

Performance of the Library Service Contract – six year review report

Appendix A: Library Service – contract components

GLL are commissioned to deliver the following elements:

- **Universal Services:** including
 - (a) a website providing an online public access catalogue, e-books, e-audio, e-magazines
 - (b) telephone access to a range of library services via liaison and co-operation with the Council's Customer Service Centre

- **15 Core Libraries in the following locations:**

Boston, Bourne, Gainsborough, Grantham, Horncastle, Lincoln, Long Sutton, Louth, Mablethorpe, Market Rasen, Skegness, Sleaford, Spalding, Stamford and Woodhall Spa

Grantham has not yet transferred to GLL and is still operating as a LCC library, whilst solutions continue to be sought. Bourne Library is in shared accommodation and members of staff at the Bourne site remain employees of SKDC, as they were before the contract with GLL. GLL supplies books and other resources to both libraries, together with professional advice and guidance to support the provision and development of library services.

- **Targeted provision:**
 - (a) the provision of Home Library Services to Eligible Users
 - (b) services to people who are blind or partially sighted through Listening Lincs
 - (c) reading development activities with the aim of promoting an increase in the love of books and reading (including the Bookstart Services)
- **Support for Community Hubs:**
 - (a) provide, maintain rotate and renew at least 4,000 books to each Community Library
 - (b) undertake stock maintenance which requires checking of stock for items to be discarded
 - (c) undertake stock cataloguing and processing
 - (d) ensure that Community Library users will be able to access the services through the Library Management System (LMS)
 - (e) ensure that Community Library users will be able to reserve, collect and return stock at other Community Libraries, the Core Libraries and Mobile Library Vehicles
 - (f) deliver a range of free training, advice and support to community organisations. This will include day to day operations, including use of the computerised Library Management System (LMS)

- **A mobile library service**

- 1 x Rural and 2 x Click and Pick Mobiles which take library resources to over 200 Lincolnshire communities which do not have easy access to a core library or community hub
- 2 x Access Mobiles which take library material to housebound residents who cannot travel to a core library, a community hub or a mobile stop
- 2 x Community Mobiles which deliver collections of books to care homes, sheltered housing complexes and day centres

- **The delivery of other paid for services:**

Such as reading, music and drama groups and services to schools

Following completion of the IT transfer project in year 5, GLL also provide and manage public and staff library IT provision in all core, mobile and hub service points.

Grantham and Bourne Libraries are not directly managed by GLL. It has not yet been possible to transfer the lease for the Grantham Library site to GLL and so LCC continues to employ the staff based there. Bourne Library is operated by SKDC on behalf of LCC, as they were before the contract with GLL. GLL supply books and other resources to both libraries, together with professional advice and guidance to support the provision and development of library services. Similarly, GLL provide book stock and other resources for the 36 community hubs across the County, and through its network of Library Development Officers, provides training and ongoing library specific support and guidance.