



# FIND YOUR PLACE AT THE LIBRARY



## **Hampshire County Council Library Service Transformation Strategy to 2020**

Strategic Planning and  
Benchmarking Masterclass

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27 November 2017



# HAMPSHIRE LIBRARY SERVICE

**Hampshire is one of the largest library services with a budget of £11.7m. We have 180,000 borrowers and 6 million visits/issues delivered through:**

- 48 Libraries
- 4 Community Libraries
- HMP Winchester
- Online/Digital Library
- Home Library Service
- Schools Library Service
- Learning in Libraries



**Employing about 475 staff (330 FTE) & 1600 volunteers in 2016/17**



# HAMPSHIRE LIBRARY SERVICE

## Delivering modern, comprehensive and efficient library services



### Strategic Aim 1

Support and encourage reading and literacy



### Strategic Aim 2

Improve digital services and inclusion



### Strategic Aim 3

Contribute to the health and well being of local communities



### Strategic Aim 4

Provide access to trusted sources of information



### Strategic Aim 5

Facilitate and provide learning

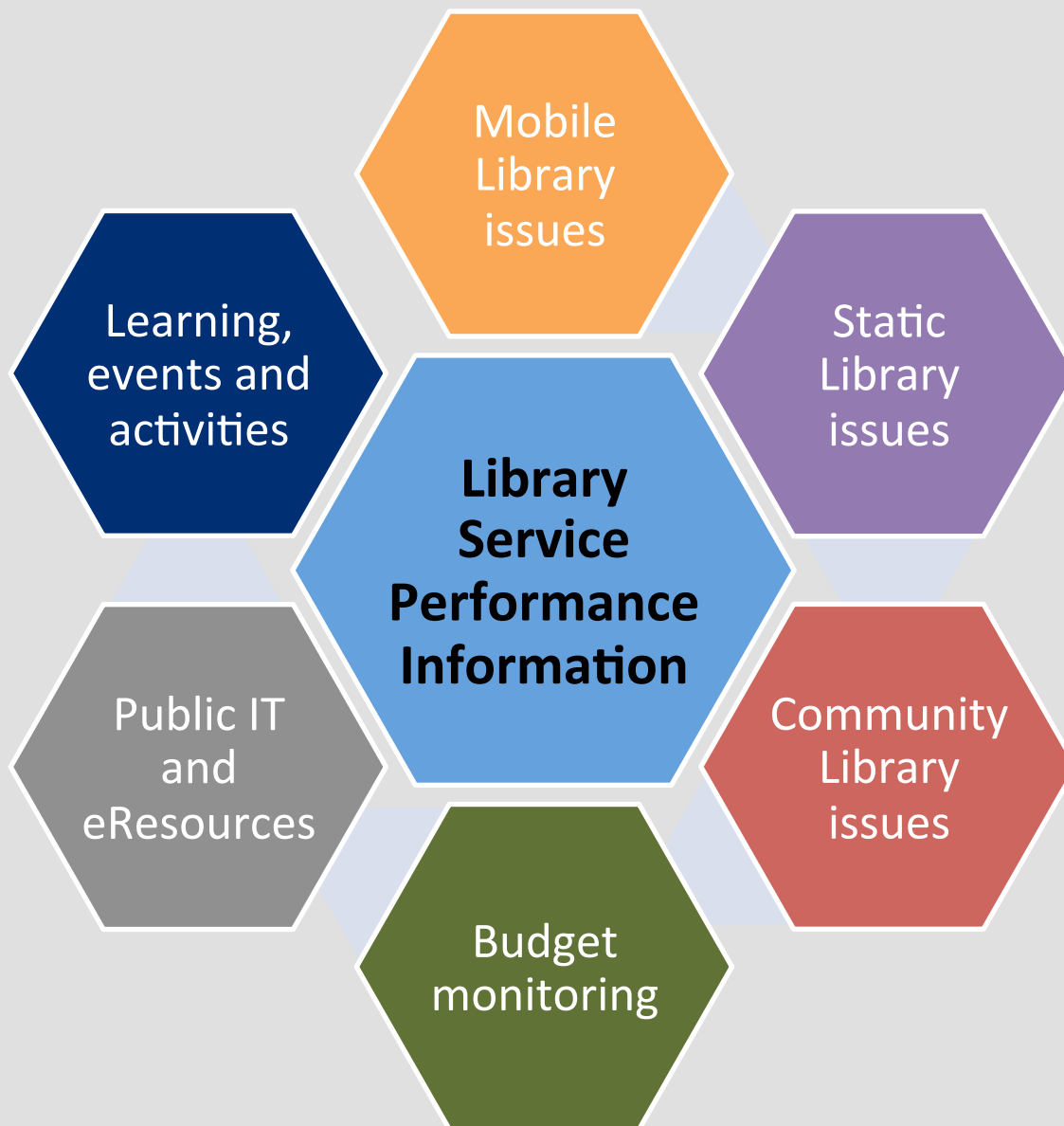
### Library Outcomes

Developing and supporting stronger, safer communities for all

**National recognition from Libraries Taskforce for our Needs Assessment and Library strategy**



# HAMPSHIRE LIBRARY SERVICE





# HAMPSHIRE LIBRARY SERVICE

## Access

Distances and travel times for static libraries. Online library service access



## Community Need

Taking account of educational, ethnic, social and economic backgrounds

## Library buildings

The quality, location and suitability of library buildings



## Value for money

Running costs compared to similar services

## Fit for the Future

Delivering the cultural change to provide a trained, agile and fully flexible workforce.



**CULTURE**



## Library usage

Number of active library users and patterns of usage.

Productivity savings

Motivated, flexible and engaged employees

Tailored services to meet local customer need





# HAMPSHIRE LIBRARY SERVICE

## The proposal to end the Mobile Library Service

Performance indicator	Static	Community	Mobile	Home
Annual cost of service	£12 m	£50,000	£360,000	£117,000
No of active members	203,409	2,392	2,230	992
Cost per issue	£2.23	£1.35	£3.95	£1.47
Cost per visit	£2.02	N/A	£11.44	N/A
Cost per active member	£58	£25	£161	£118

- 4 mobile routes but 5 vehicles
- 250 stops for 1% of customers
- Over 25% used static libraries





# HAMPSHIRE LIBRARY SERVICE

## Our developing Library Strategy to 2025

- Refresh of Library Needs Assessment
- Planned staff & stakeholder engagement
- Retain 5 strategic aims – consider 6<sup>th</sup> aim
- Agile/flexible workforce & increased use of trained volunteers
- Better buildings and IT infrastructure with plans for further investment
- Review performance of all libraries and the outcome will inform the redesign
- Decision on alternative operating models i.e. Mutual, Open+, community hubs, volunteer-led libraries
- Public consultation to inform decisions







# HAMPSHIRE LIBRARY SERVICE

