



Notice of meeting of

**Executive Member For Leisure, Culture & Social Inclusion and
Advisory Panel**

To:	Councillors Crisp (Chair), Healey (Vice-Chair), Hogg, Looker and Vassie (Executive Member)
Date:	Tuesday, 15 July 2008
Time:	5.00 pm
Venue:	<u>Please note change of venue.</u> Explore: Acomb Library Learning Centre, Front Street, Acomb

AGENDA

Notice to Members - Calling In:

Members are reminded that, should they wish to call in any item on this agenda, notice must be given to Democracy Support Group by:

10:00 am on Monday 14 July 2008, if an item is called in *before* a decision is taken, *or*

4:00 pm on Thursday, 17 July 2008, if an item is called in *after* a decision has been taken.

Items called in will be considered by the Scrutiny Management Committee.

1. Declarations of Interest

At this point, Members are asked to declare any personal or prejudicial interest they may have in the business on this agenda.

2. Minutes (Pages 3 - 6)

To approve and sign the minutes of the last meeting held on 3 June 2008.

3. Public Participation

At this point in the meeting, members of the public who registered their wish to speak regarding an item on the agenda or an issue within the Panel's remit can do so. The deadline for registering is Monday 14 July 2008 at 5.00pm.

4. Investment in Community Facilities: £200k Fund (Pages 7 - 12)

This reports asks the Executive Member to agree to allocate the £200k fund for investment in community facilities to two community organisations in the Fishergate and Guildhall Wards.

5. Explore: York Library Learning Centre (Pages 13 - 24)

This report seeks the agreement of the Executive Member to the future transformation of York Library into an Explore Centre in line with the scrutiny report on the Library Service and as part of the cultural quarter development.

6. City of York's Library Stock Policy (Pages 25 - 50)

This report asks the Executive Member to approve the principles of a new library stock policy.

7. Library Service Revenue Generation (Pages 51 - 54)

This report asks the Executive Member to agree the principle of the library service generating additional revenue through commercial contracts.

8. Towards a Heritage Strategy for York (Pages 55 - 60)

This report recommends the production of a Heritage Strategy for York. As heritage is a cross-directorate subject this report is also to be considered by the Executive Members for City Strategy and Advisory Panel.

9. Any Other Matters which the Chair decides are urgent under the Local Government Act 1972

Democracy Officer:

Name: Laura Bootland

Contact Details:

- Telephone – (01904) 552062
- E-mail – laura.bootland@york.gov.uk

For more information about any of the following please contact the Democracy Officer responsible for servicing this meeting:

- Registering to speak
- Business of the meeting
- Any special arrangements
- Copies of reports

Contact details are set out above.

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The majority of councillors are not appointed to the Executive (38 out of 47). Any 3 non-Executive councillors can 'call-in' an item of business from a published Executive (or Executive Member Advisory Panel (EMAP)) agenda. The Executive will still discuss the 'called in' business on the published date and will set out its views for consideration by a specially convened Scrutiny Management Committee (SMC). That SMC meeting will then make its recommendations to the next scheduled Executive meeting in the following week, where a final decision on the 'called-in' business will be made.

Scrutiny Committees

The purpose of all scrutiny and ad-hoc scrutiny committees appointed by the Council is to:

- Monitor the performance and effectiveness of services;
- Review existing policies and assist in the development of new ones, as necessary; and
- Monitor best value continuous service improvement plans

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City of York Council

Committee Minutes

MEETING	EXECUTIVE MEMBER FOR LEISURE, CULTURE & SOCIAL INCLUSION AND ADVISORY PANEL
DATE	3 JUNE 2008
PRESENT	COUNCILLORS CRISP (CHAIR), HEALEY (VICE-CHAIR), HOGG, VASSIE (EXECUTIVE MEMBER) AND DOUGLAS (AS SUBSTITUTE FOR LOOKER)
APOLOGIES	COUNCILLOR LOOKER

40. DECLARATIONS OF INTEREST

Members were invited to declare at this point in the meeting any personal or prejudicial interests they might have in the business on the agenda.

Councillor Hogg declared a general personal non-prejudicial interest as a member of the Museums' Trust, a member of Visit York and an employee of the National Railway Museum.

41. MINUTES

RESOLVED: That the minutes of the meeting of the Executive Member for Leisure and Culture and Advisory Panel held on 25 March 2008 be approved and signed by the Chair as a correct record.

42. PUBLIC PARTICIPATION

It was reported that there had been no registrations to speak at the meeting under the Council's Public Participation Scheme.

43. CAPITAL OUTTURN REPORT 2007/08

Members received a report which informed them of the final outturn position of the 2007/08 Capital Programme and advised them of changes to existing schemes to allow the more effective management and monitoring of the Capital Programme. It also informed them of any slippage in budgets between financial years and any new schemes, and sought approval for their addition to the 2008/09 to 2010/11 Capital Programme.

The result of the amendments described in the report was to produce a revised capital programme for 2007/08 of £2.609m, funded by £0.663m of external resources, and which resulted in a net cost to the Council of £1.946m.

Advice of the Advisory Panel

That the Executive Member be advised:

- (i) That the updates to schemes, as detailed in the report, be noted;
- (ii) That the scheme reprofiling and slippage detailed in the report and summarised in Annex A be agreed;¹
- (iii) That, subject to the latest budget position following the analysis of tenders, the decision on funding the expected budget shortfall on the York High Pool Scheme be referred to the Executive;²
- (iv) That the remainder of the revised capital programme, as set out in Annex A, be approved.³

Decision of the Executive Member

RESOLVED: That the advice of the Advisory Panel be accepted and endorsed.

REASON: To enable the effective management and monitoring of the capital programme.

Action Required

- | | |
|---|----|
| 1 - To update the ledger; | CC |
| 2 - To refer the decision to the Executive; | CC |
| 3 - To update the ledger. | CC |

44. SERVICE PLAN YEAR END MONITORING REPORT 2007/08

Members received a report which analysed performance by reference to the service plan, the budget, and the performance indicators for all of the services funded through the Leisure and Culture budget.

The draft outturn for 2007/08 was £8,723k. This compared with a current approved budget of £8,678k, a net overspend of £45k or 0.5%.

Members requested that all performance indicator charts included in the annexes to the report be provided in colour with future monitoring reports.

Advice of the Advisory Panel

That the Executive Member be advised:

- (i) That the performance of services within the directorate funded through the Leisure and Culture budget be noted;
- (ii) That the draft revenue outturn for 2007/08 be approved and it be noted that the overspend will be funded from the Council's reserves.¹

Decision of the Executive Member

RESOLVED: That the advice of the Advisory Panel be accepted and endorsed.

REASON: To monitor and review performance in the portfolio area.

Action Required

1- To update the ledger.

CC

45. YORK HIGH SPORTS PROVISION MANAGEMENT ARRANGEMENTS

Members received a report which sought agreement to a new service level agreement being drawn up between the Council and York High School for the provision of community sports facilities, adding the new swimming pool and hydrotherapy pool to the existing facilities to create an integrated service. It also sought approval for interim arrangements whereby the Sport and Active Leisure team would provide extra support to York High School over the next 3 years to ensure a smooth service transition from the current Edmund Wilson Pool to the new York High pool.

The report presented the following options for consideration:

- Option A: York High Extended Schools Board manage the new facility, with the existing service level agreement amended to reflect the extended scope of the business;
- Option B: The Council's Sport & Active Leisure Team take responsibility for the management of the new facility, with a new service level agreement to reflect the different arrangements for the sports facilities and the new pool;
- Option C: The Council take back the management of all the community facilities.

Advice of the Advisory Panel

That the Executive Member be advised:

- (i) That it be agreed that an amended service level agreement be drawn up with the governors of York High School to include the new swimming and hydrotherapy pool facilities within integrated community facilities, in accordance with Option A set out in the report, subject to:
 - a) the agreement running to 31 March 2013;
 - b) the facility operator remaining the Sport & Active Leisure Team until at least 31 March 2011;
 - c) the Council providing additional management capacity until 31 March 2011;

- d) agreement of a final business plan in line with the parameters set out in paragraph 23 of the report.¹

Decision of the Executive Member

RESOLVED: That the advice of the Advisory Panel be accepted and endorsed.

REASON: To provide enhanced community sports facilities for the people of York.

Action Required

1 - To draw up an amended service level agreement.

CC

Councillor C Vassie
Executive Member for Leisure, Culture & Social Inclusion

Councillor S Crisp, Chair
[The meeting started at 5.00 pm and finished at 6.10 pm].



**Meeting of the Executive Member for Leisure
Culture and Social Inclusion Advisory Panel**

15 July 2008

Report of the Assistant Director (Lifelong Learning and Culture)

Investment in Community Facilities: £200k fund**Summary**

1. This report asks the Executive Member to agree to allocate the £200k fund for investment in community facilities to two community organisations in the Fishergate and Guildhall Wards.

