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Shared services and community engagement

The case of
the Lewisham Library and Information Service



September 2013

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Lewisham library campaign on BBC R4

News

FIGHT FOR LIBRARIES

a campaign from
The Bookseller

Deadline looms for Lewisham library closures

26.05.11 | Benedicte Page

Lewisham library campaigners have been left stranded as the 28th May closure date for New Cross library approached without word from the

Department of Culture Media and Sport (DCMS) to residents or the council.

Save Lewisham's Libraries!

CARNIVAL MARCH & PROCESSION

FROM CROFTON PARK LIBRARY TO LEWISHAM TOWN HALL
SATURDAY 30TH OCTOBER

- Assemble 12.15pm at crofton park library se4
- Set off at 12.30pm
- Arrive at lewisham town hall at 1.30 for rally and speeches

This is intended to be a **cheerful event** with everyone encouraged to **wear brightly coloured clothes** and **bring whistles and anything that makes a noise**. If any adults or or children are brave enough to **dress up as a book character**, then so much the better!

Crofton Park Library is at the junction of Brockley Road and Darfield Road SE4, right next door to Crofton Park train station. Honor Oak Park and Brockley stations are also within easy walking distance. It is also served by bus routes 122, 171, 172 and P4 all of which stop close by. If you can't make the march but want to register your protest, **please write to the Mayor, Sir Steve Bullock**, at Lewisham Town Hall, Catford, SE45 4RU or by email steve.bullock@lewisham.gov.uk or telephone the Mayor's Office on 020 8314 6000.



New Cross People's Library
A new library for New Cross
Open meeting, 7pm-8pm, Thursday 26 May
at The Hill Station
newcrosspeopleslibrary@gmail.com



