CULTURE, LEISURE AND TOURISM PORTFOLIO

DECISION SCHEDULE

HARTLEPOOL BOROUGH COUNCIL
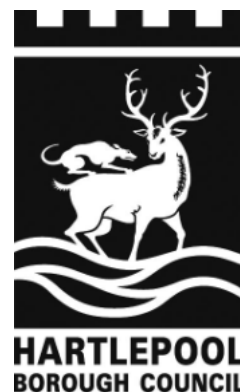
Tuesday 15th December 2009

At 10.00 am

**in Committee Room C
Civic Centre, Hartlepool**

Councillor V Tumilty, Cabinet Member responsible for Culture, Leisure and Tourism will consider the following items.

1. **KEY DECISIONS**

    No items

2. **OTHER ITEMS REQUIRING DECISION**

    2.1   Proposed Charges For Hartlepool Maritime Experience April 2010- March 2011 – *Director of Child and Adult Services*

3. **ITEMS FOR INFORMATION**

    3.1   Update On National Reviews And Reports Relating To Public Library Services. 1) Department for Culture Media and Sport (DCMS) Review, 2) All Party Parliamentary Group Report – *Director of Child and Adult Services*

4. **REPORTS FROM OVERVIEW OF SCRUTINY FORUMS**

    No items.

> # CULTURE, LEISURE AND TOURISM PORTFOLIO
> Report to Portfolio Holder
> 15 December 2009

Report of: Director of Child and Adult Services

Subject: PROPOSED CHARGES FOR HARTLEPOOL
                      MARITIME EXPERIENCE APRIL 2010-MARCH
                      2011

SUMMARY

1.   PURPOSE OF REPORT

The purpose of the report is to propose an increase in charges for Hartlepool Maritime Experience for 2010/11 season. These proposed increases have been discussed with the Trustees of the Trincomalee. They will also need ratification by the Chair of Trustees.

2.   SUMMARY OF CONTENTS

a) Table of increased charges being proposed
b) Table of financial implications based current admissions.

3.   RELEVANCE TO PORTFOLIO MEMBER

Culture & Leisure Portfolio includes Museums & Heritage

4.   TYPE OF DECISION

Non key

5.   DECISION MAKING ROUTE

Culture Leisure and Tourism Portfolio - 15th December 2009.

6.   DECISION(S) REQUIRED

It is recommended that the Portfolio Holder approve the increased entrance charges for Hartlepool Maritime Experience for the 2010/11 season (1st April 2010 – March 31st 2011)

Report of: Director of Child and Adult Services

Subject: PROPOSED CHARGES FOR HARTLEPOOL MARITIME EXPERIENCE APRIL 2010-MARCH 2011

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1.   PURPOSE OF REPORT

1.1   The purpose of the report is to propose an increase in charges for Hartlepool Maritime Experience for 2010/11 season. These proposed increases have been discussed with the Trustees of the Trincomalee. They will also need ratification by the Chair of Trustees.

2.   BACKGROUND

2.1   Hartlepool Maritime Experience is the North East's premier maritime attraction. In 2009 it was awarded the North East Large Visitor Attraction of the Year. The site is operated in partnership by Hartlepool Borough Council and the Trincomalee Trust. Paid admissions to the site for divided equally between the Council's Museums & Heritage Service and the HMS Trincomalee Trust.

3.   FINANCIAL IMPLICATIONS

	Current charges 2009/10 2010/11	Proposed Charges
Adult	£7.75	£7.95
Over 60	£5.75	£5.95
Child	£4.75	£4.95
Student/unwaged	£4.75	£4.95
Family	£20.00	£21.00
Group Adult	£7.00	£7.20
Group over 60	£5.00	£5.20
Group Child	£4.00	£4.20
School	£3.30	£3.40
Travel Trade	£3.85	£3.95
LR Adult	£3.50	£3.60
LR Conc.	£3.00	£3.10

	Total Income 2009/10	2010/11
Adult	£59,124	£60650
Over 60	£43,119	£44619
Child	£7,486	£7801
Student	£3,942	£4109
Family	£48,460	£49,671
Group Adult	£931	£957
Group 60	£3,675	£3,822
Group child	£1,660	£1,743
School	£20,984	£21,620
Travel trade	£7,676	£7,876
LR Adult	£6,251	£6,429
LR Child	£1,959	£2,024

4.　CONSIDERATIONS

4.1　It is recommended that this modest percentage increase is implemented to help to maintain increases in income to offset rising costs. It should be noted that a price freeze was implemented in 2008/2009 and 2009/2010 and increased income is targeted via marketing activity to increase footfall.

5.　RECOMMENDATIONS

5.1　It is recommended that the Portfolio Holder approve the increased entrance charges for Hartlepool Maritime Experience for the 2010/11 season (1st April 2010 – March 31st 2011)

CONTACT OFFICER:　　David Worthington, Museums and Heritage Manager

CULTURE, LEISURE AND TOURISM PORTFOLIO
Report to Portfolio Holder
15 December 2009

HARTLEPOOL
BOROUGH COUNCIL

Report of: Director of Child and Adult Services

Subject: UPDATE ON NATIONAL REVIEWS AND REPORTS RELATING TO PUBLIC LIBRARY SERVICES. 1) DEPARTMENT CULTURE MEDIA AND SPORT (DCMS) REVIEW, 2) ALL PARTY PARLIAMENTARY GROUP REPORT

SUMMARY

1. **PURPOSE OF REPORT**

    To inform the Portfolio Holder of the current position regarding the DCMS public library review, and the content of the recent All Party Parliamentary Group Report on public library services and also to draw attention to the findings of the recent Wirral inquiry, which has relevant implications, Executive Summary attached as **Appendix 1**

2. **SUMMARY OF CONTENTS**

    Updates on current progress and anticipated publication dates for the DCMS Review and the Wirral Inquiry, and a summary of the key recommendations of the All Party Parliamentary Group (APPG) Report.

3. **RELEVANCE TO PORTFOLIO MEMBER**

    The Portfolio Holder is responsible for Public Library Services in Hartlepool

4. **TYPE OF DECISION**

    Non Key

5. **DECISION MAKING ROUTE**

    Culture Leisure and Tourism Portfolio – 15 December 2009

6.   DECISION(S) REQUIRED

That the Portfolio Holder notes the recommendations of the APPG report and that the Borough Librarian will update the Portfolio as soon as the reports of the DCMS review and the Wirral Inquiry are published.

Report of: Director of Child & Adult Services

Subject: UPDATE ON NATIONAL REVIEWS AND REPORTS RELATING TO PUBLIC LIBRARY SERVICES. 1) DEPARTMENT CULTURE MEDIA AND SPORT (DCMS) REVIEW, 2) ALL PARTY PARLIAMENTARY GROUP REPORT

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1.   PURPOSE OF REPORT

1.1   To inform the Portfolio Holder of current position regarding the Department Culture Media and Sport (DCMS) Review of Public Libraries, and to inform of the content of the recently published All Party Parliamentary Group Report on Public and also to draw attention to the findings of the recent Wirral inquiry, which has relevant implications, Executive Summary attached as **Appendix 1**

2.   BACKGROUND

2.1   In 2008 the DCMS announced its proposal to undertake a review of public library services England. A previous plan for libraries, 'Framework for the Future' was published in 2002. The report of the current review is expected to supersede Framework for the Future as the principal Government Policy guidance for libraries. On 30th of September the Minister, Margaret Hodge wrote to the Chair of the Society of Chief Librarians informing of current status and future proposed timetable for the review (**Appendix 2**). It is proposed that a discussion document will be published in late 2009 and the report will then be published in early 2010.

