

ABERDEEN CITY COUNCIL

COMMITTEE	Communities, Housing and Public Protection
DATE	23 January 2024
EXEMPT	No
CONFIDENTIAL	No
REPORT TITLE	Aberdeen's Future Library and Information Service Report
REPORT NUMBER	CUS/24/019
DIRECTOR	Andy MacDonald
CHIEF OFFICER	Jacqui McKenzie
REPORT AUTHOR	Margaret Stewart
TERMS OF REFERENCE	1.1.2

1. PURPOSE OF REPORT

- 1.1 On the 6th July 2023, the Chief Officer - Early Intervention and Community Empowerment was instructed to present a report on Aberdeen's Future Library and Information Service at the first Committee meeting in 2024. This report includes the results of a public consultation and outlines the next steps for advancing Aberdeen's Future Library Model.

2. RECOMMENDATIONS

That the Committee:-

- 2.1 Thanks all individuals and groups for their welcome participation and input to the online consultations and focus group sessions;
- 2.2 Notes the results of the Future Library and Information Service consultation and instructs the Chief Officer - Early Intervention and Community Empowerment to continue to collaborate with stakeholders in designing a strategic vision and model for the Library and Information Service, reporting back to the Communities, Housing and Public Protection Committee on the Future Libraries and Information Service vision and model at the meeting on 5th September 2024;
- 2.3 Notes the extension, as an interim measure, to library opening hours from 1st April 2024 as detailed in paragraph 3.6; and
- 2.4 Instructs the Chief Officer - Early Intervention and Community Empowerment to undertake a consultation (including by means of newspaper advertisement) on the proposed Library and Information Services Management Rules at Appendix C and thereafter report back to a meeting of this Committee on the outcome of such consultation and to seek a decision on whether such Rules

should be made, all in accordance with section 112 of the Civic Government (Scotland) Act 1982.

3. CURRENT SITUATION

- 3.1 The Communities, Housing and Public Protection Committee, at its meeting on 6th July 2023, instructed the Chief Officer - Early Intervention and Community Empowerment to carry out engagement and consultation with stakeholders to understand current and future demand and how available resources can be maximised to ensure continued access to library and information services that are sustainable and responsive to local need. A public consultation ran between 17 July 2023 to 31 October 2023 and included an online and printed survey, focus groups, community engagement and promotion, and a specifically designed approach to involve children and young people. In parallel, a consultation on the impact of the budget decision taken in March 2023 to close six libraries ran from 11th September 2023 to the 6th November 2023. The outcome of that consultation was reported to Council on 13th and 14th December 2023.
- 3.2 1,915 people responded to the Aberdeen Future Library and Information Consultation survey including 304 people responding to the Children and Young People's survey and 138 responding to an abridged survey through community engagement sessions. In addition 720 people responded to the Consultation on Cornhill, Cults, Ferryhill, Kaimhill, Northfield and Woodside Libraries. The information from all of these surveys and related focus groups has provided a wealth of insight, with respondents sharing their experiences and ideas for Aberdeen Library Service and detailing their needs relating to access, learning, leisure, community and wellbeing.
- 3.3 While running parallel consultations has provided valuable information to inform the Future Library and Information Services Model, the timescale to report back has been ambitious and has not allowed sufficient time to fully progress all of the co-design aspect of the strategic vision and future model for libraries. This next phase of the development of the Future Library Model will include people-centred design principles and decision making, ensuring service development is collaborative. It will also consider the distribution of resources and any revisions to library staffing and budget structure to provide services that meet local need.
- 3.4 This next phase of the Future Library Model development will take place from February to July 2023. It will involve collaborative working with staff, public and partners using Design Thinking approaches to understand, clarify, test and apply innovation to library services and how they are accessed. The stimulus for these sessions will be the data gathered through the consultations, [Digital Scotland's – A Changing Nation: How Scotland will Thrive in a Digital World](#) and [Forward - Scotland's Public Library Strategy 2012-25](#) and the Themes of People, Place and Partnership using the following Foundations for Success:
- Data driven service design
 - Equality, Diversity & Inclusion
 - Seamless Customer Journey
 - Staff Culture

- Sustainability

Continued and focused work with partners will enable library services to be maximised across formal and informal learning, communities, the Family Support Model, Aberdeen Health and Social Care Partnership, culture and other relevant local and national partnerships. The Future Library and Information Services Model will connect with wider city priorities and will be developed alongside the next Community Learning and Development Plan 2024-2027 and the refresh of the Local Outcome Improvement Plan (LOIP).

