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# **Libraries Service Update and Re-design Project**

**Policy and Place Scrutiny  
Committee, September 2017**

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# Library Service performance and progress

- Value for Money
- Service development
  - Growth in activities and events
  - Healthy Libraries
  - Glass Box / Economic Development
- Customer Satisfaction
- 2016/17 performance results

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## Alternative Delivery Models

- 151 library services - 4 have externalised
- Breadth of evidence available is limited
- Made an assessment on the basis of what is right for Somerset at this time
- Many variables – services covered, assets, levels of financial support and commitment to externalising
- Evidence of some good performance but it's still early days
- **Not recommended for Somerset at this time**

# Proposed strategy

Guided by vision and proposed outcomes framework.

1. Continue to deliver a thriving, modern service across a broad spectrum of outcomes.

2. Review the libraries network.

3. Review our frontline workforce.

4. Investment in technology.

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## Review of the network - process

- Informal engagement meetings (underway now)
- Needs assessment & Equalities Impact Assessment
- Specific proposals for consultation – Dec. or Jan.
- Further scrutiny committee (Feb. / March 2018)
- Final decision (March / April 2018)

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# Equalities Impact Assessment

- Our libraries are used more by certain groups of people.
- Changes that we make are likely to impact on these groups.
- Committee members must have due regard to the potential impacts set out in Appendix 3 to the report.