2.2   An additional matter that is relevant to the final recommendations of the review is the DCMS inquiry into the proposals by Wirral County Council in 2009 to close a number of libraries. The hearing for this inquiry took place in August. A principal purpose was to establish whether the actions in Wirral constituted a breach of a local authority's responsibility to provide a 'comprehensive and efficient' public library service as required in the 1964 Libraries and Museums Act. The findings of the inquiry have however been delayed as, following the hearing, Wirral Council has reversed its decision to carry out the library closures and the inquiry has now been required to take fresh evidence. The Report of the DCMS review and the Wirral inquiry will be important as it is anticipated they will help provide clearer detail of the required level and standard of library provision required from a local authority.

2.3   Whilst these reports are yet to be published, the All Party Parliamentary Group on Libraries, Literacy and Information Management did publish its Report of the Inquiry into the Governance and Leadership of the Public Library Service in England. Hartlepool is one of thirty one UK Local Authorities that submitted written evidence to this Inquiry. Among a number of recommendations, the report also recommends clear guidance on the definition of 'comprehensive and efficient. A copy of this report is included (**Appendix 3**)

3.   FINANCIAL IMPLICATIONS

3.1   The outcome of both the DCMS review and the recommendations of the APPG report are important in indicating the definition of 'comprehensive and efficient' and the statutory level of library service a council is required to provide. The Wirral Inquiry was established to examine the proposals of Wirral County Council to close a significant number of local libraries in 2009. It aimed to establish if the proposals put the Council in breach of the Libraries and Museums Act. These inquiries and reports therefore have financial implication as a national guideline to local service requirements.

4.   RECOMMENDATIONS

4.1   That the Portfolio Holder notes the recommendations of the APPG report and that the Borough Librarian will update the Portfolio as soon as the reports of the DCMS review and the Wirral Inquiry are published.

CONTACT OFFICER: Graham Jarritt, Borough Librarian

WIRRAL INQUIRY - EXECUTIVE SUMMARY

Full Report available:

http://www.culture.gov.uk/images/publications/wirral_local_inquiry.doc

Introduction

1. The Public Inquiry into Wirral Metropolitan Borough Council's (MBC) Library Service has found the Council's decision to restructure its Library Service to be **in breach of its statutory duties** under the Public Libraries and Museums Act 1964 , to provide "comprehensive and efficient public Library Services for all persons desirous to make use thereof".

2. The primary reason for this breach is that the Council **failed to make an assessment of local needs** (or alternatively to evidence knowledge of verifiable local needs) in respect of its Library Services. In the absence of such an assessment, I conclude that the Council therefore cannot have reasonably met such needs in the context of its statutory duties and available resources. Without any such reference point of the needs to be met, the Council was unable to identify a reasonable option for meeting such needs both comprehensively and efficiently.

3. Following a review of its Cultural Services in 2007 and a Strategic Asset Review (SAR) in 2008, **Wirral MBC made a decision to rationalise its Library Service** by investing £20 million (within its Capital Investment Programme) in 13 Neighbourhood Centres, each with a library at its heart, and with an extended outreach programme; effectively replacing a service comprising 24 libraries.

4. The Council states that the Centres will house **multiple Council functions** and, wherever possible, be co-located with one or more of the Council's key partners, including the Police, Fire Authority and Health Service. The Council says that the investment will allow for **improved opening hours** and that more than 99% of people will be within **a two mile radius** of a library.

5. The Council's view is that it is **hard to reconcile a plethora of small libraries** with a reasonable interpretation of 'efficient', and that if the service is confined to operating from what they say are **generally poor quality and outdated buildings**, it will deter many potential users and result in continuining decline in book issues. The Council's evidence also points out that the Council **must comply with a wide range of statutory duties** and that it has acted reasonably in meeting and balancing these potentially conflicting duties.

Wirral Public Libraries Inquiry

6.   Following receipt of a large volume of correspondence and a specific complaint from the Museums, Libraries and Archives Council (MLA) that it was not satisfied that Wirral MBC's proposals were compliant with their duties and obligations under the 1964 Act, the Secretary of State decided that a local Inquiry pursuant to section 10(1) of the Act was required.

7.   I, Sue Charteris, was appointed as the independent person to lead the Inquiry, which was conducted in accordance with the Public Libraries (Inquiries Procedure) Rules 1992 (the "Procedural Rules").

8.   The Secretary of State specified that the role of the Inquiry was to:

> *'Gather information and provide advice in order for the Secretary of State to assess whether, in taking the decision to implement the proposed changes to their Library Service, the Wirral is in default of their statutory duties under the Public Libraries and Museums Act 1964, including the provision of a comprehensive and efficient Library Service.'*

9.   I was asked to consider the following questions:

- • Did Wirral make a reasonable assessment of local needs in respect of Library Services and, in any event, what are those needs?

- • On assessment of local needs, did Wirral act reasonably in meeting such needs through their proposals in the context of available resources and their statutory obligations?

10.   I was also asked to recommend, in the event that Wirral MBC is found to be in breach of its statutory duties, the practical steps the Council could be ordered to take by the Secretary of State in order to address this failure.

11.   I held a number of pre-Inquiry meetings, including with community leaders (including MPs, Councillors and Elected Members), key partner organisations, and library and council staff. I also visited all libraries earmarked for closure and spoke to staff, user and campaign groups, local councillors, governors or teachers of local schools, and other residents and users. I also took the opportunity to visit other libraries in the borough.

12.   The Inquiry received formal Statements of Case from 36 parties, including the Secretary of State and Wirral MBC, and, 30 individuals or representatives submitted a Proof of Evidence, allowing them to present their evidence (if they wished) at the Inquiry meeting. The Inquiry was held in public on June 9th and 10th 2009 at the Floral Pavilion, New Brighton. Although the Council made its decision at their Council meeting in March 2009, it decided to suspend the implementation of its plans pending the outcome of the Inquiry.

13.   My report outlines the submission the Council made to the Inquiry in full and summarises the contrasting arguments put to the Inquiry. I critically evaluate the evidence both provided by the Council and by other stakeholders against the structure set out in the Inquiry's terms of reference.

Key findings and conclusions of the Inquiry

14.   As noted above, the Inquiry has found the Council to be **in breach of its statutory duties** under the Public Libraries and Museums Act 1964, because it **failed to make an assessment of local needs** in respect of its Library Services. It therefore cannot have acted reasonably in meeting such needs in the context of its statutory duties and available resources, as, in the absence of such assessment or demonstrable knowledge of local needs, it was incapable of identifying a reasonable option for meeting such needs both comprehensively and efficiently.

15.   In particular, there are some **specific needs for adults** that have not been addressed. These include the specific requirements for older people, disabled people, unemployed people, and those living in deprived areas.

16.   I am also concerned that although the Act does not specifically cover the role of schools in library provision, the Council has not been able to demonstrate that it has had due regard to the **general requirements of children** which I consider to be a breach of its statutory duties.

