Community Managed Libraries Prospectus

Northolt Leisure Library

Ealing

Support for community managed libraries is to enable achievement of the outcomes that underpin the council's key priorities:

- Creating good jobs
- Tackling the climate crisis
- Fighting inequality

Collaboration with residents and partners to deliver community managed libraries is on the basis that these partnerships contribute to Ealing being a healthy great place for all and that opportunities for residents and communities to get involved is fundamental to community offer and add value to the achieving the aims of the Ealing Council library strategy.

Council to provide in line with its service priorities for Ealing library service mixed model of direct delivery and community managed libraries. Summary of community library requirements	Community or not for profit organisation to submit proposals for operation of CMLs; including 3 year business and operation plan to be updated annually in line with the lease term
Stock - Loan books and library stock as part of the council-wide stock services to the community managed library - Management of stock services and stock refresh - Ealing's stock policy is to provide access to magazines and newspapers online - DVDs and CDs are no longer being purchased by the service	**Stock** - Maintain in good condition stock loaned to the community managed library - Contribute to Ealing stock list suggestions to inform stock refresh - Receiving and hosting new stock - If the CML provide wishes to offer hard copy newspapers and magazines, DVDs or CDs these will need to be provided by the CML operator.
Online resources - Full access to library service 24/7 online resources - Restricted access to the library management system - Monthly performance data reports specific to the community managed	**Online resources** - Access to the full range of resources available through the Ealing library service 24/7 online access - Library management system - Attend relevant training as provided - GDPR Policy for the organisation

Council to provide in line with its service priorities for Ealing library service mixed model of direct delivery and community managed libraries. Summary of community library requirements	Community or not for profit organisation to submit proposals for operation of CMLs; including 3 year business and operation plan to be updated annually in line with the lease term
library to enable the partner to oversee and manage performance • Staff support to access system	
Ealing library card Ealing library card valid at both council-run and community managed libraries	**Ealing library card** Promote Ealing library card
Library service Wi-Fi Access to listings/link on Ealing library service web pages profile on Ealing Council website	**Library service Wi-Fi**
ICT • The IT strategy for the library service is to reduce the number of desk top pcs in libraries and provide more plug-in points so that library users can bring and plug in their own devices to access the internet and library services online • Access to the range of IT to include public access computers and plug in points; self-serve machines; copy and printing facilities. • Access to the library ICT managed services help desk	
Telephony Provision of broadband line	**Telephony** Telephone lines (contribution to Ealing Library Service for telephony line for community managed library depending on site)

Council to provide in line with its service priorities for Ealing library service mixed model of direct delivery and community managed libraries. **Summary of community library requirements**	Community or not for profit organisation to submit proposals for operation of CMLs; including 3 year business and operation plan to be updated annually in line with the lease term
Cashless • Ealing libraries will be moving to cashless self-serve, printing and copy facilities over the next four years • Community managed libraries who wish to retain facilities that take cash will need to enter into their own licence arrangements with suppliers for photocopying and scanning • Self-serve machines will be cashless and are an integral part of the library management system, therefore to remain part of the wider Ealing library offer, community managed libraries will need to retain these as cashless	**Cashless** Community managed libraries who wish to retain facilities that take cash will need to enter into their own licence arrangements with suppliers for photocopying and scanning.
Formal link to nearest main library Providing advice and support on systems and processes	
Access to library outreach and community engagement team • Providing advice and support on systems and processes; information on latest trends and development, including the cultural calendar; the universal offer and funding opportunities • Fortnightly/3-weekly staff visit to oversee stock management in community managed libraries	**Access to library outreach and community engagement team** Day to day management and operation of the community managed library

