

General Scrutiny

Monday 9th April 2018

Museums, Libraries and Archives

Decisions

Title	Date
Options for Museums, Customer Services and Libraries (cabinet report)	19 September 2013
Customer Services and Libraries (cabinet report)	23 January 2014
Hereford Libraries and Museums (cabinet report)	3 December 2015
Museum and Archive Services (cabinet report)	10 March 2016
Hereford Library and museum response (cabinet report)	9 May 2016
Customer Services and Libraries (cabinet report)	13 October 2016
Response to the LGA Peer Review of Museums, Libraries and Archives (cabinet member report)	26 October 2017

Consultation

Title	Date
Customer Services and Libraries Public consultation - 3,457 responses	During June and July 2013
Customer Services and Libraries – public consultation 2,254 survey responses and 71 face to face interviews	During June, July, August 2016
Children Centre buildings Public consultation – 513 responses	During June and July 2017
LGA Peer Challenge Museums Libraries and Archives Stakeholder consultation	May 2017
Museum Resilient report in partnership HMSSG Stakeholder consultation	November 2017
Soft Market Test – with suppliers	Nov-Dec 2017
Feedback on Museum Resilient Report and Soft Market Test Stakeholder consultation	January 2018
Activity and feasibility by user and development groups funded via the Museum and Library Support Fund	2016-17

User numbers

Visitor number	2016 visitor numbers	2017 visitor numbers
Hereford Library	72,474	149,029
Ross Library	103,216	90,653
Leominster Library	93,382	89,441
Ledbury Library	102,434	95,991
Bromyard Library	11,144	53,258
Kington Library	21,436	16,605
Belmont Library	40,170	24,562
Colwall Library	11,629	11,190
Leintwardine Library	2,751	2,902
Weobley Library	2,654	2,609
Peterchurch Library	2,097	2,359
	171 individuals	150 individuals
Delivered Services (library)	30 nursing homes	31 nursing homes
Schools Library service	50 primary schools	36 primary schools
Black and White House	27,806	10,908
Broad Street Museums	-	9,137
HARC - search room visits	3,156	2,889
HARC - talks, exhibitions, etc	4,601	7,108
HARC - distance enquiries	2,523	3,317

Budget

Sites and Services	£							
	Rent	Rates	Utilities	Revenue Budget	Income	Staffing	County Book Fund	Total
Hereford Library / Museum	0	20,699	6,389	2,822	-27,912	147,740	54,019	203,757
Ross Library	-19,300	21,553	6,554	1,795	-14,552	112,491	25,496	134,037
Leominster Library	188	24,908	6,104	1,002	-17,067	127,611	32,765	175,511
Ledbury Library	0	7,107	0	4,796	-15,172	47,274	13,363	57,368
Kington Library	0	5,825	2,740	141	-1,440	18,588	7,916	33,770
Bromyard Library	0	0	0	18,038	-1,382	4,276	6,215	27,147
Schools and Delivered Library Services	0	0	0	11,401	-66,093	99,057	33,301	77,666
Community libraries	1,029	0	0	0	-13,637	0	17,484	4,876
County Library Team	0	0	0	91,569	0	209,560	15,440	316,569
Black and White House	0	7,511	586	12,350	-40,800	52,700	0	32,347
Heritage Collections	0	38,320	4,166	10,430	-14,016	67,690	0	106,590
HARC / Archive Service	0	167,063	20,209	20,680	-28,545	240,000	0	419,407
MLA management	0	0	0	5,524	0	104,458	0	109,982
Grand Total	-18,083	292,986	46,748	180,548	-240,616	1,231,445	205,999	1,699,027

Key activity

- Investment in Hereford and Ross Libraries, Black and White House and due in Leominster
- 6 out of 11 libraries community or contract operated
- Customer Services in market towns moving to appointment basis
- LGA Peer Challenge for services
- Published plans for each service
- Use of HARC and charging at Black and White House
- Museum / heritage resilient funding
- Specific projects and funding – Ross Gazette, Rotherwas Women, Hatton Centenary
- Reduction in management costs
- Library and Museum Support Fund
- Links with children centres

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particularly the Ross Library Development Group who generously contributed £200 to help secure the HLF funding.

 **The Ross Gazette**
24 January at 01:19 · 🌐

We are delighted to announce we have been awarded a Heritage Lottery Fund for our archive project thanks to money raised by the National Lottery Players.



The Ross Gazette Archive Project wins National Lottery support

An award of £70,000 has been made from the Heritage Lottery Fund (HLF) to the Ross Gazette Archive Project in Ross-on-Wye.

Saving summary

Library Service	£000				
	2017/18	2018/19	2019/20	Totals	Agreed
Savings in the MTFS	380	380	0	760	
Savings achieved	380	315	0	695	510
Savings to find	0	65	0	65	
Museum and Archives					
Savings in the MTFS	100	150	250	500	
Achieved	100	129		229	222
Savings to find		21	250	271	

Short term options

Opening:

- HARC
- Black and White House
- Library hours

Efficiencies:

- Book fund spend
- IT system

Earned income:

- Charges, sales, rent space

Other issues

- Hereford Library capital investment:
 - Cease capital activity
 - Bring 1st floor room into use
- Non-public archive held at HARC
- Schools library service

Museum Resilient Report

Outline

- Funded by Heritage Lottery / partnership with HMSSG
- Operate the museum service by a host
- 5 year funding in 3 years as investment
- Objects remain in the ownership of the council

Risks

- What happens if fails in year 4
- How links to other services e.g. shared sites
- How links to wider externalisation of the service
- Relies on other sources of funding

Externalise service

- **Local examples**

- Halo and The Courtyard, community libraries

- **Comparables**

- Explore York – libraries and archives
- Hull Culture and Leisure – libraries and museums
- Inspire (Nottinghamshire) – libraries, heritage and archives
- South West Heritage trust – museums and archives
- Vivacity Peterborough – museums, libraries and archives

- **Soft market test showed**

- Potential market competition
- Type of organisation
- Commercial opportunities

Concerns

Issue	Potential mitigation
Historic objects and archives in the ownership of a private company	Ownership retained by the authority
Meeting legal obligations	Part of tender specification
Zero subsidy expectation	Tested through procurement / commercial opportunities
Standard of service reduced	Contract performance and customer power
Future for staff	Standard TUPE arrangements
Not experienced in services	Retain specialist and maximise supplier skills
Three distinct services	Have distinct requirements

Feedback from General Scrutiny

- View of short-term savings
- Hereford Library and managing archive
- Externalise services and museum resilience