17.   The Council took the decision to close 11 of its libraries in the **absence of a strategic plan for or review of the Library Service**. As such, I believe that the Council's approach to re-visioning the service was fundamentally flawed, because their approach focused specifically on the issue of asset management and cost savings.

18.   I also believe that the decision was made **without a clear understanding of the extent and range of services** currently being provided in the libraries, including those which are 'core' to the service and those which are ancillary. This makes it difficult to see how the Council could plan for ceasing or re-locating any aspects of the current service.

19.   The Council's decision, which is better described as an indication of intent rather than a fully worked up plan, risks being a partial response to need that would disadvantage relatively isolated and deprived communities. I therefore believe there to be **a further breach in relation to the needs of deprived communities.** On the basis of the evidence provided to the Inquiry, I do not consider that the needs of the community in either Beechwood or Woodchurch estates, who form part of the wider library community as a whole, will be adequately met.

20.   A key concern of mine, therefore, has been the **absence of an adequate plan for and commitment to a comprehensive outreach service**. Without this, the Library Service as a whole will not be compliant.

21.   Without an assessment of needs and a strategic Library Service review, the Council has **displayed a lack of logic** around why some facilities were recommended for closure and not others.

22.   Having considered the evidence submitted to the Inquiry, I believe there is **a strong case for reviewing the decision and/or retaining a physical service (not necessarily as it is now) at some sites earmarked for closure**. This is for the following reasons:

- **where libraries are located in an area of significant deprivation**: relevant particularly for **Beechwood** and **Woodchurch**, but the argument could equally apply to the libaries serving the   **Eastham**, **Prenton** and **Seacombe** communities.

- **where the Council's decision on which libraries to close changed**: due to the lack of consultation with residents when the decision to close Bromborough Library was substituted for **Eastham**, and Upton Library for **Woodchurch**, meaning that the Council did not consider the needs of those communities affected by the changes .

- **where the Council identified an area of need but subsequently chose to ignore this information**: the Council made the decision to close **Woodchurch** instead of Upton despite originally recommending that Woodchurch Library be retained because of it being an area of high need. The Inquiry has seen no clear rationale, based on evidence of a recent change in local need, for the reversal of the Council's recent decision, which I believe constitutes a breach in the Council's statutory duties.

- **where the Council has failed to meet its own standards in terms of a reasonable distance to travel**: the Council needs to address arguments put to the Inquiry that residents of Meols, currently served by **Hoylake** Library, will be the only residents further than two miles away from a library if Hoylake were to close. I do not believe this is acceptable given the higher concentration of older people and disabled people in that area of the borough .

- **where libraries have inter-dependent links with schools and/or children's centres**: in particular, **New Ferry, Ridgeway** and **Woodchurch**. There has been a lack of involvement of governing bodies in discussions, and for New Ferry in particular, the closure of the library would result in no savings for the Council.

23.   This is **not to say that I am endorsing the Council's plans to continue with the closures of the libraries not listed here**, as these arguments may equally be applied to other areas/libraries. Nor am I saying the status quo must prevail

and/or that the Council's financial constraints have been disregarded. Rather, given that the Inquiry's remit did not include undertaking a full assessment of needs on behalf of the Council, I wish to emphasise that the evidence presented to the Inquiry might not fully represent the needs of all users and potential users for all libraries.

Advice and recommendations to the Secretary of State

24. Given the breach of duties outlined above it is not possible for the Inquiry to endorse Wirral MBC's current plans for restructuring its Library Service.

25. However, **the Inquiry has generated considerable evidence of local needs and demands** for the service on which the Council can now draw..

26. I recommend that the Secretary of State requires Wirral MBC to **produce a clear strategic development plan for the Library Service in Wirral** to his satisfaction and within six months of publication of this report. I set out in the detail in the report the areas the report must cover.

27. Subject to his endorsement of the plan, I also recommend that the Secretary of State requires **updates of this plan to be submitted to him annually for the next five years**, with ongoing support and advice provided by the MLA. If, after due consideration, the Council still wishes to proceed with its model of fewer but better buildings (involving closures), I recommend that the Secretary of State require the Council to **evidence how it will meet the needs of all groups and communities in the Wirral.**

28. Importantly, I would recommend that the Secretary of State requires evidence from Wirral MBC that they are **working with a wide range of representative groups and library users** from all the libraries, including those in libraries that are planned to close, on the design and accessibility of the new centres, and the transition of services highly valued by current users of the libraries that are planned to close.

29. I also recommend that the Secretary of State requests Wirral MBC to take to **strengthen the new service.**.

30. I do believe that this is **an opportunity to turn this difficult situation around**. Given the debate this Inquiry has provoked, there is an opportunity to draw on support available locally from the library user and campaign groups, potential partner organisations and others; and regionally and nationally from other library authorities, the Chartered Institute of Library and Information Professionals (CILIP) and the MLA.

31. The law requires WMBC to provide a comprehensive and efficient service for all those persons desirous of the use thereof. I recognise that Wirral MBC, like other

authorities across the country, has considerable pressure on service budgets and needs to ensure it is making the best use of its resources both now and in the future; but there were risks in relying on a Strategic Asset Review without a concurrent Library Service Review to specifically address the design and delivery of the Library Service.

32.   I recognise too that the Council decided to be proactive and develop a new approach of providing a network of fewer but better Neighbourhood Centres 'with libraries at their heart', together with an enhanced outreach service, which it believes is a more sustainable way forward. However, I do not believe that the Council adequately assessed how well this model would meet the needs of its constituent communities before taking a decision to close 11 of its 24 libraries. At best the decision was premature and does not demonstrate how specific needs within communities will be adequately met. As such, it is impossible for me to agree that the plans are reasonable or adequate. I recommend to the Secretary of State a series of steps that I consider to be necessary to turn this situation round.

Department for Culture, Media and Sport
Rt Hon Margaret Hodge MBE MP
Minister for Culture and Tourism

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CMS 127303/DC

Fiona Williams
York & SCL
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30 October 2009

department for
culture, media
and sport

Dear Fiona

As you may be aware I have recently returned to Government as Minister for Culture,
with responsibility for libraries. I wanted to update you on my plans for the DCMS
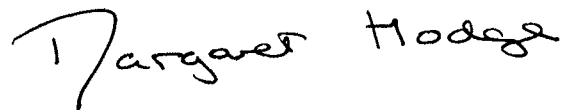Libraries Review and thank you for your contribution to its development.

I very much value the work that has been undertaken up to this point and I want to
thank you for your part as an important contributor to the Library Review process. The
best practice examples identified, the problems and solutions articulated and the
experiences shared during the round tables and reference group meetings have clarified
our understanding of the challenges facing the sector and the possible ways forward. I
can assure you that the time and effort you invested will not be lost when I publish a
consultation paper next month to stimulate a national debate about what our libraries
should be and how we can get them there. I recently met with the Library Review
Project Board and will shortly be meeting with the Advisory Council on Libraries to
ensure that we capture the themes identified by the work so far.

I want libraries to take inspiration from activities and organisations outside the sector as
well as best practice within it. I have therefore written to a range of thinkers,
commentators and leaders in library services, as well as individuals working in retail,
digital media, education, publishing and local government asking them to write a short
(750 word) 'think piece' about how we might make libraries fit for the 21st century. I
have also asked the MLA to co-ordinate a number of case studies showcasing innovative
practice in library services which will be included in the Report.

