

Appendix 3 - Library Service Comparison

The existing services

Opening Times

Current library opening hours are:

Monday	9am-6pm
Tuesday	9am-6pm
Wednesday	9am-5pm
Thursday	10am-6pm
Friday	9am-5pm
Saturday	9am-4pm
Total	49 hours per week

Sundays and Bank Holidays - closed.

The Revised Service

Opening Times

Central Library opening hours

Proposed opening hours for the new Central Library service will be:

Monday	9am-7pm
Tuesday	9am-7pm
Wednesday	9am-7pm
Thursday	9am-7pm
Friday	9am-7pm
Saturday	9am-5pm
Sunday	10am-3pm
Total	63 hours per week

Quick Picks opening hours

The Quick Picks area of library will be open during normal Dolphin Centre opening hours;

Monday - Friday	6:30am - 10:30pm
Saturday and Sunday	8am - 7:30pm
Bank Holidays	10am - 4:30pm

Local Studies

The Centre for Local Studies is proposed to have different opening hours. Please visit the Local Studies proposal for more information.

Which opening hours best suit you?

We want to know what opening hours would best suit you. Let us know by visiting the Have Your Say section of the website. We are keen to know if there are any particular opening hours that would impact on your ability to use the library.

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The existing services	The Revised Service																				
<p><u>Design, layout, and floor space</u></p> <p>The total public space allocated to library services within the Crown Street building is 931m².</p> <p>Floor space breakdown:</p> <table> <tr> <td>Centre for Local Studies</td><td>131m²</td></tr> <tr> <td>Children's Library</td><td>146m²</td></tr> <tr> <td>Adults Lending</td><td>262m²</td></tr> <tr> <td>Reference library</td><td>156m²</td></tr> <tr> <td>Art Gallery</td><td>93m²</td></tr> <tr> <td>ICT area</td><td>143m²</td></tr> </table> <p><u>Floor plans;</u></p> <ul style="list-style-type: none"> • Ground Floor [PDF Document] • First Floor [PDF Document] 	Centre for Local Studies	131m ²	Children's Library	146m ²	Adults Lending	262m ²	Reference library	156m ²	Art Gallery	93m ²	ICT area	143m ²	<p><u>Design, layout, and floor space</u></p> <p>The total public space allocated to library services within the Dolphin Centre is 784m².</p> <p>Floor plans and artist impressions of the library can be found on our plans page.</p> <p>Floor space breakdown:</p> <table> <tr> <td>Centre for Local Studies</td><td>91m²</td></tr> <tr> <td>Combined floor space for Adults Lending, Children's Library & Study Space including ICT</td><td>521m²</td></tr> <tr> <td>Quick picks area</td><td>104m²</td></tr> <tr> <td>Reference library</td><td>68m²</td></tr> </table> <p><u>Floor plans;</u></p> <ul style="list-style-type: none"> • Ground Floor [PDF Document] • First Floor [PDF Document] 	Centre for Local Studies	91m ²	Combined floor space for Adults Lending, Children's Library & Study Space including ICT	521m ²	Quick picks area	104m ²	Reference library	68m ²
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<p><u>Lending Services</u></p> <p>Lending services include books, DVD, CDs, audio, spoken word, and language courses.</p> <p>Catalogue</p> <p>From an overall catalogue of 77,000 stock items for loan, Crown Street has around 46,000 items on display.</p>	<p><u>Lending Services</u></p> <p>Lending services include books, DVD, CDs, audio, spoken word, and language courses.</p> <p>Catalogue</p> <p>From an overall catalogue of 77,000 stock items for loan, the new Central Library within the Dolphin Centre will have around 40,000 items on display.</p>																				

