

Appendix C

Slough library service opening times 2023/24

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
The Curve	9am to 5pm Library staff & self-service ¹	10am to 6pm Library staff & self-service ¹	9am to 5pm Library staff & self-service ¹	9am to 5pm Library staff & self-service ¹	9am to 5pm Library staff & self-service ¹	10am to 5pm Library staff & self-service ¹
No. of library staff	Week 1 = 3 Week 2 = 4	Week 1 = 4 Week 2 = 4	Week 1 = 3 Week 2 = 2.5	Week 1 = 2.5 Week 2 = 3.5	Week 1 = 3 Week 2 = 3	Week 1 = 5 Week 2 = 4 Last Saturday = 3
Britwell Hub	9am to 5pm Self-service only ²	9am to 5pm Self-service only ²	9am to 5pm Self-Service only ²	9am to 5pm Self-Service only ²	9am to 5pm Self-Service only ²	10am to 4pm Last Saturday of the month only
No. of library staff	No library staff	No library staff	No library staff	No library staff	No library staff	Last Saturday = 2
Langley Library	10am to 5pm Library staff & self-service	10am to 5pm Library staff & self-service	10am to 5pm Library staff & self-service	CLOSED	10am to 4pm Library staff & self-service	10am to 4pm 3rd & 4 th week (to allow councillor surgeries) Library staff & self-service
No. of library staff	Week 1 = 2 Week 2 = 2	Week 1 = 2 Week 2 = 2	Week 1 = 2 Week 2 = 2		Week 1 = 2 Week 2 = 2	Week 1 = 3 Week 2 = 3 Last Saturday = 2
Cippenham Library	CLOSED	10am to 5pm Library staff & self-service	10am to 5pm Library staff & self-service	10am to 5pm Library staff & self-service	CLOSED	10am to 4pm 1 st & 2 nd week (to allow councillor surgeries) Library staff & self-service
No. of library staff		Week 1 = 2 Week 2 = 2	Week 1 = 2 Week 2 = 2	Week 1 = 3 Week 2 = 3		Week 1 = 3 Week 2 = 3

Leave and sickness in front line team will be covered by Library management team (Service Manager, Outreach Officer, and Business Support Officer). Small number of library staff are in a pool to backfill these minimum staff levels. Volunteers will support staff to maintain these opening hours.

¹ Assume that Facilities Officer, Community Learning and Registrar Services continue to operate as they have been in 2022/23

² Assume that Facilities Officer, Customer Service and Housing Need Services continue to operate as they have been in 2022/23

Lessons learnt from 2022/23

In March 2022 the Library Service proposed a series of opening hours which Cabinet agreed. Unfortunately the proposed opening times were not able to be delivered and officers have reviewed what happened during 2022/23 so residents and Councillors can be assured that the new proposals are deliverable.

During the implementation planning phase of the proposed hours a number of new HR risks became apparent. Many library staff posts are part-time and did not easily match the proposed hours. Staff were able to be flexible about the hours and days they worked, but the service was holding many vacant posts which limited our ability to cover the proposed hours. This led to ad-hoc closures of libraries and changes to the times buildings were able to be open.

The new proposal for 2023/24 has been built from a more stable financial foundation and a stable staff cohort. This means that there is a high level of confidence that the hours proposed will be delivered. If/when posts become vacant the service will be able to recruit to fill these quickly. The library service management team will provide a first line of back-up to ensure libraries remain open at the stated times. The wider staff group across the Place and Community Directorate will provide a second line of back up with certain posts identified as being able to work from library buildings in the short term (initially) to ensure that library staff do not work alone in these locations. During 2023/24 discussions will continue with more teams to identify planned co-location opportunities to make sure the library buildings are open at the advertised times.

Some effective co-location already happens (for example, Library Services, Community Learning & Skills and Facilities Officers at The Curve). Where this co-location is identified as a dependency, we will build on this to improve and strengthen it. Process notes and guides will be developed between co-located services to make sure officers know how to help and support each other.