I believe these essays, together with the information that came out of your discussions,
will result in a thoughtful and provocative consultation document which will stimulate
debate and lead to solutions that will help us turn around the decline in library use and
make our libraries fit for purpose in the 21st century. I hope you will read it with
interest.

INVESTOR IN PEOPLE

improving
the quality
of life for all

Department for Culture, Media and Sport

I intend to consult on this document and produce a final report in the New Year.

Many thanks, once again, for your passionate commitment to ensuring a strong, vibrant and valued library service, and for contributing your knowledge and experience to the development of the Library Review.

MARGARET HODGE MP

All-Party Parliamentary Group on Libraries, Literacy and Information Management

Report of the Inquiry into the Governance and Leadership of the Public Library Service in England

September 2009

Declaration on Resourcing

Membership of the Inquiry

Lyn Brown, MP (Labour, West Ham) [Chairman until July 2009]

Lynda Waltho, MP (Labour, Stourbridge) [Chairman from July 2009]

Nia Griffith, MP (Labour, Llanelli)

Mark Pritchard, MP (Conservative, The Wrekin)

Anne Snelgrove, MP (Labour, South Swindon)

Lord Tope (Liberal Democrat, House of Lords)

Contents

1. Introduction

Following a discussion about the growing concerns in relation to the state of health of the public library service in England, the theme of this Inquiry was agreed at the Annual General Meeting of the All Party Parliamentary Group in June 2008.   We agreed that we should focus specifically on the effectiveness of arrangements for the governance and leadership of our public library services.

Since that time, two other reviews of public libraries have taken place or are in progress. The Unison report "Taking Stock" was launched and the DCMS Modernisation review is due to report shortly. There was a possibility that the DCMS Review would incorporate governance and leadership within its remit and so we awaited its brief and projected outcomes.   However, there would appear to be no duplication with the APPG proposals and we have tried at all times to resist the temptation to stray beyond our very specific remit. The role, purpose and content of libraries are being considered elsewhere. We recognized that some of our eventual recommendations may well beg questions for others to answer in due course.

Accordingly, and in line with our AGM decision, the Chartered Institute of Library and Information Professionals (CILIP) agreed to fund the Inquiry and it was co-sponsored by CILIP and the National Literacy Trust. Bob McKee, Chief Executive of CILIP, and Jonathan Douglas, Director of the National Literacy Trust, served as advisers and Norman Turner of Turnaround Associates Ltd was appointed as consultant to the Inquiry.

We agreed to pursue six specific lines of enquiry which were as follows:

1. **What are the strengths and weaknesses of the present system for the governance and leadership of the public library service in England?**

   The Public Libraries Act 1964 still provides the national statutory framework and the general context for local service delivery by local authorities, who are the accountable bodies. The effectiveness, or otherwise, of this arrangement, its definitions and regulation has been the subject of extensive debate. What do you consider to be the key strengths and weaknesses of the present arrangements? Are there any non-negotiables?

2. **Should local communities have a greater say in decisions about the public library service?**

   For many commentators, the concept of a library at the very heart of a community is a powerful vision.   Is this local focus reflected appropriately in local governance and consultation arrangements? Are there other mechanisms for engaging local people in service planning and delivery?

3. **Should central government do more to superintend the public library service?**

   Since 1964 there have been questions about the balance between statutory requirements and the rights of local authorities to decide their own levels of service provision. Do you think that central government intervention has been appropriate to the circumstances?

4. **Are local authorities the best agency to provide public library services?**

Although there have been some modest moves towards externalisation of service delivery to the private and third sectors, the majority of local authorities continue to provide library services directly. Collaboration and partnership, to varying degrees, continue to be a feature of the service at all levels. Is this still the most appropriate approach to service delivery or could another means be more effective?

5. **What are the governance and leadership roles of the Advisory Council on Libraries (ACL), the Museums, Libraries and Archives Council (MLA) and the Department of Culture, Media and Sport (DCMS)?**

The ACL is a library specific requirement of the 1964 Act and the MLA has recently reviewed its approach to its three functional responsibilities. Are their respective roles and responsibilities clear and fit for purpose and how do they relate to the policy function of DCMS?

6. **What changes (if any) are required to improve and strengthen governance and leadership?**

Is the public library service achieving its

potential? Is it appropriately represented? Is there a clear sense of purpose?   Is it true that public libraries demonstrate low relevance and low profile? Are changes required? If so, what are they and how can they be achieved?

In April 2009 written submissions were directly invited from local authorities in England, various agencies and organisations, and individuals with a direct and active interest in the public library service. In addition, a general invitation to submit comments was disseminated via press and media. A total of 60 written submissions were received.

Witnesses were then invited to attend 5 evidence sessions which were held in round table format in May 2009. A brief hiatus was created in June 2009 when the implications of the Government reshuffle included a change of Chair of the Inquiry.   The review and its methodology were further considered at our AGM in July 2009.

This final report with recommendations was agreed by the All Party Parliamentary Group in September 2009.

2. Summary of Recommendations

The recommendations are listed broadly in priority order as assessed by the Inquiry members. The relevant section in Chapter 5 Conclusions is shown in parenthesis.

2.1 Government funding and functional responsibility for public libraries should be brought together within a single government department (5.5).

2.2 Powers of intervention should be retained by the Secretary of State and be underpinned by clear guidance on the current definition of "a comprehensive and efficient service" (5.3)

2.3 The application of the Public Libraries Act 1964 should be clarified by a clear definition of the minimum level of service (or core service) to be expected by customers (5.1)

2.4 Local authorities should continue to carry responsibility and accountability for the provision of public library services in their area (5.1).

2.5 The core public library service should continue to be free at the point of delivery (5.1).

2.6 The purpose, role, composition and business programme of the Advisory Council for Libraries should be reviewed and clearly articulated via appropriate dissemination and promotion including an annual report and website (5.5).

2.7 A Library Development Agency for England (LDAE) should be established, inter alia to:

- **advocate for public libraries**
- **articulate a national vision**
- **establish marketing, awareness and promotional programmes**
- **disseminate good practice**
- **establish a comprehensive evidence base**
- **facilitate quality improvements (5.5).**

2.8 In the light of the above, the role, function and funding of the MLA should be adjusted accordingly (5.5).

2.9 Local authorities should publish a code of customer engagement giving a clear methodology for informing, consulting and involving their users and non-users in the planning of service provision (5.2).

2.10 The use of volunteers should be positively encouraged to form part of the customer offer but not as a substitute for core service provision (5.2)

2.11 Local authorities should publish a code of practice in relation to the use of volunteers which should include practical support arrangements regarding hours, training, expenses, meals arrangements and police checks etc (5.2).

2.12 Local authorities should be encouraged to further develop collaborative arrangements with particular emphasis on the provision of back office services (5.4).

2.13 The MLA (or LDAE) should commission a mid-term communications strategy for the public library service and programme its implementation accordingly (5.1).

2.14 The MLA (or LDAE) should develop and actively promote training schemes for library personnel to improve management, leadership and corporate governance skills (5.4).