Background

2. The £200k fund is a Leisure and Culture capital programme scheme. The money will come from part of the proceeds of the sale of the Kent Street site to Barbican Venture York Limited. (Now that planning permission has been granted for the site that sale is nearing completion).
3. The Council chose to take the £200k from the developer in lieu of the developer being required to build a new community facility on the redeveloped Kent Street site. The following criteria were agreed by the Executive for the money:
 - ❖ It should be invested in existing facilities to improve community access and / or the quality of service offered
 - ❖ Facilities must benefit residents in the immediate vicinity of the Barbican
 - ❖ Priority will be given to schemes that benefit those groups most disadvantaged by the loss of facilities on the Barbican site
 - ❖ Preference will be given to schemes that lever in funding from other sources
 - ❖ Investment must be in the form of capital, not revenue
 - ❖ Schemes must be sustainable (there must be no requirement for ongoing funding from the Council)

Consultation

4. All the community organisation and stakeholders in Guildhall and Fishergate wards were first written to in May 2006 to inform them about this fund and invite them to submit project or investment ideas that would meet these criteria. It was also advertised through the ward committee meetings and newsletters. This process was repeated in February this year. Outline ideas were sought capable of demonstrating:

- ❖ That the organisation is in support of the idea
 - ❖ That the project is broadly feasible – e.g. any necessary land or other assets are available or can be acquired
 - ❖ Broadly how much it will cost
5. A public meeting was held on 6 May. Five community organisations were represented and there was a round table discussion with local members about the potential ideas. Consideration was given to whether there were any common themes or approaches emerging but the conclusion reached was that the ideas were in fact quite separate. Following the discussion organisations still interested were asked to submit formal proposals by 6 June.

Options: The Bids

6. 3 bids were received. These were from:
- the Melbourne Centre
 - Space 109
 - UpStage Youth Theatre, 41 Monkgate

The Melbourne Centre

7. In August 2005 Accessible Arts and Cube Media relocated to the Melbourne Centre, Escrick Street, (formerly a youth club) enabling the centre to be preserved as a resource for the local area. There has been an eight fold increase in the number of groups using the building since 2005, covering a diverse range of cultural, sport, play, community, and extended schools activities. The building remains run-down, however, and the space needs to be redesigned to make the most use of it.
8. A working party has been developing a 3 year strategy to develop a sustainable future for the centre and how it can best serve the local community. They are in the process of completing the second phase of a Big Lottery Fund (BLF) bid under the Community Building Programme, having been successful at stage one, and being offered a £25,000 development grant to carry out the necessary legal and construction checks prior to submitting their phase 2 bid.
9. The plan is to make the building more sustainable, environmentally sound and the first community centre to ensure that people with disabilities can use the space in a fully integrated manner. Key elements are:
- Replacing the existing main / stepped entrance by a new structure on two floors that will include a fully accessible entrance and seating area.
 - Redesigning the internal spaces to be able to accommodate more than one user group at a time.
 - Creating a community learning and media workshop
 - Making the building more accessible, safe and secure for all users
 - Improving acoustics and soundproofing, especially in the main hall.

- Improving the external spaces in consultation with Fishergate Primary School
- Putting in a new heating and ventilation system to make the building more cost-effective to run.

10. The centre is currently breaking even but the planned rebuild will greatly strengthen the revenue business plan as it will allow more than one group to use the centre at a time.
11. The total value of the scheme has yet to be finalised is likely to be between £450k and £500k. The bid to the Lottery is for £250k and the centre is currently aiming to raise £56k from other sources. The more match funding that the centre can use within their BLF bid, the stronger this bid will be. The Centre could therefore justify a bid for the full £200k.

Space 109

12. Opened in July 2006, Space 109 is Walmgate's community arts venture. It aims to provide a meeting place to discuss the needs of everyone in the community, and offers creative activities such as film making, drawing, painting, photography, music, drama, comedy writing and digital story telling. Over the last 6 months the centre has also hosted Youth Arts nights, Residents' Association meetings, knit and natter evenings and events for young mums.
13. Space 109 want to develop the shop next door as space for their community arts centre. This would make a larger space with more facilities and a lot more potential for users. It would also provide an office space, a larger studio space, a computer suite, and a disabled toilet (which would allow adult education sessions to be held). A business plan has been drawn up with prudent estimates of the potential income generation from the additional space showing that this will cover the additional rental.
14. The scheme is subject to Space 109 being able to acquire the lease of the next door property. They are currently working to acquire this and the Ward Committee will consider providing support for the rent for this property in the period before it can be remodelled and knocked through into the existing property.
15. The cost of the work excluding fixtures and fittings is estimated at £20,800 although Space 109 would like to be considered for a grant of £25k in order to allow for some contingency.

UpStage Youth Theatre, 41 Monkgate

16. 41 Monkgate submission states that for many years it has been run on the basis of very limited finances. They have therefore made the best of the available spaces without having the opportunity to look at fundamental changes. They have dealt with maintenance on an essentials-only basis, and let space to community groups, charities and the council to generate income. They have not had luxury of time or money to sit down and ask questions about "what would we do with the building if....".

17. The organisation would therefore like to commission a feasibility study. This would allow them to get the management, trustees, users of the building and any other interested parties together to develop ideas for possible futures for the building and occupants, develop thought-through proposals, address issues of environmental sustainability, and identify possible funding sources.
18. The study would result in a range of phased proposals to bring improvements for the users of the building, which is made up of a cross section of York's Community. These improvements may include things like "making it a better place to work" through to "making it a better place for visitors/audiences" and "making it easier to rent out space for greater income- therefore helping self sustainability for the future".
19. The Centre is applying for £4,918.75 in order to undertake the feasibility study.

Analysis

Melbourne Centre:

20. This scheme meets all the criteria. In particular it will lever in significant external lottery funding. The Centre's plans show clear evidence of community involvement and the plan was explicitly supported by the Fishergate School governor representative at the public meeting.

Space 109:

21. This scheme broadly meets the criteria. Although it is not yet clear whether the scheme will lever in external funding the organisation is looking for further external sources of funding. The centre is clearly meeting a wide range of community needs though there has not been a formal user consultation about these plans.

UpStage Youth Theatre, 41 Monkgate:

22. The chief difficulty with this proposal is that the facility is not in the immediate vicinity of the Barbican. Furthermore, this is not a capital bid (although it may lead to a capital development in the future). It does not lever in external funding at this stage.

Conclusion

23. It is proposed that the Melbourne Centre is granted £180k and Space 109 £20k.
24. It is not proposed to make a grant to Upstage Youth Theatre. The Council's client officer, together with the Grants and Partnerships officer, will, however, work with the organisation to try to identify alternative sources of funding. (The organisation is also one of the Lord Mayor's charities this year).

Corporate Priorities

25. These grants will support the 5 Lifelong Learning and Culture Plan outcomes, especially supporting stronger and safer communities.

Implications

Financial:

26. The Leisure and Culture capital programme contains £200k for this scheme in 2008/9. If the schemes are not at a point where they are ready for funding during 08/09 it will be possible to carry the funding forward into 09/10.
27. There are no human resources, legal, equalities, crime and disorder, property or IT implications.

Risk Management

28. To protect the Council's interests payment of grant will be subject to:
 - All necessary permissions for the schemes (e.g. planning permission) being in place
 - Security of tenure being obtained through appropriate leases
 - All other match funding such as lottery funding being secured
 - Agreement by the Council to the detailed construction plans
 - Approval by the Council of final revenue business plans
 - Approval by the Council of the form of tender and selection of contractor
29. These conditions will be enshrined in a formal legal agreement. Should either scheme be unable to fulfil these terms by 31 March, 2011 the offer of funding will be withdrawn and a further report will be made to the Executive Member.

Recommendations

30. The Executive Member is asked to agree to the £200k fund being spent on grants of:
 - £180k to the Melbourne Centre
 - £20k to Space 109

subject to the conditions set out in paragraphs 28 and 29.

Reason: To provide excellent community facilities in the vicinity of the Barbican in line with the Council's approved Leisure Facilities Strategy.

Contact Details

Authors:

Charlie Croft
Assistant Director (Lifelong
Learning and Culture)

Chief Officer responsible for the report:

Charlie Croft
Assistant Director (Lifelong Learning and
Culture)

**Report
Approved**

✓

Date 30 June 2008

Specialist Implications Officers:

Richard Hartle
Head of Finance (LCCS)
Ext. 4225

Wards Affected: Fishergate, Guildhall

All

For further information please contact the author of the report

Background Papers:

Leisure Facilities Update: Report to the Executive of 2 May 2006.



Meeting of the Executive Member for Leisure Culture and Social Inclusion Advisory Panel

15 July 2008

Report of the Assistant Director (Lifelong Learning and Culture)

Explore: York Library Learning Centre

Summary

1. This report seeks the agreement of the Executive Member to:
 - the future transformation of York Library into an Explore Centre in line with the scrutiny report on the Library Service and as a part of the cultural quarter development
 - the first steps of the transformation
 - spend the receipts from the sale of withdrawn stock to part fund this project
 - officers submitting any appropriate external funding bids

Background

2. In 2005 the Executive agreed the Scrutiny Board's vision for a 21st century library service; that vision put learning at the heart of the service. As a result, the Library Service, working in partnership with Adult and Community Education, developed the concept of library learning centres. It is planned to have 6 such centres at York, Acomb, New Earswick, Clifton, Haxby and Tang Hall libraries.
3. The concept is set out in *21st Century Learning: 21st Century Libraries* (see Annex A) which describes the vision for welcoming, contemporary spaces designed and adapted to meet the needs of their communities.
4. In February 2008 the first explore centre opened at Acomb. The library has been refurbished and extended with a capital grant from the Learning and Skills Council (LSC) and the Council. Since opening the usage has increased dramatically: there were approximately 200 people a day visiting the old library and the visitor count now regularly is 600. The centre is seen by local people as the hub of their community and there are a wide range of activities taking place in the flexible spaces. Some examples include:
 - Monthly Police surgeries on a Saturday morning in the café. This allows people to talk to the Police in an informal way and builds a good relationship between them and the community
 - Reading groups
 - Dads drop in – Young People's Services provide support for young dads