Council to provide in line with its service priorities for Ealing library service mixed model of direct delivery and community managed libraries. **Summary of community library requirements**	Community or not for profit organisation to submit proposals for operation of CMLs; including 3 year business and operation plan to be updated annually in line with the lease term
Staffing The council will not transfer staff to manage or operate community managed libraries The library service outreach/community engagement team will provide specialist advice, training and stock support	**Staffing** The community managed library partner will need to state how it will manage and operate the library using its own staff and or volunteers.
Opening hours The libraries proposed as community managed libraries are open: • Jubilee Gardens Library: Monday to Saturday • Northolt Leisure Library: Monday to Saturday The council encourages a minimum of five hours per day (30 hours per week) on the current library specific opening days Community partners may wish to extend the opening hours or negotiate a more local arrangement	**Opening hours** Community partners may wish to extend the opening hours or negotiate a more local arrangement Proposal on opening hours for community managed library to deliver the minimum hours or increased hours. This can be 'stepped' opening hours that build over a 6 to 18 month period as the organisation establishes its volunteer core
Agreement The agreement schedule will set out the basic library offer that an Ealing library service will provide. Ealing's CML offer includes:	**Agreement** Community managed library proposal and wider community/neighbourhood offer. The council is inviting prospective partners to host a CML offer with an enhanced community offer. The wider

Council to provide in line with its service priorities for Ealing library service mixed model of direct delivery and community managed libraries. **Summary of community library requirements**	Community or not for profit organisation to submit proposals for operation of CMLs; including 3 year business and operation plan to be updated annually in line with the lease term
• Stock and stock management (Ealing library service would continue to own and replenish book stock) • Access to the Libraries Consortium book stock • Access to the library management system that provides access to the library network and Ealing library card) • IT and library service Wi-Fi • Professional advice and support from the Ealing library service • Grant contribution towards running costs The council is inviting prospective partners to host a CML offer with an enhanced community offer. The wider social and community value being provided from the CML site is important to us. Recognising that each community library will be different, and the proposals will be specific to locations with the library being part of a wider community offer.	social and community value being provided will be specific to each site. Proposals to address: • Vison and aspiration for a community managed library and how this will be delivered as part of an integrated neighbourhood offer for your local community • Quality and type of offer (mapped to local needs) • Evidence and local data to support the wider neighbourhood offer: • Availability (including opening hours) • Accessibility (physical, virtual and community engagement and involvement) • Promotes partnership working, innovation and enterprise • Equalities and safeguarding • Adds value to the aims of the Ealing library strategy and contributes to the Future Ealing outcomes • Business plan sustainability – how you intend to build a sustainable CML • Governance arrangement
Community need Inviting partnerships that provide community managed libraries to make a positive impact on local communities and	**Community need** Develop and provide an offer that meets community need and contribute

Council to provide in line with its service priorities for Ealing library service mixed model of direct delivery and community managed libraries. Summary of community library requirements	Community or not for profit organisation to submit proposals for operation of CMLs; including 3 year business and operation plan to be updated annually in line with the lease term
contribute to the council's priorities and outcomes for Ealing Enhance the local community and neighbourhood offer	to achieving the council's key priorities and Future Ealing outcomes: • A growing economy creates jobs and opportunities for Ealing residents to reduce poverty and increase incomes • Children and young people fulfil their potential • Residents are physically and mentally healthy, active and independent • The borough has the smallest environmental footprint possible • Ealing is a high-quality place to live • Ealing is a strong community that promotes diversity with inequality and discrimination reduced Operate in line with the Equality Act 2010 Equality Impact Assessment Enhance the local community and neighbourhood offer Provide opportunities for residents to get involved
Governance Ealing community managed libraries network Ealing will encourage CML providers to form a community managed libraries network to provide a forum to engage and share best practice.	**Organisation** The council wishes to enter into arrangements with incorporated organisations/associations who can provide community managed library or