3. Headline Summary of Written Submissions

Note: the full written submissions are available at www.cilip.org.uk/appg

3.1 Introduction

Sixty written submissions have been received in response to both the specific and open invitations. Thirty -one responses are from local authorities and the remainder are from a range of organisations and individuals. Details of responses are shown at Appendix 6.1.

The submissions vary in detail and viewpoint, although there is consensus around a few important issues, and they merit careful reading. This headline summary provides an introductory overview of key points, written in order of the questions posed.

3.2 What are the strengths and weaknesses of the present system for the governance and leadership of the public library service in England?

The Public Libraries Act 1964 still provides the national statutory framework and the general context for local service delivery by local authorities, who are the accountable bodies. The effectiveness, or otherwise, of this arrangement, its definitions and regulation has been the subject of extensive debate. What do you consider to be the key strengths and weaknesses of the present arrangements? Are there any non-negotiables?

Summary of key points:

There is broad agreement about 3 non negotiables: a statutory framework, a service free at the point of delivery and local authorities as service providers.

In addition to the above, strengths identified include:
- Local democratic accountability
- Best policy fit for local circumstances

- Availability of powers of intervention by Secretary of State
- Strong public support (especially at times of crisis)
- National asset of 4,500 buildings and associated services
- Helpful and expert staff
- Diversity and innovation
- Energy of local initiatives

Weaknesses cited include:
- No coherent national vision nor grand plan for the public library service
- No agreed and articulated national offer
- Lack of definition of comprehensive and efficient service
- Confusing array of bodies with a role in leading the public library movement
- Few local and no national leadership voices
- No coordinated programmes for advocacy, marketing or promotion
- No policy vision of value of culture nor the role of libraries within it
- Service fragmentation and disparity
- Insufficient political and managerial clout at local level
- Inconsistent approach to joining up services
- Loss/lack of standards and inspection regime
- Inadequacy of NI9
- Public Libraries Act requires overhaul
- Division between policy(DCMS) and funding(DCLG)
- Lack of access to central Government funding
- Failure by Secretary of State to intervene
- Intervention triggers are unclear
- Individual councils define the public library service
- Huge gap between the best and the worst
- Poor dissemination of best practice
- Reduced critical mass in smaller unitaries
- Book lending is unchallenged default position
- Separation of public libraries from the general library sector
- Ill equipped and unhelpful staff
- Ineligibility for lottery funding

3.3 **Should local communities have a greater say in decisions about the public library service?**

For many commentators, the concept of a library at the very heart of a community is a powerful vision. Is this local focus reflected appropriately in local governance and consultation arrangements? Are there other mechanisms for engaging local people in service planning and delivery?

Summary of key points:

The key summary points include:
- There is a virtually unanimous 'yes' or 'yes, of course' or 'yes, but', response to the suggestion that local communities should have a greater say.

- Some concerns are expressed that non users (and even users) are not informed enough about their local libraries to have a meaningful engagement in decision making. Customer updates by email and other basic communication tools are still the exception rather than the rule.

- Libraries are perceived as honest brokers and neutral ground and must avoid one faith, culture or ideology dominating.

- There should be an emphasis on maximising the existing governance arrangements to ensure that local diversity is reflected. Library matters should feature at Local Strategic Partnerships, community forums and area boards and within Local Area Agreements. There is a role for ward members to act as facilitators.

- A key strength of libraries is their position within larger networks; independent management could be a problem in the absence of underpinning general standards.

- A number of examples are cited where Friends Groups are involved in stock selection, refurbishment planning and staff interviews. There is separately a fear expressed that community ownership is often a result of budgetary constraint; additionally that where library issues are complex a professional judgement is required.

- Engagement tools cited included residents panels, surveys, focus groups, comment cards. Some emerging work has been flagged involving volunteer groups, a young people's management board, YouTube, Twitter and mobile phone portals.

3.4 Should central government do more to superintend the public library service?

Since 1964 there have been questions about the balance between statutory requirements and the rights of local authorities to decide their own levels of service provision. Do you think that central government intervention has been appropriate to the circumstances?

Summary of key points:

There was a majority view that intervention by the Secretary of State should only be used in truly exceptional circumstances but

nevertheless is too little used. Most acknowledged that the definition of 'comprehensive and efficient' must be expressed more precisely for the power to be workable. A number of respondents suggested strengthening the power or scrapping the power.

Superintendence is not viewed as necessarily a negative process. Some suggested intervention in the form of clear guidance – "like other Departments" – or via Building Schools for the Future type initiatives.

3.5 Are local authorities the best agency to provide public library services?

Although there have been some modest moves towards externalisation of service delivery to the private and third sectors, the majority of local authorities continue to provide library services directly. Collaboration and partnership, to varying degrees, continue to be a feature of the service at all levels. Is this still the most appropriate approach to service delivery or could another means be more effective?

Summary of key points:

There was a virtually unanimous agreement that local authorities are the best agency to promote public library services, with a few caveats including:

- As part of a diverse commissioning regime,
- With improved partnership and collaboration,
- Via a Trust but with ownership retained,
- With improved management training.

Some concerns were expressed about the perceived diminishing status of library chief officers and their services within local authorities.

3.6 What are the governance and leadership roles of the Advisory Council on Libraries (ACL), the Museums, Libraries

and Archives Council (MLA) and the Department of Culture, Media and Sport (DCMS)?

The ACL is a library- specific requirement of the 1964 Act and the MLA has recently reviewed its approach to its three functional responsibilities.   Are their respective roles and responsibilities clear and fit for purpose and how do they relate to the policy function of DCMS?

Summary of key points:

There is a virtually unanimous view that the role and purpose of ACL is confused and unclear. It is referred to variously as 'mysterious/closed shop/talking shop' although its strength in bringing practitioners to the table is also highlighted. There is a widely shared view that it should be disbanded.

There is a strong view that MLA is museums focused and does not have a good record with libraries, although some think that it may now be in a position to contribute more effectively to the library agenda and should be given time. The relationship with the DCMS is unclear. Some respondents regretted the recent changes to the MLA regional structures.

A very small percentage of respondents supported the present DCMS position.   A number suggested either moving library responsibility to Department for Communities and Local Government or moving library money to DCMS.   Other suggestions included transferring responsibility to the then Department of Innovation and Universities and Skills or to an amalgam of departments.

There were calls for ACL/MLA to be replaced by a library development agency, or a single library and reading agency and a further suggestion that they be subsumed within a new Non Departmental Public Body for the cultural sector. Other suggestions include consideration of new or enhanced roles for, amongst others, the British Library, CILIP and the Society of Chief Librarians.

3.7 What changes (if any) are required to improve and strengthen governance and leadership?

Is the public library service achieving its potential? Is it appropriately represented? Is there a clear sense of purpose?   Is it true that public libraries demonstrate low relevance

and low profile? Are changes required? If so, what are they and how can they be achieved?

Summary of key points:

Although some notable differing views were expressed, there was a general consensus around the following requirements for change.

- One lead voice for libraries
- A national vision for the public library service
- Clarification of the service offer and definition of the minimum level of service to be expected by customers.
- Improved marketing and promotion of services
- Establishment of a single library development agency or similar
- Bring library policy and funding together within a single government department
- Overhaul and update the Public Libraries Act and provide appropriate regulatory framework
- Establishment of an effective national process for the dissemination of good practice
- Establishment of a comprehensive evidence base to demonstrate impacts
- Access to central investment streams

A small minority thought the status quo could work in theory but success would be dependent on individuals. The view was held that the priority should be more productively focused on making existing arrangements work.