- [Easy@York](#) have used one of our IT suites to train benefits staff over a period of a month
- Capable Guardians meet in one of our rooms (this is a community safety group)
- A range of adult education classes – Spanish, Polish, Food Hygiene, Better Health etc, during the day and in the evening. In addition the centre is going to be used for Saturday one day workshops classes
- The library service runs a computer club once a week for adult social care clients. This is a good example of self directed learning supported by our staff's expertise
- One to one IT starter sessions for people who have no experience of computers
- Skills for life programmes both in the flexible learning centre and in the mainstream programme – where they will be able to be supported with high quality childcare provision

In addition to the current planned programmes there are a number of one off activities that demonstrate the flexibility of the centre, for example;

- In the summer we plan to push the shelves back and have a hockey tournament – arranged through Street Sport to support the summer reading challenge – Team Read
 - Celebration event for the regional project – Fulfilling their Potential – showcasing libraries' work with young people
 - The centre provided a computer training facility for [easy@york](#) for over a month using laptops in one of the learning rooms
 - Various meetings and training sessions are taking place at the centre including training for school administration staff and children's centre training
5. The centre manager is developing strong partnerships within the community through Neighbourhood services and works in close cooperation with both the Children's Centres and Oaklands Sports centre. The Centre also provides hot desks for the service arm. This helps to promote joint working between libraries, adult ed and sports.
 6. The café provides catering facilities for the rooms as well and has become an essential part of the centre – allowing people to stay longer and us to support a wider range of activities.
 7. We have just begun to understand the many possibilities that explore centres afford us. Acomb has allowed the partnership of libraries and Adult and Community Education visibly to demonstrate the social capital that library learning centres can provide.

8. The second explore Centre will open on 26 June 2008 at New Earswick where it will be a part of the Children's Centre. We are just beginning to develop partnerships and there are some exciting possibilities working with the school and the Children's Centre. Our first plan is to join every family to the library through the school.

Consultation

9. Experience of refurbishing libraries has shown that usage always increases and that increase is sustained. This is true of Strensall, Fulford, Dunnington and Acomb. The public have clearly demonstrated that they want more modern library spaces and will use them when they are provided.
10. Once we have Members' views we will undertake a series of consultations with stakeholders and the public which will inform future developments.
11. Public consultation has already taken place on revised opening hours for York Library. A report is being prepared following further consultation with stakeholders.

The way forward for York

12. Planning has now begun for the next explore centre - which will be at York's central library. The transformation of York Library will be a major undertaking. Initial exploration with our architect shows the huge potential of the building. He will begin now to draw up plans that demonstrate what can be done and at what cost. The complete transformation will cost over £5m. Given that amount of capital is not currently available it is necessary to identify initial steps that can be taken now within the overarching vision.
13. The following key principles have already been established for explore centres:
 - Integration of the building into the surrounding landscape and the cultural quarter
 - Transition space that invites people in and allows them to understand the building and its services
 - Welcoming, safe spaces that encourage people to stay
 - Well designed, modern, flexible spaces that can easily be altered for different purposes
 - State of the art learning rooms
 - Library and learning spaces to be integrated
 - Staff to be freed from the counters to engage with the public through innovative use of technology
 - Modern book display
 - Provision of refreshments to support all activities
14. These principles suggest that the following actions should be our starting point:
 - Transformation of the foyer area into a transition area that is welcoming and leads naturally into the rest of the building

- Reshelfing of the adult fiction books to follow the lines of modern bookshop display. This will include face on display and comfortable seating areas designed to encourage people to stay longer. The books will be supported by innovative reader development activities with the aim of promoting the joy of reading and supporting literacy.
- Investigation into reshelfing non fiction books
- Creation of a baby change room leading off the children's library
- Creation of learning rooms
- Replacement of the issue/return counter with a smaller, more modern facility to be followed by investigation into new technology such as RFID (radio frequency Identification) which supports self issue
- Investigation into the positioning of a café within the library
- Implementation of revised opening hours following public consultation

Options

15. We would like to seek Members' views on the above. To help with this we particularly invite members to address the following questions. We will provide a plan of the library at the meeting to aid this discussion:
 - There should be a space for young people in the Centre. The current space in York Library has been very unsatisfactory and we need some radically different thinking. What services should an explore centre offer to young people?
 - The library holds several collections that were donated to the service many years ago – principally the Marriott collection (books) and the Rowland Collection (oboe sheet music). The terms of the donations are now unclear and the collections are very little used but take up space in a city centre location. What should we do with these collections?
 - One of our principles is the provision of refreshments – but where would be the best position for a café?
 - The building was built in 1927 when libraries were very different places. It has a grade II listing and whereas we would never wish to ignore this – we do need to create a modern library learning space. How do we reconcile these two positions?

Analysis

16. In the light of Members' views a prospectus will be drawn up detailing plans and timescales. Consultation will be undertaken and further funding sought before the initial scheme goes ahead.

Corporate Priorities

17. The development of Library Learning Centres is a key part of the following corporate objectives:
 - Increase people's skills and knowledge to improve future employment prospects

- Improve the life chances of the most disadvantaged and disaffected children, young people and families in the city

It also contributes to all five of the outcomes from the Lifelong Learning and Culture Plan:

- Making York More Eventful
- Engaging in Learning
- Being Healthy
- Building Stronger, Safer and Greener Communities
- A Vibrant Cultural Infrastructure

Implications

Financial:

18. We have been successful in identifying a quantity of stock that is no longer used and was stored in the basement. This stock has been auctioned to gain the best possible price and so far we have realised the sum of £95k so far to invest in the future of York Library for all the people of York. This funding will support the first phase of the development.
19. Property Services have also indicated that it may be possible to align some repair and maintenance spending with the scheme in order to add to its impact. We will also investigate external funding opportunities especially from the adult learning sector.
20. The Library Service has a revenue income target of £336k for 2008/09. Against a similar target in 2007/08 there was a shortfall of £94k. The service has been working hard to address this shortfall and, excluding the income from the sale of obsolete stock referred to in paragraph 18, income levels so far in 2008/09 suggest that the deficit may be lower.

The council's financial regulations require that the income from the sale of the obsolete stock should first be used to achieve the in year income target. Any remaining surplus could be converted in to a revenue contribution towards a new capital programme scheme to develop the central library. At this stage in the year it is too early to assess the likely level of excess income available but a clearer picture should be available at the time of the first budget monitor in September.

Human Resources:

21. There are no HR implications.

Property

22. As the building is grade II listed, we are in the process of consulting with Design, Conservation and Sustainable Development to review the extent and nature of proposed changes. We are including them from the beginning to ensure any alterations meet with their approval.

IT

23. The development will include potential moving of both public access and staff PCs. We will be working with ITT through the process.
24. There are no legal, equalities or crime and disorder implications.

Risk Management

25. There are no risks associated with the recommendations of this report.

Recommendations

26. The Executive Member is asked to approve
 - The principles and priorities of the scheme
 - The expenditure of £95k of the Leisure and Culture budget on this scheme
 - The views of Members' on the areas for discussion

Reason: To enable phase one of the work to begin

Contact Details

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Chief Officer responsible for the report:

Charlie Croft
Assistant Director (Lifelong Learning and Culture)

**Report
Approved**

√

Date 27.6.08.

Specialist Implications Officers:

Richard Hartle
Head of Finance (LCCS)
Ext. 4225

Wards Affected:

All ✓

For further information please contact the author of the report

Background Papers:

21st Century Learning: 21st Century Libraries – Report to the Executive
Libraries at the Heart of Their Communities – Scrutiny report 2005

Annexes

Annex A: 21st Century Learning: 21st Century Libraries

21st Century Learning: 21st Century Libraries

Background

The DCMS' ten year vision, Framework for the Future, puts the promotion of learning at the heart of public libraries' modern mission. Whilst libraries have always supported both formal and informal learning through their stock, study space, information provision and promotion of reading; this document both highlights their role and requires it to be developed.

Adult and Community Education is at a crossroads. There is a clear demand for learning for personal and community development. In addition to this the post 19 sector has been set the challenge of engaging those learners who have not benefited from an extended education and those who have poor basic skills and lack of formal qualifications.

Recognising these facts, the Library Service and Adult and Community Education have been working together to build a joint strategy that begins with the Learning City concept in the Community Strategy (York: A City Making History) and the Council Plan and is delivered through the Lifelong Learning and Leisure Plan.

The Vision

The vision is to develop library learning centres. This concept will combine and build on the traditional strengths of both services enabling everyone to move between informal and formal learning, not in a linear manner, but combining a set of styles to meet their needs. These centres will facilitate the delivery of community based learning. Following from this the vision is to create a new library service with the replacement and modernisation of buildings into a network of three tiers:

Tier One - City Library Learning Centre as a flagship offering a wide range of services.

Tier Two - Five smaller Library Learning Centres situated across the City

Tier Three - Library provision at community level will be offered in a variety of venues in partnership with local people.

In order to realise this vision, the City of York needs modern, contemporary spaces, designed and adapted to meet the needs of a whole raft of learners. All service points will be fully accessible; information

will be easy to obtain; reading encouraged; research easy and learning natural.

