

Report for Economy Committee

Baildon Hybrid Library

September 2022

Closure and Re-opening of Baildon Library

The volunteer coordinator worked to reduce the stock in the library during the 4 weeks prior to closure in order to remove all old, tatty and out-of-date items from the shelves and box them to be disposed of by external company, Stephen White's. In addition, all stock that had not issued at Baildon Library within the last 12 months was sent to Keighley Library to be re-distributed to other libraries within Bradford. Stock needed to be reduced by 4/5 ahead of the move.

The library closed on Saturday 20 August 2022 at Hallcliffe.

During the weeks commencing Monday 22 August and Monday 29 August, the library was closed to the public. Staff and volunteers packed stock, helped the removal company transport and place items to the new location and unpacked boxes.

Baildon Library re-opened to the public on Monday 5 September 2022.

New Opening Hours

Baildon Library is currently open for 26 hours per week as follows:

Monday	9.30am-2pm
Tuesday	9.30am-2pm
Wednesday	9.30am-1pm
Thursday	9.30am-2pm
Friday	9.30am-2pm
Saturday	9.30am-2pm

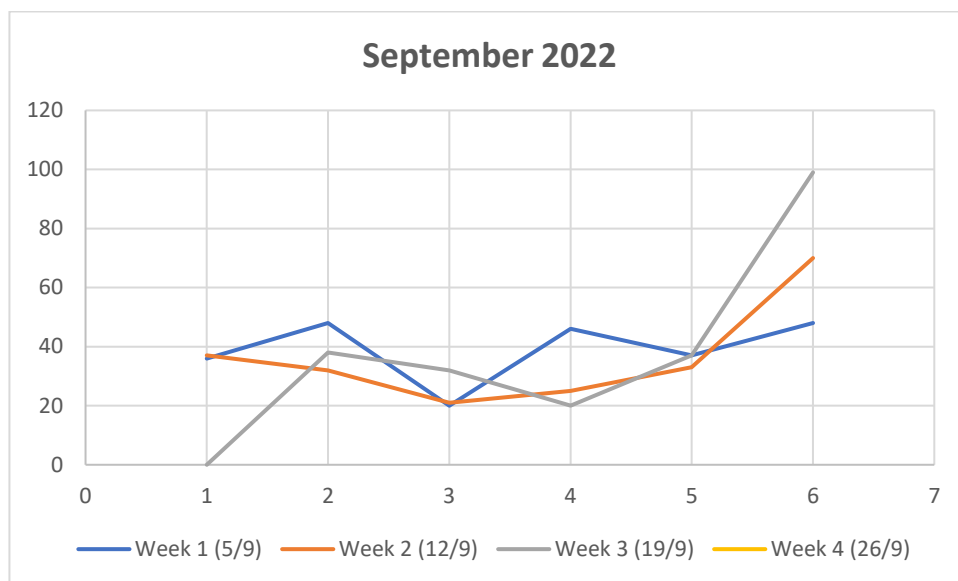
Volunteer Requirements

There are two shifts for volunteers per opening day.

- On Monday, Tuesday, Thursday, Friday and Saturday, the shifts are 9.30am-11.45am and 11.45am-2pm.
- On Wednesday the shifts are 9.30am-11.15am and 11.15am-1pm.

There are 12 shifts per week and a minimum of one volunteer is needed per shift. There are currently 31 volunteers in the team. The rota is available online via Three Rings and volunteers self-manage and sign up for the shifts that they would like to cover.

Footfall To Date



	Week 1 (5/9)	Week 2 (12/9)	Week 3 (19/9)	Week 4 (26/9)
Monday	36	37	0	36
Tuesday	48	32	38	
Wednesday	20	21	32	
Thursday	46	25	20	
Friday	37	33	37	
Saturday	48	70	99	
TOTAL	235	218	226	36

NB: Saturday 24 September = Farmers Market (10th Anniversary)

As of 24 September, the monthly footfall is currently approximately half of the monthly footfall at Hallcliffe. The majority of visitors come to the library in the morning.

Issues to date in new venue:

Issue	Date resolved	Notes
Serious leak from water tank, damaged ceiling tiles (Bradford Council)	1 September 2022	Water tank repaired; water turned back on, ceiling tiles replaced
Water ingress from back door following heavy rain (Bradford Council)		
No lone-working procedures in place for Bradford Library staff and volunteers (Bradford Council)		

No push and release fire doors (Bradford Council)		
No risk assessment for library facility (Bradford Council)		
No emergency exit plan or designated meeting point (Bradford Council)		
Heating/ Air-cooling facility not functioning (Bradford Council)	14 September 2022	Fixed but does not provide ventilation.
No information re library capacity (Bradford Council)		
Photocopier/printer not connecting to network (Bradford Council)		
Public PCs not connecting to network (Bradford Council)	1 September 2022	
Burglar alarm not operational (Bradford Council)	14 September 2022	
Noise and air pollution from buses (unable to open door – no ventilation)	No resolution	
Shutters – on occasion shutters do not open and key sticks in lock (Bradford Council)		
Not enough plug sockets in library office (Bradford Council)	No resolution	
Library Wifi not available in upstairs office – not able to use staff PC or access Symphony (Bradford Council)	No resolution	
Mobile phone signal very poor on both floors in building (Bradford Council)	No resolution	

Feedback from Library Users

To date, there has been a significant amount of positive feedback from library users about the look of our temporary library. Generally, people are commenting that it looks bright, clean, cosy and welcoming. There has also been a higher than usual number of new people who are joining the library during the last 3 weeks.

Comments have also been made about the reduced levels of stock and the considerably smaller children's area.

There is, however, a general appreciation from library users for staff and volunteers and their continued efforts to provide a service.

Planned Activities

Once Bradford Libraries send through a risk assessment which outlines the capacity figures for the library building, the decision can be made on whether **Under 5s storytimes** (led by volunteers) can restart in the library and how many children and adults will be able to come along to the sessions. It is unclear at present whether the library will need to close when storytimes are taking place.

1-2-1 Family History Research Support from volunteers for library users will continue to be offered.

It is likely that the **Book Club** will need to continue meeting at an alternative venue until the library has relocated to the Baildon Club.

It will not be possible to run any other library events as there is insufficient space, chairs, tables etc to facilitate them.

Other potential activities that are currently being planned are:

- **Take away seasonal craft activities** for children;
- A **winter reading challenge** for adults.

Volunteer Workload

Routine tasks have significantly reduced for volunteers. The library still receives an internal delivery 3 times per week of books that have been reserved by library users or returned to Baildon that the staff and volunteers process. In addition, the volunteers are still able to process books that have been reserved by library users from other Bradford libraries.

There is no longer space to create book displays (there were 5 at Hallcliffe that were updated regularly), or local history displays. Shelf checking (checking order, category, generally tidying etc) will now be much quicker due to the reduced levels of stock in library. There are currently fewer visitors to serve and the photocopier/printer is still not working. There are fewer people using PCs and accessing IT as there are now only 2 PCs available.

The volunteer coordinator has concerns that this may deter existing volunteers from wishing to continue volunteering in the library for the time being.

Promotion of New Facility

The volunteer coordinator continues to promote the library and its temporary facility on social media (Facebook and Twitter) for example, posts encouraging people waiting for the bus to take a seat and read the papers, the children's area, and how to order stock if it is not available in the library.

Posters and flyers have also been displayed by the door, on the front desk and in local noticeboards, as well as on the former facility at Hallcliffe to advise people about the new opening hours and the services on offer.