1 SUMMARY

1.1 Since 4th September 1995 the larger community libraries have been undertaking revised opening hours for a trial period of 6 months. As this trial period has now ended a decision is required as to the way forward.

2 RECOMMENDATION(S)

2.1 To approve the recommendations for opening hours for each library as shown in the Appendix.

3 BACKGROUND

3.1 In recent years many improvements and developments have been undertaken in the library service including: the introduction of compact disc and video lending services (16 libraries), computerisation of the whole service, disabled access to all libraries except Central, a Customer Contract (the first of its kind in Scotland) and major improvements to the facilities at Callander, Cambusbarron, Central and Dunblane libraries. With these developments library interest and usage were on the increase. However, it was argued that one omission in the general drive to improve library services was the lack of a review of library opening hours.

3.2 To remedy this situation the 1994/95 Libraries Service Plan promised a Review of Library Opening Hours. This Review was carried out under five main categories.

(a) Survey of users of all Community Libraries.

(b) Survey of non users across the District chosen at random.

(c) Survey of other library authorities.

(d) Survey of Community Councils.

(e) Acknowledgement of comments and criticisms received from the General Public over a period of time.
3.3 These consultants and investigations pointed up a need to try out a variety of amendments to opening hours in the larger libraries. Stirling District Council’s Community Services Committee on 13th April 1995 therefore agreed that a trial period of amended opening hours should run for a period of 6 months commencing on the 4th September 1995.

4 ANALYSIS OF TRIAL PERIOD

4.1 Now that the trial period is over usage at the amended opening times has been assessed and recommendations proposed for each of the libraries in question are shown in the Appendix.

5 CONSULTATIONS

5.1 Consultations have taken place with both staff and Trade Union and the necessary support has been gained to implement the changes.

6 RESOURCES

6.1 There are no financial implications in the recommendations.

7 TIMESCALE

7.1 If the recommendations are agreed then these opening hours will be implemented as soon as possible, probably during April, following widespread publicity and communication with Community Councils etc.

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| Date | Reference |
| 5th March 1996 | |
APPENDIX

LIBRARY OPENING HOURS – TRIAL PERIOD

ANALYSIS OF CHANGES WITH RECOMMENDATIONS

BALFRON LIBRARY

Change introduced: a) Open Tuesdays 7 – 8pm.

Comment: Usage of this hour has not been sufficient to continue with it.

Recommendations: a) Delete Tuesday 7 – 8pm.
                            b) Apart from the trial period change, the Librarian works on
                               Tuesdays and Thursdays from 2 – 3pm prior to the library
                               opening at 3pm. It is proposed, therefore, that the library
                               opens Tuesdays and Thursdays at 2pm instead of 3pm to
                               maximise benefit to the public.

BANNOCKBURN LIBRARY

Changes introduced: a) Open Tuesdays 7 – 8pm (instead of 9 – 10pm).
                            b) Change Saturdays from 9 – 12 to 9.30am – 12.30pm.

Comment: a) The number of people using Bannockburn Library between 7 – 8pm
           does not justify continuation.
                   b) This has been well-received by the public.

Recommendations: a) Delete Tuesdays 7 – 8pm and reinstate 9 – 10am.
                            b) Retain Saturdays 9.30am – 12.30pm.

BRIDGE OF ALLAN LIBRARY

Changes introduced: a) Open Tuesdays 7 – 8pm.
                            b) Open Wednesday 9.30am – 12.30pm.
                            c) Open Mondays and Fridays 5 – 5.30pm.
                            d) Remain open lunchtimes (1 – 2) on Mondays, Tuesdays,
                               Thursdays and Fridays.
                            e) Change Saturdays from 9am –12pm to 9.30am – 12.30pm.
                            f) Open at 10am (instead of 9am) on Mondays, Tuesdays,
                               Thursdays and Fridays.

Comment: A number of changes are considered to have been well-received by the public
and should be retained or modified slightly.

Recommendations: a) Change Tuesdays to be open only until 7.30pm and extend
                      this to include Thursday evenings.
                        b) Retain Wednesdays 9.30am – 12.30pm.
                        c) Retain Mondays and Fridays closing time of 5.30pm.
                        d) Delete lunchtime opening and have the library closed
                           12.30pm – 1.30pm.
                        e) Retain Saturdays 9.30am – 12.30pm.
                        f) Bring forward the opening time on Mondays, Tuesdays,
                           Thursdays and Fridays to 9.30am.
CALLANDER LIBRARY

Changes introduced: a) Open Tuesdays 7 – 8pm.  
b) Open Thursday mornings 10am – 1pm.

Comment: The use of the library during the 7 – 8pm period has been minimal, although Thursday mornings have been better received.

Recommendations: a) Delete Tuesday 7 – 8pm.  
b) Retain Thursday mornings 10am – 1pm.

CENTRAL LIBRARY

Changes introduced: a) Open Mondays 5 – 7pm.  
b) Open Thursdays 7 – 8pm.  
c) Open Wednesdays and Fridays 5 – 5.30pm.

Comments: The usage of the late night opening 7 – 8pm has been extremely poor. Although the average usage on Monday evenings has been reasonable, in the present financial circumstances the staffing levels of the Central Library will not extend to covering a third evening. The majority of staff are willing to work until 5.30pm instead of 5pm as required.

Recommendations: a) Delete Monday evenings.  
b) Delete Thursdays 7 – 8pm.  
c) Retain 5.30pm closure time on Mondays, Wednesdays and Fridays.

DOUNE LIBRARY

Changes introduced: a) Open Mondays 7 – 8pm.  
b) Open Wednesdays 2 – 3pm.  
c) Open Saturdays 12 – 1pm.

Comments: The usage of the additional hours on Monday and Wednesdays does not warrant retention of these opening times. The original two hours opening on Saturdays (increased to 3 for a trial period) would be sufficient with an adjustment to the opening period.

Recommendations: a) Delete Mondays 7 – 8pm.  
b) Delete Wednesdays 2 – 3pm.  
c) Delete the additional temporary hour on Saturdays and change the former hours from 10am – 12pm to 10.30am – 12.30pm.

DRYMEN LIBRARY

Change introduced: a) Open Tuesdays 7 – 8pm.

Comment: The usage during this hour has been extremely poor.

Recommendations: a) Delete Tuesdays 7 – 8pm.
DUNBLANE LIBRARY

Changes introduced:
  a) Open Tuesdays 7 – 8pm (instead of 9 – 10am).
  b) Open Wednesday 9am – 12pm.

Comments: Usage on Tuesday nights does not justify remaining open for the full additional hour.
           Use on Wednesday has been moderate.

Recommendations:
  a) Change Tuesdays to be open only until 7.30pm (opening at 9.30am).
  b) Retain Wednesdays 9am – 12pm.

ST NINIANs LIBRARY

Change introduced:
  a) Open Tuesdays 7 – 8pm (instead of 9 – 10am).

Comment: There is insufficient use of the library 7 – 8pm to justify continuation.

Recommendations:
  a) Delete Tuesdays 7 – 8pm and reinstate 9 – 10am.