

HAMPSHIRE COUNTY COUNCIL

Officer Decision Record

Decision Maker:	Director of Children's Services
Date:	17 May 2023
Title:	Library Service Membership & Charges Review
Report From:	Sharon Stewart-Smith

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1. The decision:

- 1.1. That the Director of Children's Services approves the recommended changes to the Library Service membership offer and charges to;
- implement a simplified and standardised membership offer
 - uplift charges for overdue loans, reservations and the Annual Audiobook membership
 - remove audiobook reservation charges for the Annual Audiobook members.

2. Reasons for the decision:

- 2.1. Over time the Library Service membership offer has expanded to meet changing needs, but these changes have developed in isolation meaning the membership offer has become large and complicated, and often difficult for staff and customers to understand and use effectively. The proposed changes provide a simplified and standardised offer that is clear, consistent and fair, whilst maintaining a key income stream and protecting customers and stock.
- 2.2. Charges for overdue loans, reservations and the Annual Audio membership contribute to Hampshire Library Services budgeted income which is essential in delivering the service. All charges are reviewed on an annual basis through a benchmarking exercise. The recommended uplift of charges for 2023/24 and removal of the audiobook reservation charge for the Annual Audiobook membership is anticipated to increase the Library Service income for overdue charges, reservation charges and subscription charges only by approximately 10%, in line with recent inflation changes.
- 2.3. Removal of the audiobook reservation charge for the Annual Audiobook membership is recommended to improve access to specialist stock for all customers, regardless of their location, ensuring a fairer offer.
- 2.4. It is recognised the proposal to uplift some charges may have an impact on some customers, a mitigation for this is a recommended change in the

membership offer to reduce the number of loans and reservations a customer can have at any one time, therefore reducing the amount of charges a customer can accrue on overdue loans and reservations.

3. Other options considered and rejected:

3.1. Not applicable.

4. Conflicts of interest:

4.1. Conflicts of interest declared by the decision-maker: Not applicable.

4.2. Conflicts of interest declared by other Executive Members consulted: Not applicable.

5. Dispensation granted by the Conduct Advisory Panel:

5.1. None.

6. Reason(s) for the matter being dealt with if urgent:

6.1. Not applicable.

7. Statement from the decision maker:

Approved by:



Date:

17 May 2023

Stuart Ashley
Director of Children's Services