



# Village libraries

Managing a community library  
in Richmond upon Thames

January 2012

# Village libraries

Along with other local authorities across the country, Richmond Council is considering new and different ways of delivering services to local residents. We are committed to involving residents and putting them at the heart of decision making so that they are able to help develop and deliver Council services in their local community. We started this process with the All in One household survey last year and have continued to find out more through village planning events and specific consultations with residents.

The All in One survey highlighted the value that local residents place on their local library and this was echoed in our recent review of the library service. The Council is committed to retaining all 12 public libraries in the borough, but we will need to do this at a time when there is considerably less money to spend on public services. For this reason we are considering different approaches to delivering library services. As part of this new approach we would like to maintain a core network of nine libraries run by the Council, and to explore the potential of offering three community libraries to organisations to run in partnership with us through a Village Library initiative.



We are keen to work closely with local organisations (such as businesses, community groups, schools, social enterprises and resident groups) to provide high quality, cost-effective local libraries that are right for the communities they serve. We have three libraries that may be suitable as village libraries:

- Ham Library
- Hampton Wick Library and Bullen Hall
- Kew Library

There is no hard and fast model for a Village Library and we are keen to hear from local organisations that care about their local library and want to get more closely involved. This document provides more details about the services that would need to be delivered and the opportunities available to organisations. If you think you could be a community partner for one or more of our village libraries then please complete the market testing form attached to this document or complete it online at: [www.richmond.gov.uk/libraries](http://www.richmond.gov.uk/libraries)

Cllr Pamela Fleming  
Strategic Cabinet Member for Community,  
Business and Culture

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## 1. Purpose of this document

This document is for market testing purposes and sets out the responsibilities which will support a partnership agreement between the London Borough of Richmond upon Thames and any organisation that wishes to run a community library. The document is a summary of the requirements and responsibilities of each partner and the opportunities that running a community library could provide to an organisation. This description will only be used to gauge the interest of organisations interested in working in partnership with the Council to run a community library and does not constitute a formal procurement process.

## 2. Background

The London Borough of Richmond upon Thames has recently published a new library strategy – Connecting Communities. The strategy sets out the Council's ambitions for the library service over the next three years. One aim of this strategy is to maintain, or expand, the range and number of library services that the Council currently provides by establishing beneficial partnerships with local organisations. To this end, the Council is interested in finding out whether there are any organisations that would like to work in partnership with the Council to run one or more of its community libraries.

The Council currently operates 12 public library buildings in Richmond upon Thames. These provide a wide range of valued services to children and adults including book lending, newspapers and magazines, computer access, information and advice, study space, and reading-related activities such as children's story-times and reading groups.

The Council is interested in working with an organisation to deliver three of its smaller libraries through a Village Library initiative. The three libraries are Ham Library, Hampton Wick Library and Bullen Hall, and Kew Library.



The 1964 Public Libraries and Museums Act requires the London Borough of Richmond upon Thames to ensure that there is a 'comprehensive and efficient' library service for all those people who live, work or study in the borough. The Act does not specify how this should be done and so, while the London Borough of Richmond upon Thames remains accountable for the overall delivery of library services, it may agree and arrange delivery of library services through a variety of organisations. These organisations could include local charities, schools, amenity societies, social enterprises and businesses.

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## 3. Contract and contract fee

The Council proposes entering into a contract with an organisation for the operation of one (or more) of its libraries. The expected period of the contract will be three years.

The expected contract fee may be:

Ham Library	£40,000 a year
Hampton Wick Library and Bullen Hall	£20,000 a year
Kew Library	£20,000 a year

## 4. Services to be delivered

### 4.1 The core Village Library services

The organisation would be required to deliver the following core services (as a minimum) at a Village Library:

- Free library membership
- Free access to lending books for adults and children
- Free access to daily newspapers and local newspapers
- Free access to computers and the internet
- Free access to accurate and up-to-date information resources
- Free space for the promotion of local information and events
- Display of statutory and official Council information
- Compliance with Borough membership and loans policy
- Compliance with Borough loan periods
- Compliance with Borough loan charges
- Compliance with Borough overdue charges
- Compliance with Borough stock categorisation and display