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<p><u>Reference library</u></p> <p>Items in the library The Reference Library holds 26,800 items that cannot be taken out of the library.</p> <p>Access to items Commonly used items are on display and readily available.</p> <p>Opening Hours Opening hours are the same as the Crown St Library:</p> <table> <tr><td>Monday</td><td>9am-6pm</td></tr> <tr><td>Tuesday</td><td>9am-6pm</td></tr> <tr><td>Wednesday</td><td>9am-5pm</td></tr> <tr><td>Thursday</td><td>10am-6pm</td></tr> <tr><td>Friday</td><td>9am-5pm</td></tr> <tr><td>Saturday</td><td>9am-4pm</td></tr> </table> <p>Facilities A number of facilities are available in the reference library including;</p> <ul style="list-style-type: none"> • Free, quiet study space • Fax service • Photocopying service • Scan and email service. 	Monday	9am-6pm	Tuesday	9am-6pm	Wednesday	9am-5pm	Thursday	10am-6pm	Friday	9am-5pm	Saturday	9am-4pm	<p><u>Reference library</u></p> <p>Items in the library The Reference Library will hold 26,800 items that cannot be taken out of the library.</p> <p>Access to items Commonly used items are on display and readily available.</p> <p>Opening hours Opening hours will be the same as the new central library;</p> <table> <tr><td>Monday</td><td>9am-7pm</td></tr> <tr><td>Tuesday</td><td>9am-7pm</td></tr> <tr><td>Wednesday</td><td>9am-7pm</td></tr> <tr><td>Thursday</td><td>9am-7pm</td></tr> <tr><td>Friday</td><td>9am-7pm</td></tr> <tr><td>Saturday</td><td>9am-5pm</td></tr> <tr><td>Sunday</td><td>10am-3pm</td></tr> </table> <p>Facilities A number of facilities are available in the reference library including;</p> <ul style="list-style-type: none"> • Free, quiet study space • Fax service • Photocopying service • Scan and email service. 	Monday	9am-7pm	Tuesday	9am-7pm	Wednesday	9am-7pm	Thursday	9am-7pm	Friday	9am-7pm	Saturday	9am-5pm	Sunday	10am-3pm
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The existing services	The Revised Service								
<p><u>Staff numbers</u></p> <p>The current number staff available within Crown Street library is;</p> <table> <tr> <td>Centre for Local Studies</td><td>2 people</td></tr> <tr> <td>Lending, Children's, ICT and Reference</td><td>Up to 6 people</td></tr> </table>	Centre for Local Studies	2 people	Lending, Children's, ICT and Reference	Up to 6 people	<p><u>Staff numbers</u></p> <p>he proposed number staff available within the Central Library will be;</p> <table> <tr> <td>Centre for Local Studies</td><td>1 person</td></tr> <tr> <td>Lending, Children's, ICT and Reference</td><td>Up to 4 people</td></tr> </table> <p>The introduction of 3 self service machines and the availability of the Dolphin Centre Duty Manager will ease the impact of the reduction in staff numbers.</p>	Centre for Local Studies	1 person	Lending, Children's, ICT and Reference	Up to 4 people
Centre for Local Studies	2 people								
Lending, Children's, ICT and Reference	Up to 6 people								
Centre for Local Studies	1 person								
Lending, Children's, ICT and Reference	Up to 4 people								
<p><u>Art Gallery</u></p> <p>An art gallery is currently included within Crown Street and open during library opening times.</p> <p>The Council's art collection is currently stored in Crown St.</p>	<p><u>Art Gallery</u></p> <p>At the current time there are no plans to provide an art gallery. The Council continues to explore options that could enable the provision of a gallery at no cost to the Council.</p> <p>The Council's art collection will be stored in the Town Hall.</p>								
<p><u>Baby change / Parent and baby room</u></p> <p>A pull down baby change unit is available within the female toilet.</p>	<p><u>Baby change / Parent and baby room</u></p> <p>A dedicated parent and baby room on the first floor, complemented by other baby change points throughout the Dolphin Centre.</p>								
<p><u>Bookstart Rhymetime sessions</u></p> <p>Five free Bookstart Rhymetime sessions a week.</p>	<p><u>Bookstart Rhymetime sessions</u></p> <p>Five free Bookstart Rhymetime sessions a week.</p> <p>The service will initially remain the same, but opportunities will be sought to further expand the programme and maximise the benefits of co-location.</p>								