The existing skills and abilities of adult learning and library staff would be brought together to put learning at the heart of what they offer. But also to develop more complex skills to work with both the general public, individuals and targeted groups in a more proactive, flexible way. New Library Learning Assistants will be multi skilled, with excellent interpersonal skills, a clear customer focus and an understanding of their role in supporting both formal and informal learning; supporting people with appropriate levels of intervention according to need. Those starting out on the learning journey, with less confidence, will have a named member of staff or volunteer learning mentor to support them, who they can talk to if they are struggling or who may contact them if they are falling behind or appear to have dropped out. Those more confident may use the on-line e-guide to support them. They will be supported in this work by volunteers from the local community.

People will be encouraged to use the buildings in a flexible way to access a range of services. Opening hours will reflect the needs of the community and will include late night and weekend opening. State of the art ICT will ensure that staff are not behind desks, but be available to help.

Both the buildings and the service delivery will be outward looking - linking with the surrounding landscape and community and drawing people in. The outside of the building will be transparent and visible - clearly signed as to its purpose and opening hours. Inside, thought will be given to clear patterns of circulation and spatial legibility and throughout there will be staff making people feel welcome and offering help in choosing books, finding information and understanding the different learning opportunities.

To illustrate this, the following is a journey through the new City Library Learning Centre

- **Transition space** - as people enter the building, they will find themselves in a welcoming space that is part café, part meeting space, part information point. Here they can decide which services they want to access or simply enjoy a coffee with friends or look at the latest exhibition. There will also be self issue and return terminals here
- **Quick Choice** - a range of popular fiction and non fiction plus the "just returned" books for people who only have a few minutes. This will be a bright, exciting area that encourages people to stop and look
- **Lending Library** - presentation of fiction will follow the lines of modern bookshop display. The books will be supported by innovative reader development activities with the aim of promoting the joy of reading. Presentation of non fiction will be shelved more traditionally and will support both informal, self directed and formal learning. There will be spaces to sit with sofas, chairs and tables to encourage people to stay
- **Reference and Information Library** - there will be printed and electronic material to support enquiries and study. This will be the quiet part of the building with study space that allows people to use their laptops connecting to the Internet through WiFi technology.
- **Community History Store** - making accessible the wealth of materials the library holds on the history of York and its people
- **The Children's Library** will be a colourful space that belongs to the children. Here they can make a noise and enjoy reading and playing. There will be books attractively displayed - fiction to promote the joy of reading and non fiction to support the national curriculum. The space will be flexible to allow for activities such as storytimes, class visits, painting, crafts etc. There will also be a crèche
- **A/V hire space** will be based on retail principles and would include listening and watching posts

- **Young People's Library** - There will be space for young people that they have helped to design. The aim of which is to encourage young people to stay and feel that they are welcome and it will include playstation console, lounge area and a performance space
- **IT** - In addition to WiFi technology throughout the building, there will be public access ICT positioned in different parts of the building to indicate different uses - in the café for quick email sending or internet surfing; in the reference library for study and longer searches; in the lending library to access the catalogue; in the learning rooms to support more formal learning. The aim will be to always be at the cutting edge of technology
- **Activities** - There will be a variety of activities happening in the building at any one time from reading groups to homework clubs. Many of these activities will be arranged and led by volunteers from the community - using the building as a space for people to come together
- **Information and Advice Point** - this will be a flexible space with a desk and a space for confidential interviews. The space will be used by a range of organisations on a rota system e.g CAB, Benefits Agency, Police. IT will link each organisation back to their base
- **Learning Spaces** - these will be a combination of separate rooms and spaces in the public areas that can be used flexibly for a wide range of formal or informal learning as needed. The rooms will be set up as state of the art learning environments with all modern facilities to make the most of blended learning approaches
- **Learning Opportunities** - The library learning centre will offer a range of adult learning opportunities, in state of the art learning spaces, designed with the needs of learners at their centre. Supported by a learning platform and ICT infrastructure, learners will be able to access material in the library using the fast broadband internet connection to view media that home surfing may not allow. There will be a range of services to support learning; miss a class and the lesson will be on the web; only want to attend once a fortnight then pick up the missing material from your learning account. There will also be a range of electronic self-directed packages; opportunities to join open learning sessions supported by tutors and learning from home

Below are some examples of learning activities that would be taking place on a typical day in a library learning centre

Each activity links to national and local objectives around community based learning and library service provision as set out in the LSC Strategic Priorities and Framework for the Future

Reader in Residence - Don't know what to read next? Too many books to choose from? All day in the lending library area a reader in residence will offer advice and guidance on books and authors.

7.30 - A bite of Spain. 30 minute brush up your Spanish for holiday, ordering your coffee from the café, and taking it to the classroom all in Spanish. No Spanish no coffee.

8.15 - Tutor available for interactive discussion forum for GCSE English Literature, using the webcam for those that cannot attend.

9.30 - Family Learning Programme - Keeping up with the kids at Key Stage Two.

10.00 - under five's storytime/baby sign/baby rhyme

11.30 - Chair Yoga for the over 60's

12.15 - Local writing group, (made up of some of the class members of the Yoga class), using laptops to prepare work for broadcast on the internet.

13.00 Lunch time Reading Group - open to everyone to come and talk about their favourite book. Led by the reader in residence

14.00 - Returning to work. Short 3 week session on improving your CV, interview and presentation skills. (Most learners referred from Job Centre Plus or from Future Prospects)

15.30 - Homework Club - in the children's library

16.00 - Access to Further Education - Health and Social Care.

17.30 18.30 - Just after work Pilates class

19.00 - A Level Law. A mix group of learners some adults and some sixth formers (the latter studying as part of their full-time programme).



**Meeting of the Executive Member for Leisure
Culture and Social Inclusion Advisory Panel**

15 July 2008

Report of the Assistant Director (Lifelong Learning and Culture)

City of York's Library Stock Policy**Summary**

1. This report asks the Executive Member to approve the principles of a new stock policy.

Background

2. A draft stock policy is attached at Annex A. Its purpose is:
 - to enable members of the public to have clarity over how stock funds are allocated, why we buy what we buy
 - and to get involved in the purchase and display of stock
 - to provide a framework for staff to understand their roles and responsibilities in managing the stock
 - to determine which libraries hold which types of materials and how we display our stock
 - to set out a procedure for withdrawal of stock
 - to meet the requirements of The Chartered Institute of Library and Information Professionals (CILIP)

Consultation

3. The Museums Libraries and Archives Council document "Securing Excellence: Delivering for Communities" highlights the value of involving communities in decision-making. By involving communities in York in the stock selection process we will increase the levels of satisfaction for the library service. The draft policy sets out how we will go about consulting users and communities about our stock.

The Principles

4. The overarching aim is to have library stock that is of excellent quality, matches the needs to the communities it serves, performs well, and offers our customers excellent choice, whether for recreational or for educational purposes. The following principles are proposed:

- All the stock belongs to York libraries rather than being the property of one particular library. All types of stock will be circulated round all our libraries to ensure as much choice and variety as possible.
- The system will aim to balance breadth of stock with the need to supply specialist materials. The breadth of materials held will encourage new customers and will meet the needs of all sectors of the local community.
- The majority of stock will be chosen by our Suppliers (in line with our specification) so that our staff can spend their time engaging customers and promoting reading.
- Books will be bought in a ratio of 80% paperback and 20% hardback. This is in direct response to customer consultation on preferred format.
- The service will assess new formats as they appear on the market and monitor their appeal and usefulness before considering purchasing them for the library service.
- Stock will be selected in various formats (e.g. large print and spoken word) in order to ensure all customers have access to the best resources
- The service will provide stock which is bright, attractive, well-presented and constantly refreshed by purchase and rotation.
- A free request service for books held within the city will ensure that everyone has access to all our stock. This will encourage reading and support learning.
- Stock will support both formal and informal learning across the city and the service will work with Adult and Community Education and other learning providers to ensure that learners needs' are supported
- We will challenge reading habits by offering a wide variety of fiction titles including new and emerging authors, promote the use of books for recreation, support formal and informal educations of customer of all ages and meet the information needs to the local communities.
- Members of local communities will be involved in the selection of stock
- Donations to stock will also be encouraged but will only be accepted if they meet with the selection criteria set within this policy. Library staff will have the right to dispose of any unwanted donations.

Options

5. Members are asked to give their views on the following:
 - i. The principles set out above
 - ii. The best ways for the library service to consult with members of local communities in order to get their ideas in terms of what stock we hold in libraries
 - iii. The best way to display and promote stock. The majority of libraries have separate areas in the library for titles in paperback and hardback meaning customers have to look in two places to find an author they may want to read. Does the panel have a view on this or any other thoughts on the display of fiction?

Corporate Priorities

6. Providing the widest and most accessible range of high quality stock for the City is an essential element in delivering the council's priorities of increasing people's skills and knowledge to improve future employment prospects.
7. By providing free and equal access to information, the library service contributes to improving the economic prosperity of the people of York with a focus on minimising income differentials and improves the life chances of the most disadvantaged and disaffected children, young people and families in the city.

Implications

Financial:

8. The library stock budget for 2008/09 is £299,490. Stock is purchased in a trans-regional consortium of 33 authorities with a budget of £11.3 million to achieve the highest possible discounts.

Other implications:

9. There are no HR, legal, equalities, crime and disorder, property or IT implications.

Recommendations

10. The Executive Member is asked to agree to:
 - The principles of the stock policy
 - Delegate to officers the drawing up of the final document

Reason: In order that purchasing and management of stock will be more effective by reflecting the needs of local communities.