Other minority proposals included:
- a realignment to a fundamental education role,
- reducing the number of independent library authorities,
- the establishment of a national leadership programme for libraries,
- statutory Lead Members/Heads for Culture, and
- the identification of a 21st Century "Carnegie moment"

4. Headline Summary of the Evidence Sessions

Note: The full transcripts of both hearings are available at www.cilip.org.uk/appg

4.1 The first Evidence Session was held on 5 May 2009 before,
Lyn Brown MP (Chair)
Nia Griffith MP
Mark Pritchard MP
Anne Snelgrove MP
Lord Tope
Lynda Waltho MP

4.1.1 The first Roundtable comprised general library stakeholders: David Murray, Divisional Director for Community and Customer Services, London Borough of Newham; Graham Fisher, Chief Executive of Toynbee Hall and formerly Chief executive of MLA London; Tim Coates, public libraries observer and commentator; Marion Boston, Unison; Charlotte Holloway, New Local Government Network.

Discussions focused around:
- the complex and dispersed nature of library leadership
- the relationship between DCLG and DCMS
- performance management methodologies and accountabilities
- staff training and development
- local determination of libraries versus national prescription
- the public as key stakeholder
- the nature of volunteering
- an evidence base for library impacts

4.1.2 The second Roundtable was held with a team from the Museums, Libraries and Archives Council comprising Roy Clare, Chief Executive, Astra Farquharson, Senior Parliamentary and Stakeholder Relations Officer and Sue Wilkinson, Director of Policy.

Following a presentation by Roy Clare, discussions focused around:
- library service improvements versus status quo

- MLA priority areas
- freedoms and flexibilities versus a performance framework
- library contributions to corporate agendas
- emerging MLA work on measurement of social outcomes
- leadership issues at national and local level
- the nature of community involvement
- issues around volunteering
- respective roles of DCLG and DCMS
- Swindon and Dudley as working examples
- renewing/refreshing local library leadership
- MLA remit as coherence or weakness
- dissemination of good practice

4.2 The second Evidence Session was held on 19 May 2009 before,

Lyn Brown MP (Chair)
Nia Griffith MP
Anne Snelgrove MP
Lord Tope

4.2.1 The first Roundtable comprised local government members/Chief executives: Councillor Andrew Curtin, London Borough of Havering, Councillor Chris White, Hertfordshire County Council and Local Government Association, Mike More, Chief Executive, Westminster City Council, and David Ruse, Director of Libraries at Westminster City Council, gave evidence.

Discussions focused around:
- localism and political accountability
- the fundamental purpose of public libraries
- inadequacy of performance methodologies
- public libraries and the corporate agenda
- the profession and succession planning
- the role and purpose of national agencies
- collaborative working

- chief executives and the perception of libraries
- national political advocacy

4.2.2 The second Roundtable was held with local government practitioners /commentators: Nicky Parker, Manchester City Council, Michael Stead, Bolton Council and John Hicks, Library Consultant gave evidence.

Discussions focused around:
- libraries and the corporate agenda
- officer and member partnership working
- the role and purpose of national agencies
- collaborative working
- recruitment and retention
- the workforce and leadership development
- local political engagement and advocacy
- approaches to service improvement

4.2.3 The third Roundtable was held with user representatives: Alan Gibbons, Campaign

for the Book, Desmond Clarke, Kathleen Frenchman, the Library Campaign gave evidence.

Discussions focused around:
- user campaigns and perceived service reductions
- the role of users at local and national level
- the role of national agencies
- the function of volunteers
- consultation methodologies
- user expectations and assessment criteria
- performance gaps between library services
- capturing and disseminating good practice
- training and development of elected members

5. Conclusions : The Six Key Lines of Enquiry

The information presented to the Inquiry confirmed our general concerns about the overall state of public library services in England and, in particular, issues around governance and leadership.   We heard of a library sector which has lost a clear sense of purpose, is perceived by decision makers as having a relatively low value and which has consequently lost confidence, status and direction.   A common thread was the general lack of clarity nationally regarding the core library offer and the various apparent accountabilities for leadership.   We were shown a picture of a service which has been in decline for a number of years and which recently has been the subject of various high profile protest campaigns in relation to local examples of alleged statutory contravention. These campaigns are a matter of record and emphasise that this Inquiry is very much a matter of public interest and benefit.   Indeed, this is why CILIP was able to provide financial support within the terms of its Charter.

We were able to obtain views from national agencies, local political and executive decision makers, the profession, library users, trade unions and general stakeholders and commentators.   Views were strongly held and frequently opposing and are summarised in Chapter 3. Overall, the submissions presented a bleak national picture with more weaknesses than strengths being identified.

However we were impressed by a number of individual local examples of innovation and excellent practice. We were also struck by the passion that the welfare of our public library services continues to excite among many of the politicians and professionals that lead these services and among the communities

they serve .   These emphasised what local authorities are able to achieve but also highlighted the wide gap in service quality that presently exists.

This report provides a web link to the full written submissions and the full transcripts from the evidence sessions and provides headline summaries of both.   For the sake of brevity, we do not rehearse those arguments again in these conclusions but would commend the detailed responses which are available at www.cilip.org.uk/appg

5.1 The strengths and weaknesses of the present system

We noted the almost universal agreement from all sectors around three key issues. Firstly, in relation to democratic accountability we heard a convincing rationale throughout the Inquiry for service delivery remaining with local authorities despite the clear need to drive up standards in many library services.

We endorse this view and recommend that local authorities should continue to carry responsibility and accountability for the provision of public library services in their area.

Secondly, a statutory framework was broadly supported although we heard strong views that the degree of prescription should be minimised. We agree that the application of statute is hampered by lack of clarity about what constitutes reasonable customer expectation or entitlement.

We therefore recommend that the application of The Public Libraries Act 1964 should be clarified by a definition of the minimum level of service (or core service) to be expected by customers.

Thirdly, the core service as defined should be free at the point of delivery. This has been the keystone of the public

library service since its inception and we believe that the political and operational rationale remains valid.

We therefore recommend that the core public library service should continue to be free at the point of delivery.

Throughout the Inquiry, we heard about a need for greater clarity and understanding.   This appeared to apply across all areas – ranging across clarity of overall national vision, uncertainty about intervention triggers, the need for a more precise definition of a "comprehensive and efficient service", the obscure purpose of the ACL, the inadequate definition of National Indicator 9 and the division of library responsibility between Government departments and many more. We were concerned that this lack of clarity was expressed repeatedly by experienced library practitioners as well as external commentators.

It appears to us that a communications strategy is required to cover two key strands.   Firstly, there is an evident need to clarify present practices and accountabilities to the existing library community and secondly, a consumer facing campaign with a focus on potential audiences who currently underuse library services.

We therefore recommend that the MLA (or LDAE see 5.5. below) should commission a mid term communications strategy for the public library service in England and programme its implementation accordingly.

5.2 The role of local communities in decision-making

This Inquiry was carried out at a time when a number of high profile anti closure campaigns were taking place and these were often referred to in written submissions and the evidence sessions.