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The existing services	The Revised Service						
<p><u>Buggy store</u></p> <p>The rear of the Children's Library is used as a buggy store.</p>	<p><u>Buggy store</u></p> <p>An additional buggy store will be located next to the central library within the Dolphin Centre.</p>						
<p><u>Catering facilities</u></p> <p>No food and drinks services available.</p>	<p><u>Catering facilities</u></p> <p>A comprehensive range of food and drinks will be available within the Dolphin Centre;</p> <table border="1" data-bbox="1120 547 1592 759"> <tr> <td>Monday to Friday</td><td>8am-10pm</td></tr> <tr> <td>Saturday</td><td>8am to 7:30pm</td></tr> <tr> <td>Sunday</td><td>10am to 7:30pm</td></tr> </table>	Monday to Friday	8am-10pm	Saturday	8am to 7:30pm	Sunday	10am to 7:30pm
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The existing services	The Revised Service																												
<p><u>Centre for Local Studies</u></p> <p>Floor space: Centre for Local Studies floor space - 131m²</p> <p>Staff: Two members of staff.</p> <p>Collection: The Centre for Local Studies maintains a collection of more than 205,000 items in various formats. The service provides and support users to access a range of specialist materials, some digitised via stand-alone computers and the Internet.</p> <p>Opening Hours:</p> <table> <tr><td>Monday</td><td>9am - 6pm</td></tr> <tr><td>Tuesday</td><td>9am - 6pm</td></tr> <tr><td>Wednesday</td><td>9am - 5pm</td></tr> <tr><td>Thursday</td><td>10am - 6pm</td></tr> <tr><td>Friday</td><td>9am - 5pm</td></tr> <tr><td>Saturday</td><td>9am - 4pm</td></tr> <tr><td>Sunday</td><td>Closed</td></tr> </table> <p>Booking: Booking not required.</p> <p>Access: The majority of items of the collection are available with instant access. Additional Local Studies material stored in the basement of the library.</p>	Monday	9am - 6pm	Tuesday	9am - 6pm	Wednesday	9am - 5pm	Thursday	10am - 6pm	Friday	9am - 5pm	Saturday	9am - 4pm	Sunday	Closed	<p><u>Centre for Local Studies</u></p> <p>Floor space: Centre for Local Studies floor space - 91m²</p> <p>Staff: One member of staff.</p> <p>Collection: The Centre for Local Studies maintains a collection of more than 205,000 items in various formats. The service will provide and support users to access a range of specialist materials, some digitised, via stand-alone computers and the internet.</p> <p>Opening Hours (30 hours per week):</p> <table> <tr><td>Monday</td><td>Closed</td></tr> <tr><td>Tuesday</td><td>9am - 12pm and 12:30pm - 3:30pm</td></tr> <tr><td>Wednesday</td><td>9am - 12pm and 12:30pm - 3:30pm</td></tr> <tr><td>Thursday</td><td>9am - 12pm and 12:30pm - 3:30pm</td></tr> <tr><td>Friday</td><td>9am - 12pm and 12:30pm - 3:30pm</td></tr> <tr><td>Saturday</td><td>9am - 12pm and 12:30pm - 3:30pm</td></tr> <tr><td>Sunday</td><td>Closed</td></tr> </table> <p>Booking: Booking will be required for all machines and some stock.</p> <p>Access: Regularly used items of the collection will be available with instant access, however most items will be available only upon request by appointment. It is proposed to store additional Local Studies material in Bennet House, which is adjacent to the Dolphin Centre. The Centre for Local Studies will be where the Register Office was previously located (at the rear of the Dolphin Centre) and will have independent access via Bull Wynd.</p>	Monday	Closed	Tuesday	9am - 12pm and 12:30pm - 3:30pm	Wednesday	9am - 12pm and 12:30pm - 3:30pm	Thursday	9am - 12pm and 12:30pm - 3:30pm	Friday	9am - 12pm and 12:30pm - 3:30pm	Saturday	9am - 12pm and 12:30pm - 3:30pm	Sunday	Closed
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<p><u>Changing facilities for adults with complex needs</u></p> <p>None.</p>	<p><u>Changing facilities for adults with complex needs</u></p> <p>The Dolphin Centre is the town centre venue for changing facilities for adults with complex needs.</p>
<p><u>Children's library</u></p> <p>Core services The Children's Library offers children's and young people's book stock from birth including:</p> <ul style="list-style-type: none"> • Baby board books & picture books • Children & Young People's fiction and non-fiction. • Dual language books • Large print & braille books • Stories on CD, music CDS & DVDs. • Weekly storytime & craft activity • Multi-sensory book bags. <p>Bookstart Bear Club Pre-school children become members of the Bookstart Bear Club, collecting stickers and certificates.</p> <p>School visits The service offers a visit to every Reception school class in Darlington.</p> <p>Teen area There is also a small Teens Area currently located at the back of the Children's Library.</p>	<p><u>Children's library</u></p> <p>Part of the new Library is designed specifically for children, with a modern and vibrant environment.</p> <p>Core services The core service for children and young people will remain the same including:</p> <ul style="list-style-type: none"> • Baby board books & picture books • Children & Young People's fiction and non-fiction. • Dual language books • Large print & braille books • Stories on CD, music CDS & DVDs. • Weekly storytime & craft activity • Multi-sensory book bags. • Multi-sensory area <p>Bookstart Bear Club The Bookstart Bear Club will continue.</p> <p>School visits Visits to every Reception school class in Darlington will continue.</p> <p>Activities There is also a broader range of other programmed activities available within the Dolphin Centre.</p> <p>Teen area There will be a separate Teen Zone.</p> <p>Wider benefits There is also a range of other facilities and activities for young people in the Dolphin Centre.</p>

