

**Lambeth Library Service Standards
Revision September 2015**

1. Mission

1.1 Lambeth Libraries strengthen local communities and improve the lives of our citizens by providing and encouraging access to reading, information and lifelong learning and by delivering leisure, health, employment and cultural activities for everyone who lives, studies and works in Lambeth. To deliver our mission, we rely on four great resources:

- our staff;
- our local communities;
- our collections; and,
- our physical and virtual spaces.

1.2 This enables Libraries deliver the following Council priority for which they are commissioned:

- people are healthier for longer.

1.3 Whilst also contributing significantly to these other priorities:

- people have the skills to find work;
- all young people have opportunities to achieve their ambitions;
- people achieve financial security;
- Lambeth plays a strong role in London's economy;
- people live in, work in and visit our vibrant and creative town centres;
- older, disabled and vulnerable people can live independently and have control over their lives;
- crime reduces;
- people take greater responsibility for their neighbourhood;
- vulnerable children and adults get support and protection;
- all Lambeth communities feel they are valued and are part of their neighbourhoods; and,
- people lead environmentally sustainable lives.

1.4 Libraries in Lambeth will be delivered through a mixture of town centre libraries, neighbourhood libraries, satellite or deposit collections, as well as a 24/7 online service and an outreach home library service, for those who are housebound. These services will deliver the following standards as part of our statutory duty as a library authority.

2. Provision of suitable and appropriate access to public library services in Lambeth

Location of service points and access to them

2.1 The proportion of occupied households within 1 mile distance of a static library service point shall be at least 95%, or where there is no static service point the provision of a satellite service will be provided. In meeting the standard Lambeth will also calculate

the contribution made to the achievement of the Standard by the use of other methods of service provision.

- 2.2 Such methods could include direct home delivery, the provision of community collections or collection points, and inter-authority collaboration across boundaries. The data used to calculate this aspect of service access should be based on the information held by Lambeth's geographical information system or its equivalent, and not on broad estimates.

Access to services for user groups with particular access requirements

- 2.3 Lambeth shall provide access to the library service for those who may not be able to use conventional service points due to physical, sensory or other impairments, (including people who are housebound, and their carers and those in care or residential homes) or because they are resident in prison. Lambeth will provide specialised assistance, facilities and equipment for people with particular access or use requirements at or via service points.

3 Opening hours

- 3.1 Lambeth Libraries will ensure that the aggregate annual opening hours for all service points administered by Lambeth, defined as those that provide access to materials, staff and a range of services, will be no less than 62 hours per 1,000 resident population (*The standard that Welsh public libraries are required to meet is 120 hours*). The Standard should be calculated on the basis of the total normal weekly opening hours of all service points as indicated above multiplied by 50 weeks, divided per 1,000 resident population.
- 3.2 Libraries will also be required to report on emergency or unplanned closures of service points during the year when users were not informed during the previous three weeks that the service would not be provided, and emergency non-opening of static libraries will be no more than 1% of total planned opening hours during any year.

4 Access to facilities and services based on Information and Communication Technologies (ICT)

- 4.1 The following Standards should apply to all service points open for more than 10 hours per week. Libraries will ensure that the following ICT facilities are available to users:
 - a) at least 7 networked public access personal or laptop computers per 10,000 resident populations distributed according to Lambeth's discretion throughout the total number of service points, providing free access to the Internet and full access to Lambeth's online catalogue of its total holdings;
 - b) hardware and software available at library service points shall be renewed or refurbished according to the corporate policy in place relating to the programme adopted for the renewal and refurbishment of ICT hardware and software. In most instances those policies seek to renew or refurbish such facilities over a period of no longer than 5 years;
 - c) facilities that enable residents to use their own laptop computers and other mobile technologies in libraries;

- d) all static libraries should provide Wi-Fi facilities;
- e) free email access;
- f) general information and reference sources, including employment, careers and benefits information;
- g) children's and other social information;
- h) community information;
- i) scanning and printing facilities;
- j) plug-in facilities for digital media sources and portable devices;
- k) access to free introductory or basic support in the use of the facilities defined as formal or informal assistance to users in the use of ICT facilities;
- l) information literacy sessions for users (formal or informal assistance to users in developing or enhancing their use of library services and facilities);
- m) newspapers and other current information sources online;
- n) local history, heritage and family history sources;
- o) local and national government sources, including health, housing and benefits;
- p) access to e-learning resources; and,
- q) e-books, e-audio and e-magazines.

5 Neighbourhood libraries

5.1 These will support the delivery of the standards but will provide smaller collections of books than the town centre libraries. There will be IT provision, self-service facilities and a programme of activities that will be provided by Lambeth libraries as well as community groups, or a mixture of these.

- Wi-Fi access;
- computers;
- study space;
- book stock will be planned and managed by the Lambeth library service, which will reflect local needs, culture and community languages;
- where the building permits there will be space for community groups and small enterprises to hire; and,
- Lambeth library staff will regularly visit the neighbourhood libraries.

6. Home Library Service

6.1 Housebound readers will be entitled to borrow from the book stock that is held throughout Lambeth Libraries and the same right of access to the services of professional library staff and borrowing privileges as all other residents in line with disability legislation.

7. Satellite or Deposit collections

7.1 These will be small collections of no more than 300 books provided in residential settings or community spaces such as doctors surgeries. There will be no staff presence, IT provision or self-service machines.

