.00</td><td>4</td><td>9.00 – 13.00</td><td>4</td><td>13.00 – 17.00</td><td>4</td><td>8</td></tr>
<tr><td>Sat</td><td>10.00 – 13.00</td><td>3</td><td>10.00 – 13.00</td><td>3</td><td>9.00 – 10.00</td><td>1</td><td>10.00 – 13.00</td><td>3</td><td>4</td></tr>
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<tr><td>Total</td><td></td><td>23</td><td></td><td>15</td><td></td><td>20</td><td></td><td>15</td><td>35</td></tr>
</table>
</td><td></td></tr>
<tr><td>Reference</td><td>Actions at Stony Stratford Library (5-7 Church Street)</td><td>Completed by</td></tr>
</table>

S1	Work closely with the Town Council on their plans to reconfigure and extend 5 – 7 Church Street to become a community learning hub for the town.	2018
S2	Carry out a review of stock in accordance with the levels of borrowing to facilitate the release of space for wider community use of the building both in the short term and long term to facilitate the proposed building configuration.	2017
S3	Support the development and enhancement of FOSSL (friends group) to support the work of the library.	Ongoing
S4	Work with the Town Council in their continuing desire to support the work of the library. (eg: volunteers, friends group, funding, promoting activities, shared posts and resources).	Ongoing
S5	Update and review the partnership Agreement to reflect changes in the working relationship between the two Councils.	As required

S6

	Current		From 1st April until open libraries		Proposed				
	Opening Hours				"open libraries"		Staffed		Total hours open
Mon					9.00-13.00	4			4
Tues	9.00-19.00	10	10.00-17.00	7	9.00-10.00	1	10.00-17.00	7	8
Weds	9.00-17.30	8.5	10.00-17.00	7	9.00-10.00	1	10.00-17.00	7	8
Thurs	9.00-17.30	8.5	10.00-17.00	7	9.00-10.00 17.00-20.00	4	10.00-17.00	7	11
Fri	9.00-17.30	8.5	10.00-17.00	7	9.00-10.00	1	10.00-17.00	7	8
Sat	9.00-13.00	4	10.00-13.00	3	9.00-10.00	1	10.00-13.00	3	4
Sun									
Total		39.5		31		12		31	43

Reference	Actions at Westcroft Library	Completed by
W1	Develop a design for a newly relocated library immediately adjacent to Westcroft Meeting Place with the Council's appointed Design and Build contractor.	1/02/2016
W2	Carry out a community engagement process on the proposed new library and seek to secure support for the relocated proposal.	31/02/2016
W3	Carry out a review of stock in accordance with the level of borrowing to facilitate a proposed move to a new library building.	1/04/2016
W4	Ensure that energy efficiency measures are embedded within a proposed new building.	1/02/2016
W5	Develop and support a friends group at Westcroft Library.	Ongoing

<table>
<tr><td>W6</td><td>Develop a stronger partnership with Shenley Brook End Parish Council and Shenley Church End Parish Council to ensure a greater role for these two Councils in the support of the library. (e.g. developing a friends group, volunteers, programming, publicising activities and contributing funding).</td><td>Ongoing</td></tr>
<tr><td>W7</td><td>Open the new library building (subject to community agreement reference W2) including “open libraries” technology to increase opening hours.</td><td>TBC</td></tr>
<tr><td>W8</td><td>Surrender the lease by 25/10/2017 and negotiate dilapidations on the existing library (subject to W2).</td><td>25/10/2017</td></tr>
<tr><td>W9</td><td>
<table>
<tr><th></th><th colspan="2">Current</th><th colspan="2" rowspan="2">From 1st April until “open libraries”</th><th colspan="4">Proposed</th></tr>
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<tr><td>Total</td><td></td><td>40.5</td><td></td><td>31</td><td></td><td>19</td><td></td><td>31</td><td>50</td></tr>
</table>
</td><td></td></tr>
<tr><td>Reference</td><td>Actions at Woburn Sands Library (The Institute)</td><td>Completed by</td></tr>
<tr><td>WS1</td><td>Continue to support the work of the existing volunteer group to expand the opening hours of the library.</td><td>Ongoing</td></tr>
</table>

<table>
<tr><td>WS2</td><td>Develop and support a friends group to support the library at Woburn Sands Institute.</td><td>Ongoing</td></tr>
<tr><td>WS3</td><td>Continue to strengthen the sound partnership with Woburn Sands Town Council including the roll out of the “open libraries” technology into The Institute building.</td><td>Ongoing</td></tr>
<tr><td>WS4</td><td>Update and review the partnership agreement to reflect changes in the working relationship between the two Councils.</td><td>As required</td></tr>
<tr><td>WS5</td><td>
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<tr><th rowspan="2"></th><th colspan="2">Current</th><th rowspan="2" colspan="2">From 1st April until “open libraries”</th><th colspan="4">Proposed</th></tr>
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<tr><td>Thurs</td><td>10.00 – 17.30</td><td>7.5</td><td>13.00 – 17.00</td><td>4</td><td>9.00 - 13.00
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<tr><td>Total</td><td></td><td>26</td><td></td><td>15</td><td></td><td>20</td><td></td><td>15</td><td>35</td></tr>
</table>
</td><td></td></tr>
<tr><td>Reference</td><td>Actions at Wolverton Library (Wolverton Town Hall)</td><td>Completed by</td></tr>
<tr><td>Wol1</td><td>Seek to re-negotiate the terms of the lease with Wolverton Town Council and develop an agreement that potentially reduces MKC’s exposure to building related lease costs and be more in line with its agreements with three other Town Councils.</td><td>1/03/2016</td></tr>
</table>

<table>
<tr><td>Wol2</td><td>Follow up on the potential for the local charity Macintyre to collocate some of their activities with in the library which could enhance volunteers in the library.</td><td>Ongoing</td></tr>
<tr><td>W3</td><td>Develop a partnership agreement to facilitate a greater role for the Town Council in supporting the library. (eg: developing friends group, volunteers, programming, promoting activities and contributing funding).</td><td>Ongoing</td></tr>
<tr><td>W4</td><td>Develop and support a friends group at Wolverton Library.</td><td>Ongoing</td></tr>
<tr><td>W5</td><td>Install “open libraries” in close partnership with the Town Council to ensure alignment with the Town Council’s own plans for access arrangement.</td><td>TBC</td></tr>
<tr><td>W6</td><td>
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<tr><td>Total</td><td></td><td>34.5</td><td></td><td>31</td><td></td><td>19</td><td></td><td>31</td><td>50</td></tr>
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Sharing Responsibility for Libraries MK: More than a Library

Milton Keynes Libraries
Central Library
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Central Milton Keynes
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E central.library@milton-keynes.gov.uk
W www.milton-keynes.gov.uk/libraries

www.milton-keynes.gov.uk/sharinglibraries

Milton Keynes Libraries

MILTON KEYNES COUNCIL