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The existing services	The Revised Service
<p><u>Community use</u></p> <p>Core service</p> <p>The service offers a range of activities for adults including:</p> <ul style="list-style-type: none"> • reading groups, including one for those with a visual impairment • author visits • local history talks • arts and crafts • exhibitions • weekly knitting group • weekly keep fit class for those just starting to exercise <p>Dementia Hub and Hearing Care Clinic</p> <p>A Dementia Hub operates from the library once a month, providing information and advice, staffed by a member of the Dementia Action Alliance.</p> <p>A hearing care clinic is held monthly, however, the provider has changed and the clinic may or may not continue as a result of this.</p>	<p><u>Community use</u></p> <p>Core service</p> <p>The core service for adults will initially remain the same, but opportunities will be sought to further expand the programme and maximise the benefits of co-location.</p> <p>Dementia Hub and Hearing Care Clinic</p> <p>It is envisaged that the Dementia Hub and the Hearing Care Clinic will all continue at the new Central Library, but this will be confirmed by the individual groups.</p>
<p><u>Housebound service and Residential service</u></p> <p>The Housebound Service provides materials for those who are unable to use a library due to illness, disability or frailty. Items are delivered direct to a customer's home.</p> <p>The Residential Service offers a regularly changing collection of books to residential care establishments for use by their residents.</p>	<p><u>Housebound service and Residential service</u></p> <p>These services will continue to operate from the new library within the Dolphin Centre, but will be renamed the Home Library Service.</p> <p>Customers will have access to the same range of materials as those found in the Central Library.</p>

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The existing services	The Revised Service				
<p><u>ICT provision</u></p> <p>Computers 46 computers are available for public use. There are no computers in the Children's Library at Crown St. All library members are entitled to half an hour free computer use. Those in receipt of Job Seeker's Allowance get one hour free. Members and non-members may pay for additional time at £1 per half hour.</p> <p>Courses Weekly computer courses are on offer to enhance employment opportunities.</p> <p>Wifi Free Wi-Fi is available. There are a range of points within Crown St where people can use their own devices.</p> <p>Online subscriptions Online subscriptions are also available.</p>	<p><u>ICT provision</u></p> <p>Computers The existing 46 computers will be available on the first floor during normal library opening hours. An additional 10 computers will be available for express ICT usage and library catalogue in the Quick Picks area (located on the ground floor next to the Dolphin Centre reception), and will be available during Dolphin Centre opening hours which are;</p> <table border="1"> <tr> <td>Monday - Friday</td><td>6:30am to 10:30pm</td></tr> <tr> <td>Saturday and Sunday</td><td>8am to 7:30pm</td></tr> </table> <p>An additional four new computers will be provided in the Children's Library. All library members will be entitled to half an hour free computer use. Those in receipt of Job Seeker's Allowance will have one hour free. Members and non-members may pay for additional time at a charge of £1 per half hour.</p> <p>Courses Weekly computer courses are on offer to enhance employment opportunities.</p> <p>Wifi Free Wi-Fi is available. There will be a range of points within the Dolphin Centre where people can use their own devices.</p> <p>Online subscriptions Online subscriptions will also be available.</p>	Monday - Friday	6:30am to 10:30pm	Saturday and Sunday	8am to 7:30pm
Monday - Friday	6:30am to 10:30pm				
Saturday and Sunday	8am to 7:30pm				
<p><u>Informal break out spaces for activities</u></p> <p>There are limited break out areas in the Crown Street building.</p>	<p><u>Informal break out spaces for activities</u></p> <p>The Dolphin Centre has a range of informal areas available for social activities.</p>				