Interim extension to Library Opening Hours

3.6 A prominent aspect of both library consultations has been the feedback on opening hours. As an interim measure, an extension to library opening hours will commence from 1st April 2024. This reflects demand on provision where nearby libraries have closed, information from the library consultations, library developments in Torry Library within Greyhope School and Community Hub and the installation of Open+ in Dyce Library. The proposed timetable below is reflective of current staff capacity. Beyond this interim arrangement, a further review of library opening hours will be required based on feedback on need, and the levels of staffing resource that can be applied to frontline services. Any further changes to opening hours will require a shift in staff structures. This will be addressed as part of the Future Library and Information Services Model in September 2024.

Open+ is a system that enables library members to access library buildings and resources outside of normal operating hours, using their library card to enter the library.

Library	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Total	Proposed Total
Central	9 am-8pm	9am-5pm	9am-8pm	9am-5pm	9am-5pm	9am-5pm	54	54
Airyhall	9am-7pm	9am-5pm	9am-7pm	9am-5pm	9am-5pm	10am-1pm & 2pm-5pm	50	50
Bridge of Don	10am-7pm	10am-5pm	10am-7pm	10am-5pm	10am-5pm	10am-1pm & 2am-5pm	45	45
Bucksburn	10 am-7pm	10am-5pm		10am-5pm		10am-1pm & 2pm-5 pm	29	29
Cove	1 pm-7pm	10am-1pm & 2pm-5pm			10am-1pm & 2pm-5pm	10-1	21	21

Culter	1pm-7pm	10am-1pm & 2pm-5pm	10am-1pm & 2pm-5pm	10 am-1pm & 2pm-5pm		10am-1pm	15	27
Dyce	10am-5pm 5pm-8pm		10am-5pm		10 am-5pm	10am-1pm	21	21 +6 Open+
Kincorth		9am-5pm	9am-5pm	9am-5pm	9am-5pm	10am-1pm	35	35
Mastrick	10am-7pm	10am-5pm	10am-7pm	10am-5pm	10am-5pm	10am-1pm & 2pm-5pm	42	45
Tillydrone	10a,-7pm	10am-5pm	10am-7pm	10am-5pm	10am-5pm	10am-1pm & 2am-5pm	42	45
Torry	10am-1pm & 2pm-5pm		1pm-7pm	10am-1pm & 2pm-5pm		10am-1pm	18	21
Total	76 82	58 64	75	70	52	41 50	372	393 +6 Open+

Increase of hours

Increase of Open+ hours

Library and Information Services Management Rules

3.7 Library and Information Services Management Rules are an optional measure intended to support the smooth running of the library service and a good user experience of our libraries. The maximum duration of Management Rules is 10 years. The proposed new Management Rules can be found in Appendix C. These proposed Rules will be made available for inspection, comment and objection by library members, users of the service and other members of the public and will also be the subject of an advertisement in a local newspaper. Please also see section 5.2 below.

4. FINANCIAL IMPLICATIONS

4.1 The cost of the newspaper advertisement (regarding the proposed Management Rules) will be met from the current library and information services budget. There are no other direct financial implications arising from the recommendations of this report.

5. LEGAL IMPLICATIONS

5.1 Under section 163(2) of the Local Government (Scotland) Act 1973, the Council has a duty to secure the provision of adequate library facilities for all persons resident in the Council area.