Contact Details

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Lifelong Learning & Culture
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Chief Officer responsible for the report:

Charlie Croft
Assistant Director (Lifelong Learning and
Culture)

Report **Date** 27.6.08.
Approved ✓

Specialist Implications Officers:

Wards Affected:

All ✓

For further information please contact the author of the report

Annex A : City of York Council Libraries and Heritage Stock Policy (draft)

worddoc/reports/emap/stock policy.doc

DRAFT

City of York Council

Libraries and Heritage

Stock Policy

Promoting Reading and
Supporting Learning

1. The Purpose of the Stock Policy

This stock policy will cover the following:

- How the service selects books, CDs, DVDs and other items for your library.
- How the service reflects what local communities want.
- How the service circulates items around all of our libraries to ensure stock is constantly refreshed and a wider choice is made available to the customer.
- How the service promotes and maintains these items.
- How the service decides on which items to keep or which are disposed of.
- How the service measures its performance.

The aim of the library service is to provide the widest range of materials possible within the resources available, whilst supporting the latest trends and ensuring you can obtain the latest bestseller. Books, CDs and DVDs are published on a daily basis and space in libraries, along with funds, is limited. This policy will detail how items are selected in order to meet our aim.

City of York Library Service uses guidance issued by the Chartered Institute of Library and Information Professionals, the national body, in deciding what it is appropriate for us to stock. The guidance states

The function of a library service is to provide, so far as resources allow, all books, periodicals, etc. other than the trivial, in which readers claim legitimate interest. In determining what is a legitimate interest the librarian can safely rely upon one guide only – the law of the land. If the publication of such matter has not incurred penalties under the law it should not be excluded from libraries on any moral, religious or racial grounds alone, to satisfy any sectional interest.

The public are entitled to rely upon libraries for access to information and enlightenment upon every field of human experience and activity. Those who provide library services should not restrict this the access except by standards which are endorsed by law.

The service believes in meeting the needs of all of the communities we serve and we will, wherever possible, provide our stock in a range of formats and appropriate languages.

Libraries offer a wealth of information, ideas and inspiration for all. The library service offers much more than a bookshop – there are backlists of the latest popular authors, as well as their most recent titles and can cater for even the most specialist needs. Most importantly, we want to hold the items that local people want to borrow, so, our customers will always be able to feed into this process by suggesting to us items they would like to see on the shelves.

This policy is not a fixed document – it will change and adapt to reflect changes in the local communities.

2. General Principles

- Stock is a dynamic service-wide resource rather than the property of one particular library. The system aims to balance breadth of stock with the need to supply specialist materials. The breadth of materials held encourages new customers and will meet the needs of all sectors of the local community.
- Library staff are responsible for the selection, management and disposal of stock based on the principles laid down in this document.
- Stock management is central to our core business. All staff are trained in managing stock and perform such functions on a day-to-day basis
- Supplier selection is used to maximise staff time in the promotion and display of the stock. Stock is purchased in a consortium of 33 authorities with a budget of 11.3 million to achieve the highest possible discounts
- All types of stock are circulated round all our libraries to ensure as much choice and variety as regularly as possible.
- Stock will support both formal and informal learning across the city and the service will work with Adult and Community Education and other learning providers to ensure that learners needs' are supported
- Multiple copies of popular non-fiction and bestselling fiction titles will be purchased.
- Adult fiction and non-fiction stock is maintained using a greater proportion of paperback items in the smaller community libraries.
- Free request service within the city ensures that everyone has access to all stock
- Core adult non-fiction areas are maintained in all libraries. The popular non-fiction stock types will be found in the community libraries, building up to key academic texts in York library. Details of what stock types you can expect to find in each of our libraries is covered later in the document.
- Community profiles are used to help us assess our collections. The stock manager will work and consult with the local community and map the changes. We will be responsive to and proactive with partner organisations to identify those changing and developing communities and their needs.
- York library will provide specialist resources for the whole community including reference, local history and family history support.
- The library service will purchase items in response to known demands, media and social trends.
- The service will provide stock which is bright, attractive, well-presented and constantly refreshed by purchase and rotation.

- Stock will be selected in various formats in order to ensure all customers have access to the best resources. Other formats include titles available in large print and spoken word.
- The service will assess new formats as they appear on the market and monitor their appeal and usefulness before considering purchasing them for the library service.
- Donations to stock will also be encouraged but will only be accepted if they meet with the selection criteria set within this policy. Library staff withhold the right to dispose of any unwanted donations.
- The library service seeks to challenge reading habits by offering a wide variety of fiction titles including new and emerging authors, promote the use of books for recreation, support formal and informal educations of customer of all ages and meet the information needs to the local communities.

3. Stock selection – Overview

- Stock selection is the first stage in the stock management process. It takes place within the framework of this stock policy.
- York libraries are part of the regional Yorkshire Book Consortium. Other authorities in the area have teamed up to provide a bigger buying consortium in order to obtain bigger discounts, better value for money and higher quality of service from our suppliers.
- All stock is selected against the following criteria:
 - **Content** – the information contained within will be current and unbiased.
 - **Value for money** – how expensive is it in relation to other similar items.
 - **Scope** – how does it compare to other items of a similar nature? Is it part of a series? Are we filling a gap by purchasing this particular item?
 - **Authority** – Is the publisher a reputable one within that field, or does the editor or author have a high reputation in that area?
 - **Challenging** – are we providing something new?

3.1 Adult Fiction Stock Selection

- Adult fiction stock is purchased to appeal to as great a variety of readers as possible. In York libraries, customers will find new authors as well as multiple copies of your favourite author.
- The service will buy titles that provide excitement and relaxation, broaden your reading experiences and encourage reluctant readers.
- The emphasis will be on paperback titles. A survey of York residents revealed that this is the preferred format for customers. As a result, new fiction stock is being purchased as 80% paperback and 20% hardback titles.
- As a result of the above, minimal duplication will be found in hardback titles. This allows more copies of paperback titles to be purchased, as well as enabling us to provide a wider range of titles.
- Fiction provision will fairly represent demand and issues. The bulk of our collections will consist of popular 'genre' fiction of all types. Community libraries will have a greater emphasis of this type of material with broader ranges to be found in our Explore Centres and York library. Larger libraries will contain fiction titles by first-time authors and those published by smaller, independent publishers.
- Existing holdings and past performance are considered when selecting fiction titles.
- National promotions (e.g. Booker and Orange Prizes) are supported by York libraries, where multiple copies of short-listed titles are purchased and promoted.
- The library service also recognises the value in keeping good quality copies of 'classic' and 'modern classic' authors. These will continue to be replaced once existing copies are worn. Contemporary literature also become classics and library staff will identify significant new authors for replacement.
- The titles and authors are selected according to criteria listed in this policy. Stock profiles for each of our libraries are created by a team of library staff who then liaise closely with the supplier to ensure we are receiving the correct types of stock to match the profiles. A small budget is retained for buying requests, stock buys and allowing community involvement in selection through consultation with groups.
- The stock manager's role is to keep up with various trends in the publishing world and to amend the profile as necessary to ensure our stock remains continually fresh, current and matches customer demands.
- Tools used by the service to help decide what titles are bought include top 10 fiction lists, The Bookseller publication, recommendations from other staff working in libraries and recommendations from members of the public. York libraries aim to have at least 5 copies of the latest top 10 listed paperback titles.

- The role of the stock manager is to constantly assess local community needs and the changing make-up of the population. As a result, York libraries have a range of fiction titles made available in other languages for example, French and Polish. York library service is committed to developing and expanding the collection of books made available in other languages. Currently, the supply of titles available in other languages is done via a rental scheme.
- Currently, the majority of stock purchased will be rotated between libraries. The aim is to provide fresh collections at all service points.
- All fiction titles are ordered in advance from the supplier ensuring that titles will be available on the library shelves as the titles are being promoted in bookshops. The service aims to have the book in library stock 7 days after publication dates.
- Fiction stock will reflect priorities of the service. York libraries have a commitment to support readers groups within the York area and as a result purchase multiple copies of recommended titles as reading group titles.
- Large print fiction titles are purchased using a standing order from the key publishers of large print titles. All large print titles purchased are placed on rotation to enable maximum coverage. Due to the specialist nature of large print, these titles will not be purchased in multiple copies.

3.2 Adult Non-Fiction Selection

- The primary aim of non-fiction stock selection is to meet the informal and formal learning needs of the local communities. Non-fiction selection aims to cover the broadest possible subject coverage and potential use by all members of the community.
- Multiple copies of popular non-fiction items will be purchased in order to reflect demand e.g. cookery titles.
- Tools used to help decide what is purchased include top 10 non-fiction lists, The Bookseller publication, recommendations from other staff working in libraries and recommendations from members of the public. The aim is to always hold a minimum of 3 copies of the latest top 10 listed titles.
- The emphasis is on paperback titles. A survey of York residents revealed that this is the preferred format for customers. As a result, non-fiction stock will aim to be 80% paperback and 20% hardback titles.
- Community needs, current holdings and subject coverage will be taken into account when purchasing non-fiction.
- All libraries will stock non-fiction items for general interest and academic support. Community libraries will stock non-fiction items up to GCSE level, Explore Centre up to A Level and York undergraduate level.
- Non-fiction items to support formal learning in Explore Centres will be purchased in partnership with adult education tutors. This may be multiple copies and in formats other than printed e.g. language courses.
- Major non-fiction prizes (e.g. William Hill Sports, British Book Awards) are supported by York libraries, where multiple copies of short-listed titles are purchased and promoted.
- The selection of all non-fiction stock is made by our library supplier based on a profile provided for each type of library – community, Explore Centre or York. The subject areas selected are set by the criteria listed in this policy. Stock profiles are created by a team of library staff who then liaise closely with the supplier to ensure we are receiving the correct types of stock to match the profiles. A small budget is retained for buying requests, stock buys and allowing community involvement in selection through consultation with groups.
- All non-fiction titles are ordered in advance from the supplier ensuring that titles will be available on the library shelves as the titles are being promoted in bookshops. The library service commitment is to have the book in library stock 7 days after publication dates.
- The stock manager's role is to keep up with various trends in the publishing world and to amend the profile as necessary to ensure our stock remains continually fresh, current and matches customer demands.