SAVE LEWISHAM'S LIBRARIES



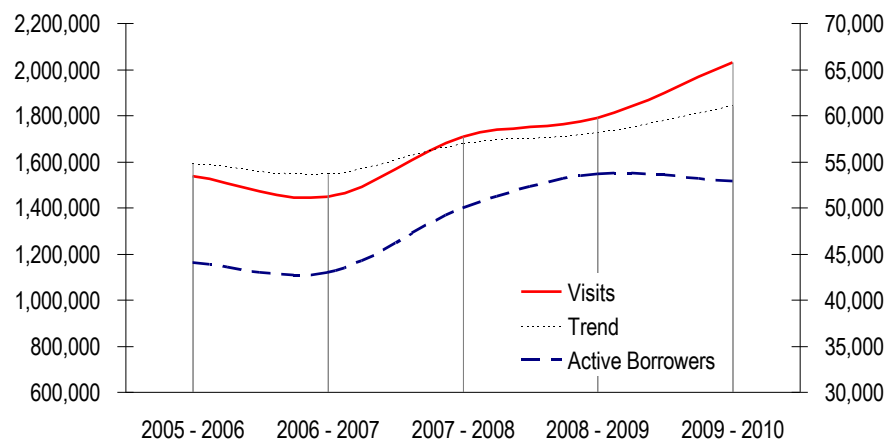
DO NOT CUT HERE



Lewisham

Lewisham

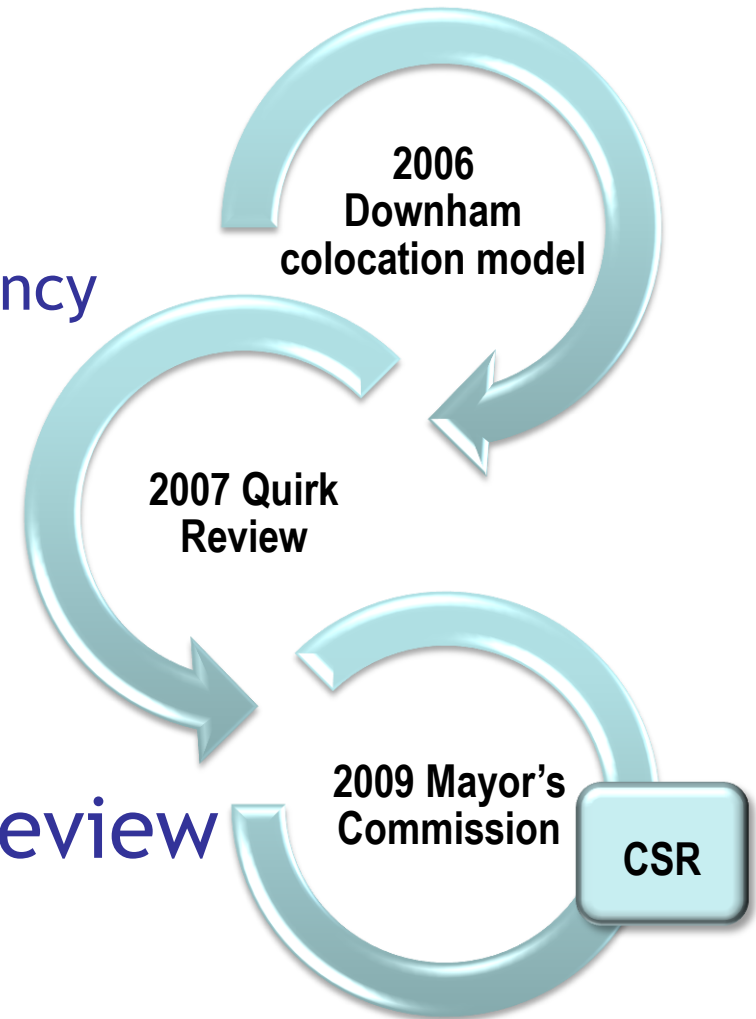
- population 261,600
- 12 libraries
- over 2 million visit
- 1.15 million issues
- 53,000 residents (20.4%) borrowed a book
- books gifted to 100% of under 5s
- satisfaction level growth is 5%
- lowest Net Expenditure in inner London boroughs and lowest in SE London (£16.10/head)



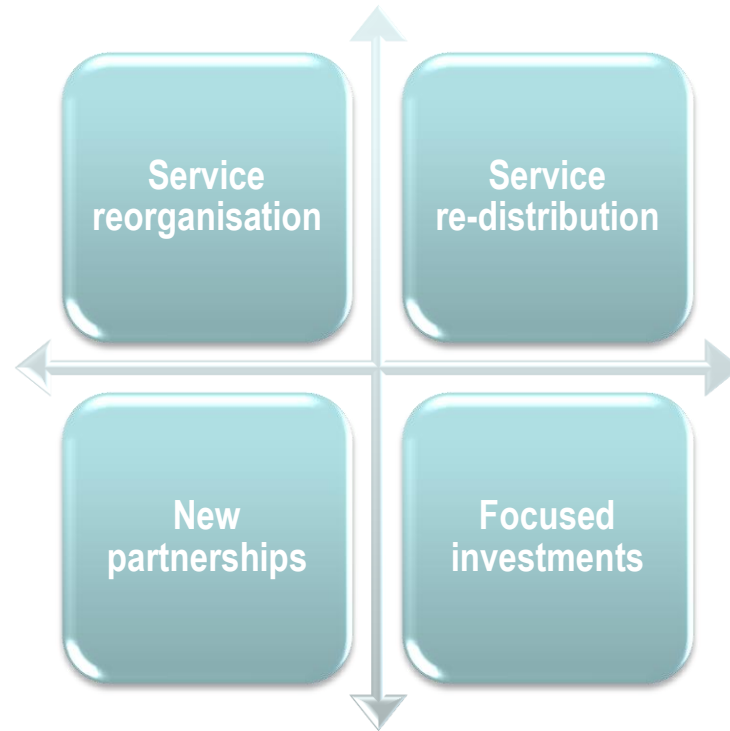
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Path to change

- Downham Model
 - Colocation, self-service, efficiency
- Quirk Review
 - Asset transfer protocol
- Mayor's Commission
 - Political and corporate vision
- Comprehensive Spending Review
 - Catalyst / accelerator



