Service delivery models
Manchester City Libraries

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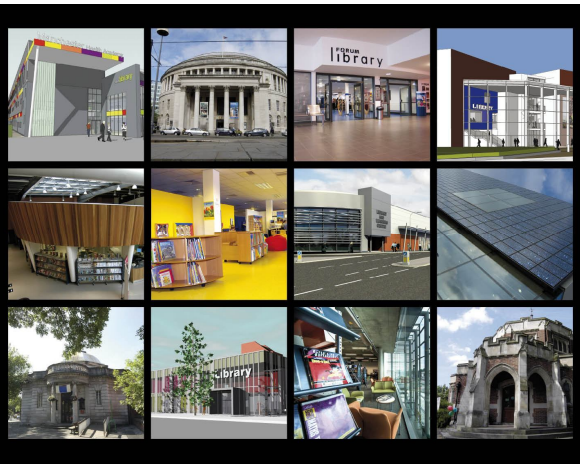
A bit about Manchester

- City of population of 460,000
- Fastest growing economy outside London
- City Region status
- The Original Modern City

Manchester Library & Information Service

- 22 Community Libraries
- Manchester Central Library
- Manchester Archive Service
- Greater Manchester County Records Office
- 24 hour virtual library
- Library Theatre Company



New models of service delivery

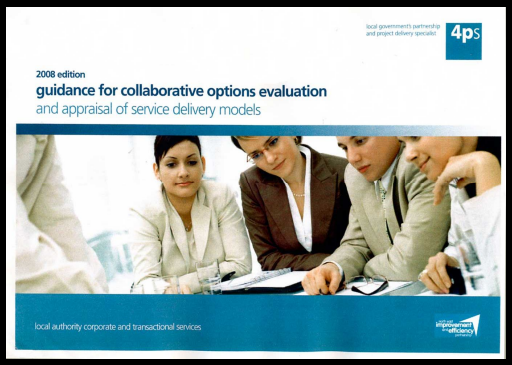
Renewal has delivered a citywide Library Strategy

- Asset Management Plan
- Workforce Strategy
- Performance Management Framework
- New services
- New partnerships
- New service delivery models

Options:

- Trusts
- Commissioning
- Volunteers
- City Region opportunities

Service delivery models



Trusts

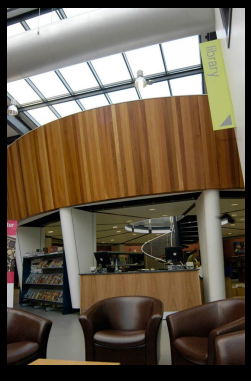
- Not initially considered for Manchester
- Look at Glasgow
- Look at Wigan

Commissioning

Examples in Manchester Libraries:

- Commissioned by The Manchester College
- Commissioned by other parts of the Council
- Commissioned by the Third Sector
- Commissioned by other Library Authorities

Manchester College



Commissioning

The Manchester College

- Largest College in Europe
- Joint estates planning
- Joint and integrated college and public libraries
- North City and East City Libraries
- More planned

Commissioning

The Manchester College

- College provided capital funding, procurement of buildings, City Council provided fit out costs, revenue and library services.
- Underpinned by a Service Level Agreement, lease, performance management framework.
- Huge rises in issues, visits, members
- Library is the community anchor in a regenerated neighbourhood.

Commissioning, Surestart

Commissioning

Surestart

•Family Link Library service commissioned for three years - £330,000 per annum

•Family Link Workers support Sure Start's core offer across the city in libraries and in children's centres, nurseries, schools and other community venues.

•Bookstart Officer and Assistant deliver book gifting to every baby and young child in the city (20,000 in 2008-9)

Commissioning, Third Sector

Commissioning

Third Sector:

- Macmillan Cancer Support
- £0.3m commissioning of cancer information services
- 116 support sessions first year.
- 7750 information booklets provided

Volunteers

Volunteers

- Working mainly with young people
- Older people working with us in back office role at County Record office
- Third Sector volunteer programme in Central Library

Volunteering

Young people

- Big Lottery Funded Community Libraries project – young people led design, purchasing, recruitment, outreach
- Management Board at the Powerhouse Library
- Young Voices – Lottery Funded intergenerational project in Moss Side

Volunteering

Third Sector

- Manchester and Lancashire Family History Society
- Weekly helpdesk in Central Library
- In depth family history enquiries and searches. 528 extra in depth responses, first year
- Major role in development of new Archive centre – planning and delivering enhanced service

City Region opportunities

City region status

- Manchester is already commissioned to deliver some library services to other local authorities.
- Business Information, Reader Development
- Feasibility Study, Bibliographic Services
- Brings in income, can provide cheaper than other local authorities, standardises quality, adds value to service offer, begins to build a Regional Service

City Region status

- Working closer with Manchester Metropolitan University
- September 2010 will be delivering Library Services in two new Academies
- Joint membership nearly here
- Is there a next step about moving towards a Greater Manchester wide Library Service?
- Commissioned or Trust?

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