- All stock purchased will be rotated. The aim is to provide fresh collections at all service points. Performance of these areas is monitored to help tune stock sizes and rotation patterns.
- Language courses will be stocked in York library and Explore Centres only. Customers at the community libraries will have access to this material via free requests.
- Large print non-fiction titles are purchased using a standing order from the key publishers of large print titles. All large print titles purchased are placed on rotation to enable maximum coverage. Due to the specialist nature of large print, these titles will not be purchased in multiple copies.

3.3 Children's Stock Selection

- Children's and young peoples fiction and non fiction stock is purchased for 0 – 17 year olds for reading for pleasure, personal information and to support study.
- Materials are also purchased for the parents, carers and agencies working with 0 – 17 year olds to support these children and young people with their recreation and learning, though we do not provide a loan service to schools or school libraries.
- Stock for children is purchased via a number of formats including board books, picture books, large print titles, story books on CD and titles aimed specifically for teenagers.
- Selection of children's stock is made by a library supplier using a semi automated computer selection tool which is set up by York Library staff. The titles and authors selected are selected according to the criteria listed in this policy. Stock profiles are created by a team of library staff who then liaise closely with the supplier to ensure we are receiving the correct types of stock to match the profiles. A small budget is retained for buying requests, stock buys and allowing community involvement in selection through consultation with groups.
- The emphasis is on paperback titles. A survey of York residents revealed that this is the preferred format for customers. As a result, our children's fiction stock will be 70% paperback and 30% hardback titles.
- Children's fiction stock covers a wide range of items. York libraries encourage readers to try new titles and discover new reading experiences. As a result, York libraries stock first time authors as well as bestsellers. However, York libraries guarantee to always stock 3 copies of the top10 bestsellers.
- Children's non-fiction titles are bought to reflect subjects taught in the National Curriculum in order to provide greatest possible homework support. This is done in consultation with education colleagues.
- The role of the stock manager is to work with the children's team to constantly assess local community needs and the changing make-up of the population. As a result, we have a range of children's picture books available in dual language. York library service is committed to developing and expanding the collection of books made available in other languages.
- Resources used to select stock include The Bookseller magazine and specialist children's magazines as well as recommendations from staff and customers.
- All titles are ordered in advance from the supplier ensuring that titles will be available on the library shelves as the titles are being promoted in bookshops. We aim to have the book in library stock 7 days after publication dates.
- All stock purchased will be rotated. The aim is to provide fresh collections at all service points.

- Children's stock is purchased to support a number of initiatives both locally and nationally, including support to children's centres and Bookstart. Promotional collections of materials are purchased to support various schemes including Booked Up and the annual Summer Reading Challenge.
- York libraries are committed to supporting national initiatives. You will therefore find multiple copies of significant award winning children's books including Carnegie Greenaway titles.

3.4 Selection of Audio Visual Items (music, film and spoken word)

- The primary aim of DVDs and CDs is to generate income for the authority. As a result, collections are held in libraries only where income exceeds expenditure. DVDs are available at York, Explore Centres and Dunnington library and CDs are held at York and Acomb. All turnover and income from these collections are monitored against defined performance targets to ensure they remain viable.
- Spoken word titles are made available both on CD and Cassette (until 2009). These are not income generating materials and are considered to be core stock. As a result, there are no hire charges for these items. All libraries hold a selection of these materials. Spoken word titles are purchased on standing order and all are rotated.
- The types of audio visual materials held are not static. The role of the Audio Visual Manager is to investigate and monitor current trends and make recommendations to purchase new and innovative media where necessary.
- DVDs and CDs are currently purchased by the Audio Visual Manager who uses lists from the supplier to select items. The Audio Visual Manager works with a team of staff who advise on what title should be purchased. Various media magazines are also used to assist selection. York libraries guarantees to always hold 2 copies of all top 10 selling films and at least 1 copy of the 10 top-selling CDs.
- DVDs are allocated a band once in stock. Band A titles are the new titles and remain at Band A for a maximum of 12 weeks, band B titles are the older titles.
- Film titles selected include specialist interest such as Animee and Bollywood as well as a range of foreign language films. DVDs of a non-fiction nature are purchased for York library to meet educational, information and recreational needs of the community and shelved with the relevant subject.
- DVDs and CDs are available from all libraries via the free request service.
- Music titles selected cover all musical genres including pop, classical, folk, light and films and shows, country, jazz and world
- All DVDs purchased are rotated, except York. York will be allocated its own copy.
- Major prizes are supported by York, so you will always find Brit Award Winners, BAFTA winners, OSCAR winners and Mercury Prize winners in stock.

3.5 Reference Selection

- Information & Reference collections are designed to complement our lending services by making information available and accessible at all times during the opening hours of each service point. The items contained in our information & reference collections are therefore not normally available for loan.
- York Library forms the principal source of printed reference materials. It provides a range of stock and facilities extensive enough to support the work of the other libraries. The reference collections in other libraries are smaller and intended to answer quick reference enquiries only.
- Reference collections consist of various formats including books, maps, magazines, newspapers and pamphlets.
- Online resources are investigated constantly as a viable alternative to printed resources. York is committed to increasing the number of resources made available online as this improves access to information for the customer.
- Reference materials are selected via standing order using the criteria that they are the recognized standard reference works, they are primarily intended for consultation and for answering enquiries, they are constantly in demand, or answers enquiries which occur regularly and they cover a subject area in which published material is relatively scarce.
- Current copies of some standard works are purchased for York and Explore Centres. Community libraries contain quick reference materials only.

3.6 Selection of Local and Family History Material.

- The purpose of the local and family history collection is to identify, collect and preserve the documentary heritage of York, to promote the social and cultural heritage of York and to meet the needs of those wishing to research Local History for the City of York and its immediate area.
- The main collection of local history materials is at York library, where items can be found for the whole of the City of York. Smaller local history collections are held at all libraries, with the focus being on general York history titles and documents containing information to that local community.
- Stock shall be acquired using the following criteria:-
 - Records and publications relating to the educational, social, cultural or political aspects of the area governed by City of York Council
 - Records and publications relating to the influence of York in the wider County of Yorkshire and the historic Ridings of Yorkshire
 - Records and publications of organisations or individuals which reflect the economic, cultural, social or political development of York
- Access to resources will be made available online. City of York library service is committed to extending the collection of images made available via the Imagine York website and to further develop technological means to increase access to more collections.
- Items of stock are purchased by the Family and Local History Librarian. They are selected from local publications and catalogues. Items are also added to stock via donation and deposit.
- Items will be purchased in a number of formats included printed material, maps, and periodicals. They will only be purchased if deemed to be of permanent historical value. Effort will be made to avoid excessive duplication of holdings, except where multiple copies aid wider public access.
- Items shall be acquired with consideration of storage and handling and in the case of donations, where doubts exist relating to the quality of preservation, alternative locations shall be investigated.

4. Requests

- The library service welcomes suggestions for stock and feedback on the stock policy. Customers may use the comments cards available in all libraries to make recommendations, or access our online form available on www.york.gov.uk/libraries. This information will be used, wherever possible, to inform the selection process. We are currently investigating more structured ways of involving our customers in the selection of our stock.
- Requests for any books either in stock by City of York libraries, or items not held in our stock, may be made at any library in City of York Council.
- Requests for items not in stock will be considered for purchase. If they meet the criteria as listed in this document, they will be purchased for stock. Otherwise, customers will be given the option of borrowing the item from another library outside the City of York.
- The decision not to purchase a requested item for stock may be influenced by any of the following factors; unsuitable format (e.g. loose leaf binding), budgetary constraints, poor content or presentation, dated information or low demand.
- All requests for items in stock in City of York libraries are free of charge.
- The effectiveness of the request service is an important part of our customer service. We aim to supply 70% of our customers requests within 7 days.