*Please note: the organisation may not charge a fee for these core services.*

The organisation may also wish to offer the following services:

- Lending audio-visual materials for children and adults
- Book displays and promotions
- Rhyme-times and story-times for pre-school children
- Reading groups for children and adults

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- IT and computer skills tuition or classes
- Summer holiday activities for children
- Live literature events with authors and storytellers
- Displays and exhibitions
- Local history and other public-interest talks

## 4.2 Opening hours

The organisation would be required to operate a minimum number of public opening hours in a pattern that meets the needs of local residents. The organisation would also be required to open for 52 weeks throughout the year except for planned closure periods at Easter, Christmas, New Year and statutory bank holidays. The organisation must be committed to ensuring that the library is open when expected and advertised.

The minimum opening hours are:

Ham Library	36 hours a week
Hampton Wick Library and Bullen Hall	18 hours a week
Kew Library	18 hours a week

Organisations are encouraged to explore creative opportunities for increasing the use and access of the library building by extending opening hours.

## 4.3 Building responsibilities

The organisation would also be responsible for the management of a library and/or community building. This would involve responsibility for the following services:

- Security and key-holding for the building including emergency call-outs
- Cleaning of the building (including window cleaning)
- Waste disposal and recycling
- Grounds maintenance – grass cutting and so on (where applicable)

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## 4.4 Governance and management

The organisation would be expected to demonstrate that it has the following systems and assurances:

- Robust governance arrangements, including processes for decision making and the ability to enter into contracts and management agreements;
- Relevant and necessary insurance policies are in place;
- Appropriate systems for managing and supervising paid staff and volunteers;
- Financial stability and probity with appropriate systems for managing allocated budgets, banking income, and for paying staff;
- A child and adult protection policy and systems for ensuring that paid or volunteer staff have up-to-date Criminal Records Bureau (CRB) disclosures;
- Appropriate policies and procedures covering data protection, equalities and health and safety;
- Appropriate systems for ensuring that paid or volunteer staff comply with legal requirements in terms of data protection, equalities, health and safety;
- Appropriate systems for ensuring that the library is driven by local priorities and informed by representative consultation including ward councillors; and
- Mechanisms for collecting data and information on library use in order to help measure and monitor the performance of the Village Library.

## 4.5 Supporting activities

In addition to the services specified above, the Council is interested in the wider community use of its public library buildings. It would be interested to partner with organisations wishing to use the building(s) to deliver other public-benefit services in order to increase access to the library service, including extending public opening hours. This could be a community café, employment training or adult education. These examples are only indicative and the Council is interested in exploring all possible options.

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## 5. Desired outcomes

The organisation would be expected to deliver the following outcomes for customers and visitors to the library. Customers and visitors:

- of all ages and abilities are welcomed at the library, and there is a friendly, supportive and relaxed environment in which to read and learn;
- can enjoy the library offer of books, information and activities at times that are convenient and reliable, with help and expertise if they need it;
- can enjoy access to the library service's full network of resources through their Village Library;
- can get help from paid or volunteer staff who are welcoming, knowledgeable and informed;
- are able to enjoy a library environment that is clean and tidy and where there are clear standards for the display of stock and information; and
- have access to a Village Library that plays a focal role in the local community and works in collaboration with other local organisations.



## 6. Financial commitment

The organisation would be expected to meet the following costs in relation to the operation of the Village Library:

- Paid staff costs and/or volunteer expenses
- Subsidised rent on the library building
- Utilities costs (gas, electricity, water, telephone)
- Cleaning and grounds maintenance (if required)
- Photocopier and other equipment hire (if required)

The organisation would retain any income generated through the library building including the income from overdue charges, audio-visual hire charges, meeting room hire and fees from activities and events.