Components



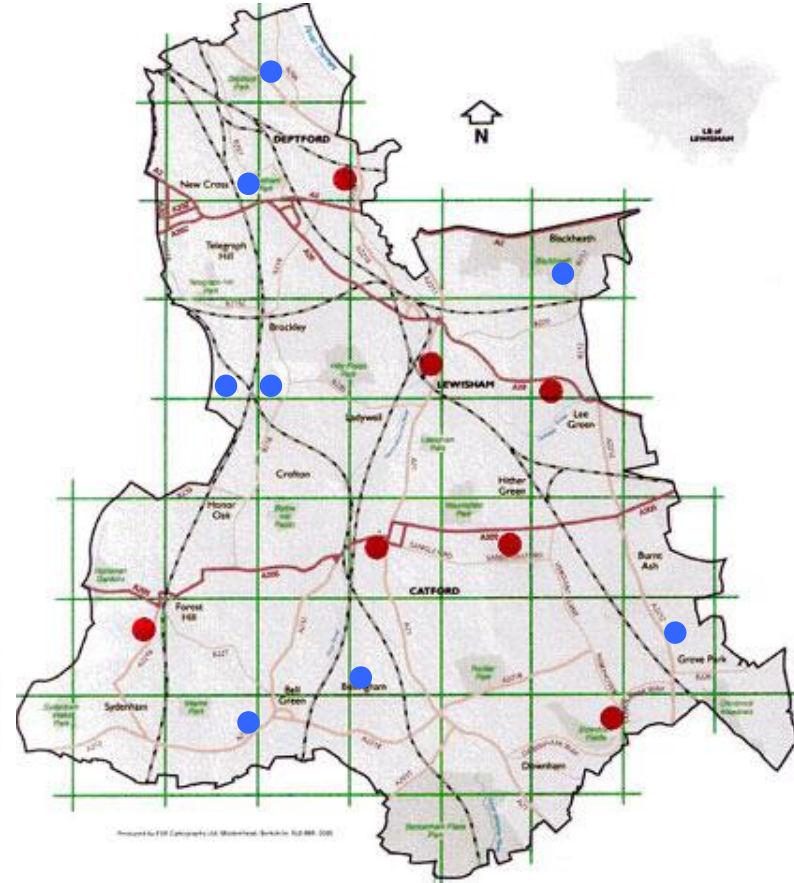
Lewisham post CSR

- 7 Hub libraries
- 7 Community libraries (+2)
- From 564 to 697 h/w (+23.4%)
 - Reorganisation
 - 3rd sector/community engagement
 - Investment £500k
- Council savings £60M
- Library & Information Service Budget
 - 2010–2011 £4.5M
 - 2012–2013 £3.7M
- The library solution (service £800k + buildings £200k) contributes £1M
- Net Exp £14.14/head



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The libraries' network



Different communities, different solutions

- Eco Computer Systems
 - Crofton Park, Grove Park, and Sydenham
- Age Exchange
 - Blackheath
- Bold Vision / The New Cross People's Library
 - New Cross



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Roles

- Role of the Library Service
 - Statutory duty
 - Professional input
 - Monitoring and evaluation
- Role of the Anchor/Host organisation
 - Access to services
 - Promote the love of books
 - Responsibility for building

Benefits and risks

- Library Service
- Partner organisation
- Audiences



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Community Library Service

- Part of the Service's community engagement / outreach remit
- The Council is no longer responsible for the buildings where CommLibs operates
- The Council owns the books, the shelves, the LMS, the self-service terminals, etc.
- The Council has no staff based in the buildings



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Community Library Service

- The relationship with the host/anchor organisation is formalised through two documents, one relating to the building, the other relating to the provision of library services.



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Challenges

- Staffing (TUPE)
- Public Lending Right
- Confidentiality issues
- Cash handling
- TUPE did not apply
- PLR does not apply
- Hierarchical access
- Will be resolved

The Lewisham Model grows library services with the community



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Thanks



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