5. Library Tiers

- City of York libraries are grouped together in the following bands for the purposes of stock rotation and purchase:
 - Explore York library learning centre
 - Explore Library Learning Centres – Acomb, Clifton, Haxby, New Earswick, Tang Hall
 - Community libraries – Bishopthorpe, Copmanthorpe, Dringhouses, Dunnington, Fulford, Huntington, Mobile library, Poppleton, Strensall
- Each library acts as a gateway to the whole of City of York stock, but physical constraints of existing buildings make it impossible to offer all levels of stock in all libraries.
- Libraries are graded within York in relation to stock size, level of use, geographical location and the provision of formal adult learning to the local community.
- York and Explore Centres will have a core static stock, supplemented by circulating items. Items for circulation will be identified at the time of purchase. Circulation routes are designed to last for the expected 'life' of a hardback book as indicated in the Public Library Standards – 7 years. At the end of a circulation period, an item will be discarded.
- Grading is reviewed every 2 years to ensure that services remain in tune with changes in use and local communities.
- The stock profiles of the above libraries are as follows:
 - Explore York = Non fiction core subject coverage in hardback and paperback up to undergraduate level. Copies of leisure non fiction will also be purchased solely for York (i.e. not rotated). Non fiction stock will also be purchased to reflect the formal adult learning classes held in the libraries
Fiction includes 2 copies of paperback bestsellers plus a range of first novels, promotional titles and classics. Large print and spoken word collections are maintained by stock rotation (combined in a rota with Explore Centres).
 - explore library learning Centres = Non fiction core subjects in hardback and paperback up to A level. Non fiction stock will also be purchased to reflect the formal adult learning classes held in the libraries. Leisure non fiction will be maintained by stock rotation.
Fiction stock will be maintained via rotation, but will consist of a range of hardback and paperback bestselling titles, plus first novels, promotional collections and classics.
 - Community Libraries = Core non fiction subject areas in paperback only, hardback non-fiction from stock rotation only. Leisure non fiction will be maintained through stock rotation.

Fiction will be maintained via rotation, but will be predominantly high performing paperback titles.

- City of York supports adult learning and skills of life. As a result, a selection of Quick Reads can be found in all Library and Learning (Explore) Centres.

6. Promoting Reading

- The purpose of promoting reading is to promote the wide range of fiction available in our libraries and to encourage customers to make more adventurous choices in their reading – introducing new authors, for example.
- The layout of the library should create a welcoming, purposeful and user-friendly atmosphere. Arrangement of stock must be clearly set out for all customers and all shelf guiding must be to a uniform standard and accurate.
- All staff are to promote stock and reading by whatever means available. All staff are trained on Frontline – a national reader development programme
- A programme of promotions relating to books and reading is coordinated by the Reading Development librarians.
- City of York libraries support reader groups in the local area. 12 new sets of paperback titles will be purchased annually to keep the collection fresh and relevant. Reading groups will have input into this selection process.

7. Measuring Stock Performance

- Measuring the performance of our stock is an integral part of the stock policy. Using the Library Management Software (LMS) we monitor the current performance of all our stock and produce statistical information to enable us to increase its future performance.
- Library stock is not a static resource. Items are constantly being added or removed, and their location changed to ensure there are new and fresh titles at all libraries.
- Performance measurement helps library staff to prioritise spending on stock and to identify areas where resources are needed.
- It also enables us to compare the performance of our service with other similar authorities.

7.1 Statistical information

- Below is a list of criteria York Libraries use when assessing stock performance:
- Issues of books and audio-visual items:
 - Issue figures are expressed 'per 1000 population' in order to make comparisons with other library services.
 - The target for 2008/9 will be 626 issues per 1,000 population.
 - These will be monitored on a monthly basis using the Library Management Software.
- Stock turnover:
 - This refers to the number of issues divided by the number of items in stock, and is a measurement of how hard the stock is working.
 - The target for 2008/9 will be 7 (items in stock will be issued an average of 7 times per year).
 - This will be monitored at least once a year.
- Items added to stock:
 - These figures are expressed 'per 1000 population' in order to make comparisons with other library services.
 - The target for 2008/9 is 216
 - This will be monitored monthly.
- Stock replacement rate:
 - This measures how rapidly the stock in libraries is being refreshed. The stock replacement figure refers to the amount of time it would take to replace the entire stock, if we continued to buy items at the existing rate.
 - The target for 2008/9 is 7 years.
 - This will be monitored at least once a year.
- Amount of stock on loan:
 - This measures what proportion of our stock is on loan at any one time.
 - The target for 2008/9 is 30%

- Data from our LMS is also used to identify stock that is not issuing well, is out of date or is in bad condition.

7.2 Customer comments and requests

- Customers' requests are monitored. Extra copies will be purchased if more than 4 requests are received for an individual item.
- We aim to supply 70% of all requests within 7 days of the request being made
- We will involve community groups and individuals in the purchase of our stock – putting by a percentage of the stock fund. In this way we will be able to respond to any concerns that stock does not match the needs of the community. Groups will include schools, young people, older people as well as disability groups and BME communities
- We welcome suggestions from members of the public for items they believe should be in stock and will consider their purchase according to the guidelines in this policy. Customers may use the comments cards available in all libraries to make recommendations, or access our online form available on www.york.gov.uk/libraries. This information will be used, wherever possible, to inform the selection process. We are currently investigating more structured ways of involving our customers in the selection of our stock.

8. Stock Maintenance

- First impressions are vital – the physical presentation of the stock makes a statement about the quality of service offered. Out of date information could mislead customers and can be dangerous and the physical condition of stock deteriorates over time. The removal of unused, worn out and out of date stock makes it easier for customers to find suitable material.
- All staff have the responsibility of keeping stock well maintained – tidying shelves to a regular routine, and assessing the condition of stock at the point it is returned.
- A number of criteria are used when we are assessing stock. These include the following:
 - Age – all non fiction and fiction items are withdrawn at the point of them getting to 7 years old. The date an item is added to stock is used to assess this, not the date the book published.
 - Poor physical condition – if the pages are yellowing, binding is damaged, loose pages or damaged illustrations, usage data is used to determine whether the item should be repaired, replaced or withdrawn.
 - Currency – Content and publication date is considered when assessing non-fiction items. Items containing out of date information are withdrawn from stock.
 - Poor performance – Items that have not been issued to a customer over a certain period of time will be promoted to encourage use. If poor performance continues, they are withdrawn from stock. Fiction stock is removed from the shelves if it has not been borrowed for 9 months, non-fiction at 12 months, and DVDs and CDs at 6 months.
- To preserve the lifespan of more popular issuing stock that has not been on the shelves for a long time, binding is used as a cost effective way of maintaining good quality stock rather than replacing a title. All staff have been trained in assessing items for binding. Binding is also used for conservation purposes for reference and local studies materials.
- Items in good condition that meet the criteria set within this policy, may be relocated to another library. All library staff are also trained to think about stock placement/promotion before good quality stock is removed. Would a customer borrow it if it were relocated to another section or displayed effectively?

- Items in good condition but are no longer required for library stock due to lack of demand are withdrawn from stock and sold to customers or disposed of commercially where appropriate. Staff will not make arrangements to withdraw and sell specific items to members of the public on demand.
- Items in poor condition are recycled as part of the City of York's recycling policy.
- Items that are in poor condition but have good performance (issued more than 10 times in the last year) and are still in print will be replaced.
- A small selection of items that are last copies are kept in a reserve collection. These are items that are still being borrowed, but are not in pristine condition and cannot be replaced as they are out of print. These items are available on request.



**Meeting of the Executive Member for Leisure
Culture and Social Inclusion Advisory Panel**

15 July 2008

Report of the Assistant Director (Lifelong Learning and Culture)

Library Service Revenue Generation**Summary**

1. This report asks the Executive Member to agree to the principle of the library service generating additional revenue through commercial contracts.

Background

2. Income generation has become increasingly important for all Council services. It is regularly identified as a budget pressure for the library service and so we have been reviewing how we can both improve our performance and identify new income streams.
3. All library income targets for 08/09 have been set afresh. Staff were actively involved in the target setting process, and are committed to achieving the targets set. All libraries have their own income targets, which are monitored each month. Poor performance will be identified and rectified during the year.
4. However, to make a real difference new revenue streams need to be identified. One of the largest of our income streams has been hire of DVDs and CDs (approximately £52,000 a year.) Nationally income from this source is beginning to decline as downloading replaces traditional A/V hire. This will become a problem for us within the next five years.
5. Another major source of income is that from overdue charges (approx £40,000). Some authorities are starting to question the desirability of charging overdues as it is consistently identified as a major barrier to use by the public. If we could replace this income from another source we could stop charging overdues which would increase our visitors and our issues.

Consultation

6. We have spoken to two other authorities who have entered into contracts with a managing agent to deliver advertising – Somerset and Leeds. They have both recommended the approach.

The Proposal

7. To enter a contract with a managing agent to provide advertising in libraries. This would be over a period of approximately 5 years – so any income gained would be judged over that period.

8. The first stage would be an audit of buildings to identify commercial opportunities – these would be a wide range but would include book inserts, website revenue, vending optimisation, promotional space management, sponsorship. There would be a cost to this – approximately £12k.
9. Once the audit is complete – media packs are prepared and commercial opportunities sent to us. We would retain control over which opportunities we agreed to.

Options

10. The options are:
 - to allow commercial advertising
 - not to allow commercial advertising

Analysis

11. New income streams are needed – ones that gain maximum profit from minimum staff time to allow staff to engage with their communities. Working with a broker would ensure this.

Corporate Priorities

12. This would enable us to ensure income streams for the future so we meet our targets. It is part of our commitment to providing value for money services.

Implications

Financial:

13. There are no immediate financial implications from this report although over the medium term there is the potential to generate additional income for the library service. The council's proper procurement processes would be used to identify the managing agent including tendering for the service if necessary.. Any one-off costs of an audit of commercial opportunities would in the first instance be sought to be included within any service specification. If this were not possible funds could be raised through a venture fund bid and repaid as a first call on any income generated.

Other implications:

14. There are no human resources, legal, equalities, crime and disorder, property or IT implications - unless there are in which case create a sub-heading as for Finance above.

Risk Management

15. In compliance with the Council's risk management strategy the main risks that have been identified in this report are minor risks which could lead to financial loss or damage to the Council's image and reputation.

