

Committee:	Dated:
Culture Heritage and Libraries Committee	2nd July 2018
Subject: Barbican and Community Libraries: Quarter 4 update	Public
Report of: Director of Community and Children's Services	For Information

This report sets out progress made by Barbican and Community Libraries during 2017/18 against the refreshed 2017-22 Department of Community and Children's Services Business Plan.

Recommendations

Members are asked to:

- Note the Quarter 4 2017/18 update and progress.

Green performance indicators – business plan

1. **Priority objective community 5.6 – people of all ages feel part of, engaged with and able to shape their community.** We will enhance our libraries to provide community programmes and activities with partners. This is being measured through customer satisfaction with the library service.
2. Satisfaction with libraries remains high. See survey results in the table below:

	Adults Survey		Children's Survey	
	2017	2014	2017	2014
Barbican Library	99%	98%	100%	100%
Shoe Lane Library	99%	98%	100%	100%
Artizan Street Library	95%	95%	100%	n/a

Libraries Exception Reporting

3. **Increased take up of the libraries offer of e-books, e-audio and e-magazines to 26,000.** During 2017/18, 26,212 people took up the offer of e-books, e-audio and e-magazines. During this period, a number of initiatives to increase uptake were actioned including regular familiarisation workshops and 1:1 sessions for customers.
4. **Number of visits to libraries.** There was a large increase in visits to Shoe Lane Library (19%) in this quarter, mainly due to the positive impact of the Dragon Café. Barbican Library also recorded an increase in visitor numbers. This includes a 4% increase in visitors to the Children's Library and a 9% increase in visitors to the Music Library. We attribute the latter to the very successful "Abbey Road" exhibition.

However, there was a fall in visits to Artizan Street Library (9%) in this period which is the direct result of a flood and subsequent loss of use of the Multi Hall.

Physical visits	2017/18				Change between Q3 – Q4	
	Q1	Q2	Q3	Q4	Number	%
Shoe Lane Library	16,162	18,940	19,181	22,752	3,571	19%
Artizan Street Library	23,575	23,040	23,794	21,601	-2,193	-9%
Barbican Library	73,548	73,932	75,597	75,992	395	1%
of which Children's Library	17,043	18,943	17,440	18,062	622	4%
of which Music Library	20,043	19,784	18,872	20,492	1,620	9%
TOTAL	113,285	115,912	118,572	120,345	1,773	1%

5. **Satisfaction with events held at Libraries remains high** During January to March 2018, data from event evaluations shows that satisfaction remains high.

	Q2		Q3		Q4	
	Number	%	Number	%	Number	%
I value the library's services and activities	132	95%	90	95%	28	90%
Library's services and activities help me to stay better informed	118	85%	84	88%	28	90%
Library's services & activities have a positive impact on my health and/or wellbeing	113	81%	86	91%	28	90%
This library offers a good range of learning opportunities for individuals and groups	114	82%	79	83%	28	90%
Number completing Event Evaluation form	139		95		31	

Departmental Strategic Risk Register

6. No new risks for Barbican and Community Libraries have been added to the departmental risk register during quarter 4. The one identified risk remains the loss of IT systems at public facing sites.
7. See Appendix 1 for a risk summary.

Complaints

8. During quarter 4, 3 complaints were received at Barbican Library and one at Artizan Street Library & Community Centre. All were resolved at Stage 1 and all were answered in less than 10 days

9. No formal complaints were received at Shoe Lane Library in this period.

Financial and Risk Implications

10. A summary of budgets for Barbican and Community Libraries is shown in Appendix 2.

Appendices

- Appendix 1 – Risk Register summary
- Appendix 2 – Budget summary

Background Papers

- DCCS Business Plan 2017-2022 report to Community and Children's Services Committee - 11 May 2017
- Barbican and Community Libraries High Level Business Plan report to Culture Heritage and Libraries Committee – 30 May 2017

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