Council to provide in line with its service priorities for Ealing library service mixed model of direct delivery and community managed libraries. **Summary of community library requirements**	Community or not for profit organisation to submit proposals for operation of CMLs; including 3 year business and operation plan to be updated annually in line with the lease term
	libraries in Ealing. This can either be a single organisation or a consortium.
Building The community managed library offer is shaped by the council's Assets and Neighbourhood priorities. The asset options for community managed libraries are: • In existing buildings under a lease arrangement with the local authority • Reconfigured in line with the underlying principle of co-locating services either reconfigured in the existing building or in a new building with other public and community services **Buildings responsibility** Council/Landlord responsibility for council owned assets include maintenance of roof, external structure and any major plant	**Buildings** The community managed library offer location will be defined by the council's Asset and Neighbourhood priorities. The asset options for community managed libraries are: • In existing buildings under a lease arrangement with the local authority • Reconfigured in line with the underlying principle of co-locating services either reconfigured in the existing building or in a new building with other public and community services The community partner responsibility for buildings will depend on which of the two options are appropriate for their respective site of interest
Council buildings property arrangement lease and rent For council owned sites that are retained as community hubs for CMLs, the council proposes to enter into a formal property arrangement with a community partner. This will be in the form of a licence or lease. To be determined in discussion with the community partner	

Council to provide in line with its service priorities for Ealing library service mixed model of direct delivery and community managed libraries. **Summary of community library requirements**	Community or not for profit organisation to submit proposals for operation of CMLs; including 3 year business and operation plan to be updated annually in line with the lease term
Proposed six-year lease with a mutual break clause at three years Lease term is six years to benefit from peppercorn rent Assumption is nil rental charge in exchange for hosting a CML and community services	
Facilities management and planned preventative maintenance To be negotiated site by site as relevant to the specific site and condition of the building External responsibility	**Buildings/premises management** The community organisation will be responsible for managing compliance with all forms of Health and Safety Legislation and any related matter, e.g, managing safety, security, keeping accesses clear, not obstructing fire exits etc, in relation to the day to day use of the premises. The community organisation's responsibility of maintain the premises and any land surrounding (if applicable) the premises in an acceptable good condition, keeping clean and tidy and free from accumulations of litter, debris, rubbish, accumulations of waste etc
Legacy equipment and furniture inventory This includes furniture and shelving relevant to each site as part of the transfer arrangements to enable the community managed library start up	Legacy equipment and furniture inventory Maintenance and replacement

Council to provide in line with its service priorities for Ealing library service mixed model of direct delivery and community managed libraries. Summary of community library requirements	Community or not for profit organisation to submit proposals for operation of CMLs; including 3 year business and operation plan to be updated annually in line with the lease term
The council will transfer these assets. This will not include IT and equipment provided under licence agreement to the Ealing Library Service (e.g. self-service machines, copy machines, scanners etc.)	
Security and Keyholding CCTV Emergency Contact Key Holding	**Security** Site contact person and contact details The name of the person whom we should contact in case of emergency Site contact person attendance if site compromised
Insurance Buildings Insurance for Ealing Council sites.	**Insurance** Third party, public and occupier's liability insurance Contents insurance Employers liability insurance (if applicable) Rates (expected application for rate relief)
	Utilities Utility charges (Not applicable) Telephone lines (contribution or direct depending on site)

Council to provide in line with its service priorities for Ealing library service mixed model of direct delivery and community managed libraries. **Summary of community library requirements**	Community or not for profit organisation to submit proposals for operation of CMLs; including 3 year business and operation plan to be updated annually in line with the lease term
	Waste Management and recycling Buy back of waste and recycling services from LBE waste management service (Not applicable)

Ealing Library Service will support the Community Organisation by:

- **Access to Stock**
    - providing up to date, relevant and appropriate Stock, as defined by Ealing Library service.
    - delivering professional input on the quality of the Stock and services available
    - organising activities and book promotions
    - training the Community Organisation staff and volunteers as relevant and appropriate, and
    - offering technical services, including, but not limited to electronic equipment (e.g. self-issue terminals), online information resources, online catalogue
- **Stock acquisition, management, and promotion**
    - continue to support the acquisition of quality, relevant stock for the users of the Building. Ealing Library Service standards and procedures will apply for selecting, acquiring, and promoting the Stock. For example, the Ealing Library Service will select the Stock based on usage, add it to the catalogue, and deliver it to the Building
    - be responsible for analysing the usage of the Stock, maintaining it in serviceable condition, and withdrawing it at the end of its shelf life
    - manage the movement of Stock to and from the Building.
    - outreach loan collection to all libraries where requested
    - Access to all borough library stock would be available through the library catalogue on the Ealing Library website and the request service
- **Book donations**

- Community managed library may wish to augment its book stock with donated books
- **Deliveries**
  - Each community managed library would receive a weekly delivery to a timetabled delivery schedule. This would allow for requested items made online via the website to be dropped off and returns made on a regular basis
- **Access to ICT**
  - Public Access Computers
    Public access computers would be provided with a maintenance and support package. This would mean that reliable and secure access to fast and quality broadband facilities would be available for local communities. Access to the internet would be provided safely with filtering and anti-virus protection for community libraries and enable local access to electronic library information and services such as the request and renewal services
  - Library Management System
    - a simplified LMS for community managed library use
    - manage transactions (issues/returns/renewals etc)
    - record information on library users
    - provides the online catalogue of the stock (also available on the website)
    - enable items to be issued from the community library
- Self service units
  - The self service units would continue to be provided and supported with a maintenance contract.
  - maintain the Library Management System connections and licenses incorporated in the current way
  - maintain the technical infrastructure, hardware and software needed for the satisfactory operation of self-service terminals, where installed, and will provide access to other technical solutions and products as applicable.

Main Town Centre Library cluster for support and outreach

- Northolt Library

Following the award of a CML grant, the council will start discussions with the successful applicant on the Heads of Terms for the occupation of the building and the landlord and tenant responsibilities.

For budgeting and business planning purposes, the following table provides an indication of how the responsibilities may apply to the organisation and the council.

Repairs and maintenance (Council Responsibilities)

- The Council/ landlord will be responsible for costs related to lifts, external fabric (roof, windows, doors, gutters) of the building and compliance (FLAGE) and remedial repairs.
- The Council will be responsible for completing any statutory testing. Certificates of compliance should be provided by Council to evidence that this requirement has been met.
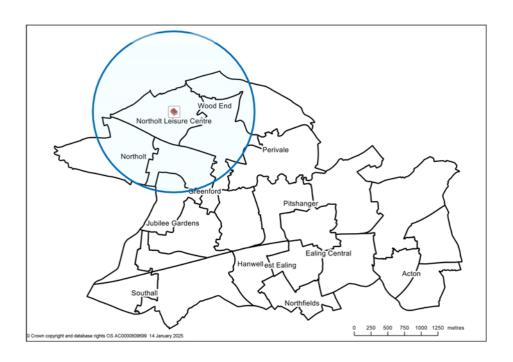
Repairs and maintenance (Community Organisation's responsibilities)

- The community organisation will be responsible for managing compliance with all forms of Health and Safety Legislation and any related matter, e.g, managing safety, security, keeping accesses clear, not obstructing fire exits etc, in relation to the day-to-day use of the premises.
- The community organisation's responsibility of maintain the premises and any land surrounding the premises in an acceptable good condition, keeping clean and tidy and free from accumulations of litter, debris, rubbish, accumulations of waste etc.

Northolt Leisure library

Eastcote Lane North,

Northolt,

London UB5 4AB

Telephone: 020 8825 6523

Email: northoltleisurelibrary@ealing.gov.uk

User Profile

	Data
Registered users	3108
Active users	1143

Gender	Data
Male	933
Female	1457

Age Profile	Data
0 - 4	154
5 - 11	784
12 - 17	463
18 - 35	666
36 - 59	807
60+	190

Breakdown of Ethnicity	Data
White	67
Mixed	8
Asian	139
Black	28
Other	6
Declined	297
No Data	2563