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<p><u>Learning and Skills</u></p> <p>The Learning and Skills team offers a range of courses delivered in the library ranging from functional skills and computer literacy to languages and arts.</p>	<p><u>Learning and Skills</u></p> <p>It is envisaged that the Learning and Skills team's range of courses will all continue at the new Central Library, however this will be confirmed by the Learning and Skills team.</p>
<p><u>Library Access</u></p> <p>Crown Street has three entrances, two that are accessed via a flight of steps, and one lift/disabled access.</p>	<p><u>Library Access</u></p> <p>The main entrance to the new Central Library will be through the main entrance to the Dolphin Centre (via the market square), with a supplementary entrance via Bull Wynd. Internal lift access is within the Dolphin Centre.</p>
<p><u>Meeting room hire</u></p> <p>Crown St has one meeting room available for hire, the current charge is £15 per hour.</p>	<p><u>Meeting room hire</u></p> <p>The meeting space will not be provided in the new library area, however, some of the library space will be available for hire outside library opening hours.</p> <p>There are also alternative meeting rooms for hire within the Dolphin Centre, at comparable prices.</p>

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<p><u>Quick picks (easy access to popular books)</u></p> <p>A small selection of 'quick picks' (popular books) are available on the counter in the Lending Library.</p> <p>This service is available during library opening hours.</p> <table> <tr> <td>Monday</td><td>9am-6pm</td></tr> <tr> <td>Tuesday</td><td>9am-6pm</td></tr> <tr> <td>Wednesday</td><td>9am-5pm</td></tr> <tr> <td>Thursday</td><td>10am-6pm</td></tr> <tr> <td>Friday</td><td>9am-5pm</td></tr> <tr> <td>Saturday</td><td>9am-4pm</td></tr> </table>	Monday	9am-6pm	Tuesday	9am-6pm	Wednesday	9am-5pm	Thursday	10am-6pm	Friday	9am-5pm	Saturday	9am-4pm	<p><u>Quick picks (easy access to popular books)</u></p> <p>A separate 'quick picks' area will be available on the ground floor of the Dolphin Centre.</p> <p>This will be an automated, self-service area where users can pick up 'popular' books or return books. There will also be 10 computers available for express, drop-in use.</p> <p>Opening hours</p> <p>The Quick Picks area will be available during Dolphin Centre opening hours:</p> <table> <tr> <td>Monday - Friday</td><td>6:30am - 10:30pm</td></tr> <tr> <td>Saturday and Sunday</td><td>8am - 7:30pm</td></tr> <tr> <td>Bank Holidays</td><td>10am - 4:30pm</td></tr> </table>	Monday - Friday	6:30am - 10:30pm	Saturday and Sunday	8am - 7:30pm	Bank Holidays	10am - 4:30pm
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Bank Holidays	10am - 4:30pm																		
<p><u>Reservations and requests</u></p> <p>If the requested item is on loan, a reservation fee of 50p (25p concession) is charged.</p> <p>Items not in stock can be borrowed from another library through the inter-library loans system; there is a charge of £5.00 for this service.</p>	<p><u>Reservations and requests</u></p> <p>This will remain the same. If the requested item is on loan, a reservation fee of 50p (25p concession) will be charged.</p> <p>Items not in stock can be borrowed from another library through the inter-library loans system; there is a charge of £5.00 for this service.</p>																		
<p><u>Toilet facilities</u></p> <p>One single male toilet and one single female toilet with disabled access.</p>	<p><u>Toilet facilities</u></p> <p>Seven male toilets, seven female toilets, and two toilets with disabled access are available on the first floor within close proximity to the central library. Significantly more toilets will be available elsewhere within the Dolphin Centre.</p>																		

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The existing services	The Revised Service
<p><u>Working with schools groups</u></p> <p>The library has a close working relationship with schools, hosting class visits and specialist sessions. School groups can also visit the library as part of their literacy programme.</p>	<p><u>Working with schools groups</u></p> <p>The service will initially remain the same, but opportunities will be sought to further expand the programme and maximise the benefits of co-location.</p>
<p><u>Our vision for the library service</u></p> <p>N/A</p>	<p><u>Our vision for the library service</u></p> <p>We aim to provide a sustainable, accessible and inclusive library service for you by:</p> <ul style="list-style-type: none"> • Encouraging more people of all ages and backgrounds to use the library • Increasing the number of computers and improving ICT facilities • Continuing to look after, and give residents access to, the Local Studies Centre • Providing an outreach library for those residents who cannot attend the library • Moving the service to the Dolphin Centre, maximising the benefits of both services being together in the town centre.