5.2 Section 112 of the Civic Government (Scotland) Act 1982 permits local authorities to make management rules to regulate the use of, and the conduct of persons while on or in, any land or premises owned, occupied or managed

by the authority to which the public have access. Before such rules can be made, the authority must place an advertisement in a local newspaper and consider any objections timeously received by the authority and give any objector an opportunity to be heard by the authority.

6. ENVIRONMENTAL IMPLICATIONS

6.1 There are no direct environmental implications arising from the recommendations of this report.

7. RISK

Category	Risks	Primary Controls/Control Actions to achieve Target Risk Level	*Target Risk Level (L, M or H) <small>*taking into account controls/control actions</small>	*Does Target Risk Level Match Appetite Set?
Strategic Risk	Failure to engage stakeholders in co-design and consultation activity	Promotion of stakeholder co-design and consultation exercises both online and in person	L	Yes
Compliance	Failure to secure the provision of adequate library facilities for all persons resident in the Council area.	Aberdeen's Future Library and Information Services Model will address compliance requirements	L	Yes
Operational	Failure to understand and address stakeholder input to Future Library service model	Relevant processes in place to involve stakeholders	L	Yes
Financial	Potential for stakeholders' ideas and input and	Communication plan around engagement and consultation	L	Yes

	expectations to exceed available resource	opportunities and relevant processes in place for feedback.		
Reputational	Failure to address stakeholders' concerns and issues, and to meaningfully engage and consult.	Communication plan around engagement and consultation opportunities and relevant processes in place for feedback.	L	Yes
Environment/Climate	No significant risks identified			

8. OUTCOMES

COUNCIL DELIVERY PLAN 2023-2024	
	Impact of Report
Aberdeen City Council Policy Statement A city of opportunity A council that listens and works	<i>The proposals within this report support the delivery of the following aspects of the policy statement:-</i> <ul style="list-style-type: none"> • Ensure the Council follows best practice as a corporate parent to get the best outcomes for looked-after young people, those in kinship care and those with additional support needs such as autism, developmental disorders or mental health problems • Recognise that citizens and communities – rather than the City Council - are best placed to say what services they require and how these are provided and seek to give greater control over appropriate services and facilities to local communities.
<u>Aberdeen City Local Outcome Improvement Plan 2016-26</u>	

Prosperous Economy Stretch Outcomes	The proposals within this report will support consultation and inform decisions on library output that directly relates to: <ul style="list-style-type: none"> • <i>the delivery of LOIP Stretch Outcome 3. 500 Aberdeen City residents upskilled/reskilled to enable them to move into, within and between economic opportunities as they arise by 2026</i>
Prosperous People Stretch Outcomes	The proposals within this report will support consultation and inform decisions on library output that directly relates to: <ul style="list-style-type: none"> • <i>Increase uptake of parenting and family support by 10% by 2022.</i> • <i>95% of all children will reach their expected developmental milestones by their 27-30 month review by 2026.</i> • <i>90% of children and young people report they feel listened to all of the time by 2026</i>

9. IMPACT ASSESSMENTS

Assessment	Outcome
Integrated Impact Assessment	Work on an Integrated Impact Assessment for the Future Library and Information Services Model has been started and will be further informed by the co-design stages. Work on an IIA for the proposed Management Rules has also commenced and will be further informed by the consultation on those Rules.
Data Protection Impact Assessment	A DPIA has been completed as part of the engagement on Aberdeen's Future Library and Information Service Plan

10. BACKGROUND PAPERS

10.1 [Meeting of Communities, Housing and Public Protection Committee, Thursday, 6th July, 2023 10.00 am \(Item 12.\)](#)

10.2 [Agenda for Council on Thursday, 14th December, 2023, 10.30 am \(aberdeencity.gov.uk\)](#)

11. APPENDICES

- 11.1 Appendix A – Aberdeen Future Library Survey Results
- 11.2 Appendix B – Children and Young People Future Library Report
- 11.3 Appendix C – Proposed Library and Information Services Management Rules

12. REPORT AUTHOR CONTACT DETAILS

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