8. Provision of suitable and appropriate range of services and materials for public use and efficient delivery

8.1 Acquisitions are defined as including printed and non-book media, e-books and electronic sources purchased for public use should also be included. An electronic service, which provides access to a multitude of bundled resources to which the library service may subscribe should only be counted as a single purchase. Gifts or donations should be excluded, but centrally purchased sources through one subscription should be included in totals. Non-book media with multiple content should be counted as one item.

9. Stock acquisitions

9.1 Lambeth Libraries should achieve no less than the median point for the acquisition of new collection items, based on UK performance figures:

- for use by adults per 1,000 total resident population - 62 items per annum (*Welsh Library Standards 124 items*); and,
- for users under 16 per 1,000 total resident population - 35 items per annum (*Welsh Library Standards 61 items*).

10. Expenditure on stock acquisitions

10.1 Using the same definitions for stock as outlined above:

- Lambeth shall seek to maintain a level of expenditure on collection items for use by adults per 1,000 total resident population that does not fall below £1685 (before supplier discounts are applied) per annum; and,
- Lambeth shall seek to deliver a level of expenditure on collection items for those under 16 per 1,000 total resident population that does not fall below £263 per annum (before supplier discounts are applied). *Note: These are the lowest quartiles in the Welsh Library Standards.*

11. Replenishment of stock

- Lambeth Libraries shall ensure that the average time taken to replenish the lending stock on open access for adult users is no more than 8.9 years; and,
- Lambeth Libraries shall ensure that the time taken to replenish the lending stock on open access for users under 16 is no more than 8.9 years.

11.1 This does not mean all items will be replenished in this timeframe. The stock policy will set out criteria for specific areas of stock e.g. travel guides will be replenished more frequently whereas key works that are rarely reprinted will be retained for longer.

12. Supply of requests for materials

12.1 Lambeth shall on average over the three-year period ensure that no less than:

- 64% of all requests for materials shall be supplied within 7 calendar days;

- 79% within 15 calendar days; and,
- 89% within 30 calendar days.

13. Information provision

13.1 Lambeth Libraries shall provide a reference information and enquiry service delivered via the Libraries, by telephone and online. This is not limited to bibliographical information but other general information needs. This will include information on education, careers, employment, housing, health, planning, benefits, business, council and central government information. Customers visiting the town centre libraries will be served by a member of staff within 15 minutes. Telephone calls will be answered within 5 rings or if staff are not available the customer will be rung back within four hours. Email enquiries will be answered within 24 hours. Where the information is not held by the library, staff will signpost the customer to the appropriate organisations. To provide a high quality of delivery in this area staff will undertake training in relevant areas such as Dementia Awareness, Money Champions, Come Correct, Benefit Advice, Mental Health Awareness, Safeguarding, and Digital Information.

14. Engagement activities

14.1 The library staff will deliver a range activity and events which will encourage full use of the service and that are suitable for both adults and children. Libraries will provide a broader programme of events by working with partner organisations and local communities that have complementary skills.

15. Study provision

15.1 At least 5 study spaces per 10,000 resident populations will be provided across all Lambeth libraries. *(This reflects the local needs of Lambeth residents, where high density population requires provision to support those in overcrowded housing).*

16. Staffing

16.1 Lambeth will seek to ensure that total establishment staffing levels for the library service per 1,000 resident populations not fall below 0.23 (*Welsh standard is 0.37*). Lambeth will work to ensure that at least 23% of the total staff (full-time equivalent) of the library service will be qualified within an agreed qualifications framework following CILIP guidelines or other appropriate qualifications to support the needs of the service

16.2 Lambeth shall ensure that the designated strategic operational managers of the service shall be the holder of recognised professional qualifications in librarianship or information science or information management or have a substantial track record of delivering a library service at this level in line CILIP work on routes to skills and qualifications.

17. Volunteers

17.1 The Lambeth library service shall not use volunteers to replace core duties of Lambeth library staff. Where volunteers are used they shall have:

- have a designated person to report to and supervise their work;
- have clear written roles and responsibilities provided;
- meet the legal requirements in relation to the role being undertaken;
- be provided with induction training for volunteers; and,
- be provided with appropriate training.

17.2 Lambeth Libraries will comply with the Council's volunteer policies

18. Physical assets and expenditure on buildings, service points and approaches to their management

- Lambeth Libraries will have an annual budget assigned to meet planned and reactive maintenance;
- Lambeth Libraries will have a rolling capital programme to maintain a high standard in the physical condition of the building and furniture and fittings so that;
- 60% of customers in the CIPFA Plus Survey rate the attractiveness of the library on the inside and outside as good or very good.

18.1 Lambeth Libraries will have undertaken the following in respect of service points on one occasion during a five-year period:

- a condition/asset management survey; and,
- a disability audit.

18.2 Lambeth Libraries will aim to provide a total aggregate public area (i.e. open to public including circulation space) per 1,000 resident population 30 square metres. (*Welsh Standard 27m², South East Regional Standards 30m² used in S106. At present Lambeth is non-compliant and provides 20 m² per 1000 residents*).

Note

The Lambeth Standards are based heavily on the Welsh Public Library Standards (there are no current English Library Standards). Some of the Standards have been adapted to reflect Lambeth's population density and the current standard of provision. Lambeth does not currently meet all the standards set out in this document, but the standards provide a core level for the service to work to and on which to build improvement. In seeking to meet these standards we will seek to mobilise our money and buildings, as well as those resources that sit outside the council within our communities and partners.