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## 7 Support provided by the Council

To support the organisation in the operation of a Village Library, the Council would provide the following infrastructure and support:

### 7.1 Premises

The library buildings will be leased to the organisation at a subsidised rate for the duration of the contract period (three years). The Council will remain responsible for internal and building maintenance; however, the organisation will be able to make minor improvements to the building, subject to the agreement of the Council and assurances that the organisation has the necessary funding in place. The Council has identified a small budget to make minor building improvements to Ham Library and Kew Library.

### 7.2 Furniture and equipment

The equipment in the library building will be included in the premises lease. This will include fixed furniture (such as shelving systems) and mobile furniture (such as tables, chairs and display stands). The organisation will be able to purchase additional equipment for the library, but must obtain the permission of the Council if it wishes to dispose of equipment provided by the Council. Any equipment purchased by the organisation will remain the property of the organisation.

### 7.3 Stock

The Council will continue to supply the Village Library with new books for children and adults. It is estimated that this would be:

Ham Library	1,500 to 2,000 new books a year
Hampton Wick Library and Bullen Hall	1,000 to 1,250 new books a year
Kew Library	1,000 to 1,250 new books a year

It will also provide access to electronic resources. Village libraries would receive an exchange of books on a regular basis to ensure that there is good choice for library members. The organisation may also wish to accept book donations and/or purchase additional books for the Village Library.

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## 7.4 Information and Communication Technology

The Council will provide first-level access to the library service's online Library Management System (LMS) which can be used to record membership information, manage book loans and returns, and catalogue library stock. The Council will also provide public-use computers with fast broadband access to the Internet, and a Radio Frequency Identification (RDID) self-service kiosk which enables customers to issue, return and renew their own books and other items. The Council will also provide maintenance and technical support for these three systems through its contracted ICT supplier.

## 7.5 Training and professional support

The Council will provide the organisation with initial training in operating the library plus, 36 hours of additional training and professional support to be used as the organisation wishes, for example, stock management or refresher training in ICT systems. There will be a designated officer in the library service who will be the first point of contact with the organisation.

## 8. Next steps

Organisations are now asked to indicate whether such a scheme may be of interest to them by completing and returning the attached Market Testing form. This should be returned to the address below by 12 noon on **9 March 2012**. It is hoped that village libraries will be operational from summer 2012.

Forms should be returned to:

Sasa Glisic - Procurement Team  
London Borough of Richmond upon Thames  
Civic Centre  
44 York Street  
Twickenham  
TW1 3BZ

Email: [sasa.glisic@richmond.gov.uk](mailto:sasa.glisic@richmond.gov.uk)



# Village libraries: Market testing form

The purpose of this form is to assist the London Borough of Richmond upon Thames in understanding the interest and market capability in the operation of a Village Library. You do not need to provide supporting documents (such as accounts, policies or insurance certificates) with this form; however, we may ask you some clarification questions or to provide more details to aid our understanding.

Please answer every question. If the question does not apply to you please write not applicable (N/A); if you do not know the answer please write not known (N/K).

Please return this form by  
**12 noon on 9 March 2012** to:

Sasa Glisic – Procurement Team  
London Borough of Richmond upon Thames  
Civic Centre  
44 York Street  
Twickenham  
TW1 3BZ

Email: [sasa.glisic@richmond.gov.uk](mailto:sasa.glisic@richmond.gov.uk)

An online form is available at [www.richmond.gov.uk/libraries](http://www.richmond.gov.uk/libraries)

# Village libraries: Market testing form

## 1. Libraries

1.1 Which library or libraries are you interested in running?

## 2 Basic details of your organisation

2.1 The name of your community organisation

2.2 Contact name for enquiries about this application

2.3 Address including postcode

2.4 Telephone number

2.5 Fax number

2.6 Email address

2.7 Website address

2.8 If your organisation is neither a company nor a charity, please specify its constitution

2.9 Please describe your organisation

2.10 What are the main business activities of your organisation?

## 3. Details

Please outline your ideas for managing a community library.

Further information is available from:

Ian Dodds  
Head of Culture and Service Improvement  
London Borough of Richmond upon Thames  
Civic Centre  
44 York Street  
Twickenham TW1 3BZ  
Phone: 020 8831 6116  
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