It seemed to us that libraries have the potential to develop real social capital through the empowerment of local communities in local decision making processes.

Although the desirability of greater involvement by local communities in library decision making was accepted as virtually self evident, there was concern expressed by some respondents that this should not be detrimental to the general perception of libraries as neutral ground. We heard of the need to improve library connections with existing local governance arrangements such as local strategic partnerships and community forums so that local diversity is reflected.

It became clear that customer information and engagement activities vary widely.   Some emerging work makes innovative use of a wide range of traditional and contemporary techniques but we feel that this is very much the exception rather than the rule.

We therefore recommend that local authorities should publish a code of customer engagement giving a clear methodology for informing, consulting and involving their users and non-users in the planning of service provision

We were impressed by the commitment and sustained stamina shown by certain user groups and believe that there is potential for a more positive and structured approach to their development.   Although user groups are often formed only when a local campaign is mounted, others are formed as a constructive joint arrangement between a library and its client base and we believe they can carry out a valuable quality control function as "critical friend".

Similarly, we believe that library volunteers could play a far more positive role as part of a core service offer and are currently an underused resource.   We

endorse the caveat that user groups and volunteers should not merely be used as a response to budgetary constraints or as an attempt to avoid statutory obligations.

We therefore recommend that the use of volunteers should be positively encouraged to form part of the customer offer but not as a substitute for core service provision.

We also recommend that local authorities should publish a code of practice in relation to the use of volunteers which should include practical support arrangements regarding hours, training, expenses, meal arrangements and police checks etc.

5.3 **Superintendence of the public library service by central government**
We received submissions that underscored the continuing conflict of views between those seeking prescription, standards and an inspection regime, as opposed to those seeking freedom of action with local accountability via the ballot box alone. Given the present confused picture, there seemed to us to be a need for advice, guidance and clarification rather than undue prescription.

We also supported the majority view that powers of intervention should be retained by the Secretary of State but should be used only in extremis.   Again, clarification should be provided about the circumstances that are likely to prompt intervention.

Superintendence need not be a negative matter given sufficient clarity of process but we return again to the issue of unclear accountabilities.

We therefore recommend that the powers of intervention should be retained by the Secretary of State and be underpinned by clear guidance on

the current definition of "a comprehensive and efficient service".

5.4 **The role of local authorities in the provision of public library services**

In 5.1 above we concluded that local authorities should retain responsibility for the delivery of public library services. However, within this national asset of around 4,500 library service points there is a huge gap between the good and the poor perfomers. There are few local leadership voices and little dissemination of best practice. This reinforces, in our view, the need for a designated national organisation to encourage and support local innovation.

Retaining ownership and accountability for library services should not inhibit innovation in the mechanics of service delivery. We heard of interesting new developments involving the establishment of Trusts and various operational consortia. There is still much potential for developing partnerships and collaborations, notably around shared back office functions. We noted that these often result in outcomes that combine financial savings with an enhanced customer product.

We recommend that local authorities should be encouraged to further develop collaborative arrangements with particular emphasis on the provision of back office services.

Delivery options as part of a diverse commissioning regime also merit further detailed exploration and we heard of some early work in this regard. Indeed, this is a matter of common practice by many other local government services. However, if library leaders are to embrace this culture, they must be confident of corporate priorities, clear on agreed outcomes and be prepared to adopt a radical approach to partnership development.

Irrespective of provider we believe there is a need to promote and develop training and development programmes for public library personnel in order to improve management, leadership and corporate governance skills. This appears to be a particular issue in the public library service and the demographic profile of senior staff highlights a need to address succession planning as a matter of urgency. We heard that take up of places on generic leadership schemes has been relatively low from the sector.

We recommend that the MLA (or LDAE see below) should commission training and development programmes for public library personnel to improve management, leadership and corporate governance skills.

5.5 **The respective governance and leadership roles of national agencies**

Frankly, we found the extent of confusion and uncertainty in relation to the national agencies to be quite remarkable. We heard examples of individuals at board level struggling to clarify the role and purpose of their own organisations. This lack of clear accountability resulted in national leaders focusing attention on weaknesses in local authorities whereas local authorities highlighted weaknesses in national leadership and advocacy.

The key issue raised regarding governance confusion was the continuing division between DCLG funding and DCMS responsibilities and many submissions highlighted that the confusion around leadership and governance emanates from this uncertain starting point. The matter of precisely where ultimate accountability resides is of relatively little consequence and we heard a number of options rehearsed. The important point is that national political accountability should sit in one place only.

We therefore recommend that both funding and responsibilities for the public library service should come together within a single Government Department as a matter of urgency.

There was a widely held view that the ACL should be disbanded as a move towards simplifying the library landscape. Advocates of this course of action included a former Chair of ACL. Indeed we were advised that a decision in principle to disband the ACL had been taken in the recent past but not implemented due to lack of parliamentary time. Consequently, the ACL continues to meet on an occasional basis but fails to meet some basic obligations, such as the production of an Annual Report.

Whilst agreeing that the ACL is not currently fit for purpose, we are of the view nevertheless that it retains a potential benefit for the Secretary of State to obtain independent advice directly from the various groupings of the practising library community.

We therefore recommend that the role, membership and business programme of the ACL should be reviewed and then be articulated via appropriate dissemination and promotion, including the maintenance of a website and the publication of an Annual Report.

We acknowledge that the MLA is confident that it can improve its performance in relation to libraries despite its financial constraints and there is a view that it should be given time to allow its new approaches to be tested. However, others told us that its split responsibilities make focused library advocacy impossible. There is a clear conflict between those wishing to integrate the three MLA functions in a way that removes traditional professional silos and those who believe that a sufficient public library focus is unachievable because of the MLA's constitutional constraints.   We

considered a number of possible options for change that were submitted. These included the division of the MLA into a separate body for libraries and another for museums with archives. Another option involved the reconfiguration of the existing MLA structures in order to clarify and extend its library remit. We also took account of the criticism of the existing confusing arrangements whereby a divided Government accountability is combined with the tripartite functions of the MLA.

Various proposals were received for the establishment of some form of Library Development Agency that could address the key issues of advocacy, leadership and innovation. We believe that, with certain safeguards, this could be an effective way forward. A Development Agency should be an independent organisation led by a partnership board which incorporates Government, local authority and user interests and private sector expertise. It should be tightly focused and of light touch. It should not seek to acquire large numbers of permanent staff nor funds to merely perpetuate itself. Cross sector working is an important aspect of library provision which we would encourage but public library renewal requires, above all, an absolute clarity of purpose.

We therefore recommend that a Library Development Agency for England (LDAE) should be established, inter alia, to:

- **advocate for public libraries**
- **articulate a national vision**
- **establish marketing, awareness and promotional programmes**
- **disseminate good practice**
- **establish a comprehensive evidence base**
- **facilitate quality improvements**

In the light of the above we recommend that the role, function and funding of the MLA should be adjusted accordingly.

5.6 The extent of requirements for change

The status quo was recommended by no-one as an option and we believe that changes are urgently required if public library services in England are to achieve their undoubted potential. Their continuing relevance was highlighted on a number of occasions and we heard, for example, of how library usage is increasing in some areas in direct response to the current economic recession.

