



IFLA Public Libraries Satellite



IFLA Public Libraries Satellite: Public library futures in a global digital world

12-13 August 2014
Library of Birmingham, UK



#IFLAPubLib

In collaboration with



Chartered Institute of
Library and Information
Professionals



Leading & Managing
Public Libraries

Sponsored by



innovative

thedesignconcept





IFLA Public Libraries Satellite

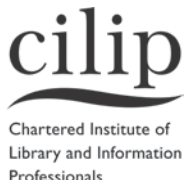
Hospital based library book lending: a UK first

Ayub Khan, Customer Services Manager (Face to Face),
Warwickshire County Council



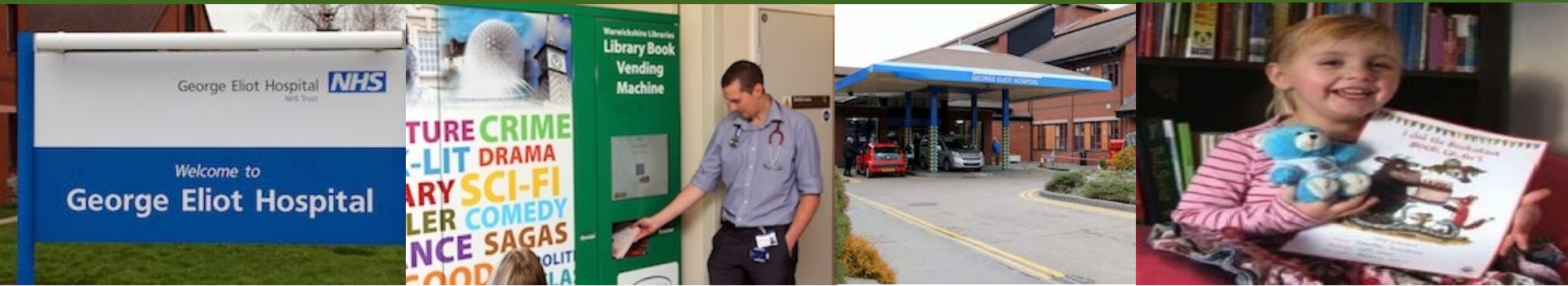
#IFLAPubLib

In collaboration with



Sponsored by





Book-lending machine

A different way to provide library services

Ayub Khan
Face to Face Customer Services Manager
Warwickshire County Council

Context

- budget cuts
- austerity measures
- changing lifestyles
- 24/7 on-demand society
- challenge to do more with less
- different ways to deliver services



About Warwickshire libraries

- We currently provide a three-tier service
 - Library Hubs in three main centres of population
 - Local Libraries in 16 towns and neighbourhoods
 - Library Direct - online, mobile and outreach services
- We also support to 12 community-led libraries



Facts and figures

- More than half the Warwickshire population has a library card
- We stock more than one million books for free loan to members
- Last year 25,000 people attended more than 2,000 library events

Every day our libraries:

- Welcome around 9,000 library visitors
- Lend out around 10,000 books and other loan items
- Handle around 1,600 enquiries
- Provide around 1,700 public computer sessions

Each year the online library receives:

- 900,000 searches
- 50,000 requests
- 260,000 renewals



Hospital partnership

Putting library services where people are

- Machine installed at George Eliot Hospital in Nuneaton
- Full-time equivalent of 1,800 staff
- 245,000 patients a year plus visitors
- Community larger than many Warwickshire villages
- Hospital volunteers handle day-to-day operations



About the machine

24-hour self-service library in local hospital

- Holds up to 400 books
- Takes returns
- Quick and easy to use
- RFID technology
- Linked to management system and borrower records
- Believed to be the first of its kind in the UK



Getting there

A lot to sort out and a long lead-in time

- Funding - £100,000 up and running
- Custom-built machine
- Linked to library management system
- Sound business case essential
- Manageable on-costs a key consideration
- Procedures manual and volunteer training
- Joint project team
- Memorandum of Understanding



Why it makes sense

Benefits of the book vending machine

- Serves multiple audiences in a non-library setting
- Open 24 hours a day
- Attracts new and lapsed library members
- Extends library services with no extra staff
- Supports wider health and well-being agenda
- Promotes reading and library use in a target area
- Provides a platform for other joint projects

Making changes

Can you spot the difference?



Conclusion

Certainly worth considering

- Significant investment in tough financial times
- Minimal staffing and low on-costs
- New technology enhancing real library services
- Potential to deliver services in new places and new ways
- Promotes books and reading to wider audiences
- Potential to target specific areas or priorities
- Reaches people who do not use libraries
- Attracts new and lapsed library members

Video

Any questions?

Ayub Khan MBE

Customer Service Manager (Face to Face)
One Stop Shop, Registration and Library Service
Warwickshire County Council

01926 412657

ayubkhan@warwickshire.gov.uk



*Working for
Warwickshire*