Recommendations

16. The Executive Member is asked to agree to the principle of the library service generating additional revenue through commercial contracts:

Reason: To enable the service to investigate this income stream further

Contact Details

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Report Approved ✓ **Date** 27.6.08

Specialist Implications Officers:

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Wards Affected:

All ✓

For further information please contact the author of the report

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**Meeting of the Executive Member for City
Strategy and Advisory Panel**

14 July 2008

**Meeting of the Executive Member for Leisure
Culture and Social Inclusion Advisory Panel**

15 July 2008

Report of the Director of City Strategy and the Director of Learning Culture and Children's Services

Towards a Heritage Strategy for York

Summary

1. This report recommends the production of a Heritage Strategy for York. It suggests:
 - an overall aim for the Strategy
 - a definition of Heritage in York
 - a framework and timetable for the production of the strategy

Heritage is a cross-directorate subject. Hence this report will be taken to the Executive Members for City Strategy and for Leisure and Culture.

Background

2. York is a special place. Its heritage is unique. It is valued by local residents, by people throughout the country and across the world. For the purposes of this framework, heritage includes archaeology, historic buildings and structures, historic landscape, cultural artefacts and memories, and written, visual and oral archives. It is about all those things that help us to understand what has made our communities and our City.
3. The City of York is one of the UK's premier historic cities. Each year some 4 million people visit the City. The City has been a continuously occupied site since 71AD. York Minster and York City Walls are two of the finest medieval monuments in Europe. There are some 2,000 listed buildings (1,800 list entries) of which 65 are Grade I, 156 Grade II*, and 1579 Grade II; 22 scheduled ancient monuments; 35 designated Conservation Areas; 4 registered Historic Parks and Gardens; 1 Area of Archaeological Importance which is divided into 7 separate areas. The City maintains an Historic Environment Record and has recently made the monument data for York available on the internet through the Heritage Gateway site (www.heritagegateway.org.uk).
4. The City is actively considering the issue of whether York should apply for inclusion on a revised UK Tentative List of sites for World Heritage listing.

5. The York City archives contain civic records dating from the 12th century to the present day. There is a separate York Museums Trust which has responsibility for the care of the nationally designated collections in the Yorkshire Museum, the York Castle Museum and the York Art Gallery. In addition there is a wide range of ecclesiastical and private archives held within the City. The National Railway Museum is the largest railway museum in the world, showcasing the important role of York in the railway heritage of the country.
6. There is a thriving business and academic sector based in the City which delivers specialist heritage services both within the UK and internationally. York University Archaeology Department is a 5 star-rated research and teaching centre.
7. The City Council has a well-developed policy framework for the historic environment. The management and use of the historic environment for the benefit of residents and visitors to the City is an integral element of the Sustainable Community Strategy, the Council's Corporate Strategy, and the emerging Local Development Framework. However, the City lacks a Heritage Strategy - a document which will provide a strategic overview for the City's heritage. It is clear from guidance at national and regional level that authorities should produce a strategic framework which sets direction, provides guidance, allows priorities to be determined, and allows progress to be measured. Such a strategy would be approved by Without Walls, would both sit alongside and inform other strategies such as City of Culture, or Learning City.
8. Other external factors include:
 - The publication, in January 2008, of a draft Regional Heritage Strategy for Yorkshire and the Humber by the Yorkshire and Humber Historic Environment Forum
 - Concerns expressed during the Regional Cultural Commentary process last year by English Heritage that priorities for the historic environment and heritage are not being clearly articulated in York at a strategic level
 - The widely held view within the heritage community in York that the City of York Council should take a clear strategic position on heritage in the City

Consultation

9. This report proposes a framework within which consultation on a heritage strategy can take place.

The Starting Point for a Heritage Strategy

10. For the purposes of this report York's heritage is defined as:
 - a. the historic environment represented by the buildings, structures, and spaces we see all around us;
 - b. the rich archaeological deposits preserved beneath the City;

- c. the primary documentary archives, both public and private, and publications held in the collections of numerous institutions and individuals across the City;
 - d. the collections of objects, paintings, drawings, prints and photographs held by public and private organisations and by the general public;
 - e. the personal archives and memories, individual and collective, of the people who either live in or have lived in the City.
11. Most of all, heritage is about people. It is about people learning about and enjoying this special place; it is about people caring for and looking after this special place; it is about people using their heritage to ensure a vibrant forward-looking City.
12. The past, after all, does not have an independent existence. The past is represented through those places, objects, documents and memories (both tangible and intangible) which survive and are recognised in the present. The past is presented through the interpretations and stories that we create from this inheritance. We pass on this heritage through the decisions we make about which of these elements we will take with us into the future. An effective Heritage Strategy is an essential part of this process. It will help shape both the values we give these survivals and the decisions we make about how we use them and if we wish to conserve them. This process, therefore, is about shaping the future. In this respect, heritage is not about the past, it is about how we see the present and about the future we aspire to.
13. The starting point for a Heritage Strategy will be the Sustainable Community Strategy *York, A City Making History*. This sets out a shared vision for York over the next 20 years. The strategy identified seven themes: The Safer City; the Healthy City; A City of Culture; The Thriving City; The Inclusive City; The Learning City; The Sustainable City. Heritage runs through most of these themes. It is a key resource which supports initiatives within these themes, as well as being a key element within the Sustainable City strand.
14. The recently refreshed Corporate Strategy sets out key Direction Statements and Values for the period 2007-2011. These commit the Council to providing strong leadership for the City, to listen to communities, and to place environmental sustainability at the heart of everything we do. Again, heritage is a key element within these Direction Statements and Values.
15. The key themes of the heritage strategy are likely to be concerned with the contribution of heritage to:
 - Place making and managing change: sustainable approaches to the historic environment
 - Enhancing Local Cultural Activity
 - Encouraging Lifelong Learning
 - Improving Accessibility
 - Promoting Partnership Working and Accessing New Funding
 - Supporting and Developing Voluntary Involvement
 - Sustainable Tourism

16. The purpose of this report, however, is not to set out what a heritage strategy will be. Rather it sets out a process for producing a strategy, and asks the Executive Member to approve this process.

Options

17. Two options are set out for the Executive Member to consider:
 1. Do not adopt a Heritage Strategy;
 2. Work with the heritage community through a series of workshops in order to produce recommendations which, after a review process, can be incorporated into a consultation draft Heritage Strategy.

Analysis

18. The first option is a do-nothing option. It ignores current practice at both regional and national level. It is also not in line with the Corporate Strategy objectives. It would also mean that the Council had failed to provide adequate leadership in this important area. It is recommended that this be rejected.
19. For option 2, it is suggested that four workshops would be set up in September and October 2008. The workshops would examine the following themes:
 - Visitors and Tourism
 - Training and Learning
 - the Historic Environment
 - Cultural Involvement
20. Each workshop would be convened by the City Council. A position paper would be produced for each workshop theme. The position paper would be a short bullet point document setting out some of the opportunities and challenges that exist in each chosen area. It would guide and inform the discussion at each workshop session.
21. Each heritage organisation in the City will be invited to participate in the workshops. The workshop will be asked to consider what a strategic framework for each theme might contain. This process will allow these organisations to have an early input in framing a draft Heritage Strategy for consultation.
22. It is suggested that a consultation draft will be brought back to the Executive Members in December 2008, that the consultation period will run through January and February 2009, and that a final version will be brought back to the Executive Members for adoption in May 2009.
23. This option will allow the Council to make use of the expertise and experience present within the heritage community in the City. There is a huge amount of expertise resident in the City which if co-ordinated correctly can contribute at an early stage to the creation of a strategy. It will allow the organisations that operate in the heritage sector to have a positive input at a very early stage. It also represents a positive way of engaging with the many partner organisations with which the City works.

Corporate Priorities

24. This proposal addresses the Direction Statements:
 - The council will provide strong leadership for the city using partnerships to shape and deliver the Community Strategy for the city
 - We will listen to communities and ensure that people have a greater say in deciding local priorities
25. It will also be a key strategic document in delivering a Sustainable City and a Learning City.

Implications

26. **Financial:** There will be additional costs associated with Option 2 through the costs of organising the workshops. It is anticipated that the costs for Option 2 will be no more than £1,500. This can be funded from existing departmental budgets.
27. **Human Resources (HR):** There are no HR implications.
28. **Equalities:** There are equalities implications. The workshop and consultation process must give all sectors of the community and opportunity to engage in developing this strategy. The Equalities Officer will be consulted in order to ensure that the creation of a Heritage Strategy meets the Council's Equalities Policy.
29. **Legal:** There are no legal implications.
30. **Crime and Disorder:** There are no crime and disorder implications.
31. **Information Technology (IT):** There are no IT implications.
32. **Property:** There are no Property Implications.

Risk Management

33. There is a risk of criticism in future assessments of the Council if a Heritage Strategy is not produced. Setting in motion the production of a Heritage Strategy will prevent this happening.

Recommendations

34. That the Advisory Panel advise the Executive Member to approve the approach set out in Option 2 to produce a draft Heritage Strategy for the City.

Reason: To involve all stakeholders in the production of a draft heritage strategy for the city.

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Report Approved Date 30 June 2008

Report Approved *tick* Date *Insert Date*

Specialist Implications Officer(s)

Wards Affected:

All

For further information please contact the author of the report

Background Papers:

Regional Cultural Commentary report – held by Charlie Croft