We believe that public libraries are very much the service of the future and not just of the past. We have proposed that the apparent governance clutter should be simplified with one lead national voice for libraries, a national vision which is clearly articulated and reasonable customer expectations defined. We have reaffirmed some basic tenets.

The learning, literacy and information needs of the UK necessitate a resurgent public library service rather than a service that has rather lost its way. We believe that the true benefits of a comprehensive and efficient service are too great to be lost or diminished and we present these findings in this context.

5.7 In conclusion, we are grateful to all contributors to this Inquiry which has considered matters of significant national and local importance and our recommendations are submitted as a positive contribution to the public library debate currently underway. We also acknowledge with thanks the assistance of our advisers and support teams.

Individuals and Organisations Providing Written Submissions

The full written submissions are available at www.cilip.org.uk/appg

Cllr Mike Amesbury/ Nicky Parker	Executive Member, Arts and Leisure, Head of Library and Information Services Manchester City Council
Neil Anderson/	Head of Services for Leisure, Culture and Heritage
Martin Gaw	Head of Libraries, Heritage and Learning, Warrington Borough Council
Patricia Blackshire	Interim Head of Arts, Culture and Libraries, London Borough of Hillingdon
Helen Brazier	Co-ordinator, Share the Vision
Norman Briggs	Consultant, P&C Intelligence
The British Library	
Helen Carpenter	Adviser, Reading and Libraries Challenge Fund, Paul Hamlyn Foundation
Roy Clare	Chief Executive, The Museums, Libraries and Archives Council
Desmond Clarke	
Mike Clarke	Head of Libraries, Information and Community Learning, London Borough of Camden
Tim Coates	
Patrick Conway	
Kevin Crompton	Chief Executive, Luton Borough Council
Cllr Andrew Curtin	Cabinet Member, Culture and Communities, London Borough of Havering
Guy Daines	Director, Policy and Advocacy, CILIP
P R E Double	City Remembrancer and Parliamentary Agent to The City of London
Leona Eley	Senior Project Officer, Chief Executive's Office London Borough of Lambeth
Elizabeth Elford	Public Libraries Advocacy Manager, Society of Chief Librarians

Mark Freeman	Libraries Manager, South Tyneside Council
Graham Gatehouse	Suffolk County Council
Alan Gibbons	The Campaign for the Book
Cllr Heather Goddard	Executive Councillor, Communities, South Gloucestershire Council
Sarah Godowski	Bisset Adams
Jane Hall	Assistant Head of Culture and Tourism – Libraries, Heritage and Events, Community and Cultural Services, Sunderland City Council
Ian Harrison	Director - Transport, Environment and Culture Devon County Council
Paul Hart	Managing Director, Doncaster Metropolitan Borough Council
Frances Hendrix	
John Hicks	Kentwood Associates
John Hughes	Library and Information Manager, London Borough of Lewisham
Graham Jarritt	Borough Librarian, Hartlepool Borough Libraries
Gill Johnson	Retired Librarian and former Head of Service
Kathy Johnson/	Head of Libraries
David Parry/	Chief Officer for Public Affairs
Cllr Wally Ashcroft	Portfolio Executive Member, St. Helen's Council
Phil Jones	
Alan Kent	
Geoff Langridge	
Paul Leivers	Head of Cultural Services, Dorset County Council
Dr. John McEwan	Friends of Lambeth Libraries
Miranda McKearney, OBE	Director, The Reading Agency Ltd
Sue McKenzie	Head of Libraries, Arts and Heritage, London Borough of Brent
John Marsden	North Yorkshire County Council

Janice Maskort/	Head of Libraries, Archives and Information
Sylvia Dunkley	Cabinet member for Streetscene, Culture and Leisure, Sheffield City Council
Martin Molloy, OBE Services,	Strategic Director, Culture and Community Derbyshire County Council
Fiona O'Brien	
Stephen Page/ Amanda Ridout	representing the publishers in the Adult Reading Partners consortium
David Patten	Head of Library Services, Derby City Council
John Pateman	
Tom Pike	Head of Libraries, Museums, and Local Studies (Interim), Resources, London Borough of Barnet
Peter Richardson	The Users and Friends of Manor House Library
Antonio Rizzo	Service Development Manager, Lewisham Library and Information Service
Simon Robson	Head of Local Provider Services, Warwickshire County Council
B. A. Rowland	Acting Chief Executive, Newcastle City Council
David Ruse	Director of Libraries, Westminster City Council
Steve Skelton	Business Manager, Regeneration & Transport/ Culture, Tourism and Sport, Local Government
Association	
Andrew Smith	Chief Executive, Hampshire County Council
Jonathan Stephens	Permanent Secretary, DCMS
Bryony Taylor	Strategy and Policy Advisor, Strategy and Business Development Directorate, Lifelong Learning UK
Graham Turner	Chief Executive Officer, North Somerset Council
Heather Wakefield	National Secretary, Unison, Local Government Service Group
Sir Robin Wales	Mayor, London Borough of Newham
Glenda Wood	Head of Libraries, Culture and Learning, Hertfordshire County Council

Appendix 6.2

Witnesses attending hearings

The full transcripts are available at www.cilip.org.uk/appg

Marion Boston	Unison
Roy Clare	Chief Executive, MLA
Desmond Clarke	Formerly Chair of Libri and President and CEO of Thomson Publishing Services Group
Tim Coates	Public libraries observer and commentator
Councillor Andrew Curtin	Cabinet Member, Culture and Communities, London Borough of Havering
Astra Farquharson,	Senior Parliamentary and Stakeholder Relations Officer,
MLAGraham Fisher	Chief Executive of Toynbee Hall and formerly Chief executive of MLA London
Kathleen Frenchman	Chairman, the Library Campaign
Alan Gibbons	The Campaign for the Book
John Hicks	Library Consultant, Kentwood Associates
Charlotte Holloway	New Local Government Network
Mike More	Chief Executive, Westminster City Council
David Murray	Divisional Director for Community and Customer Services, London Borough of Newham
Nicky Parker	Head of Library and Information Services, Manchester City Council
David Ruse	Director of Libraries, Westminster City Council
Michael Stead	Bolton Council
Councillor Chris White	Chair of the Culture, Tourism and Sport Board, Local Government Association and Hertfordshire County Council
Sue Wilkinson,	Director of Policy, MLA

Appendix 6.3

Abbreviations

ACL	Advisory Council for Libraries
BERR	Department for Business, Enterprise and Regulatory Reform
BL	The British Library
BSF	Building Schools for the Future
CILIP	Chartered Institute of Library and Information Professionals
CIPFA	Chartered Institute of Public Finance and Accountancy
DCLG	Department of Communities and Local Government
DCSF	Department of Children, Schools and Families
DCMS	Department of Culture, Media and Sport
DIUS	Department of Innovation, Universities and Skills
DOH	Department of Health
LAA	Local Area Agreement
LDAE	Library Development Agency for England (proposed)
LGA	Local Government Association
LLDA	London Library Development Agency
MLA	Museums, Libraries and Archives Council
NDPB	Non-departmental Public Body
NI9	National Indicator 9 (use of public libraries by adults)
NLT	National Literacy Trust
PCT	Primary Care Trust
PI	Performance Indicator
RFID	Radio Frequency Identification
SCL	Society of Chief Librarians

NOTES