

Appendix 1

Budget 2010-2011 Introduction of Self Service Machines at Libraries

Proposal

To introduce self service machines for the issuing and discharging of library materials at Buckie, Elgin, Forres and Keith Libraries.

The use of self service:

- Allows borrowers to carry out essential transactions without staff intervention
- Avoids queues building up at busy periods
- Encourages borrowers to access modern technology for online services, be more confident and competent in its use and more willing to access further online services
- Reduces staffing levels, while also releasing staff to support library users in reading choices, finding information or accessing online council services
- Allows libraries to retain essential opening hours, while reducing costs and adding value to the users' experience
- Supports promotion and delivery of online council services

The introduction of self service is already underway in Elgin, Aberlour and Portknockie Libraries and earmarked for Burghead, Dufftown and Rothes Libraries following their integration/upgrading, with this funded through a Scottish Government Public Library Quality Improvement Grant.

A detailed review of existing performance and staffing levels has identified that by introducing self service and associated training and promotional programmes, staffing levels can be reduced without detriment to the users' experience and with positive advantages particularly in relation to the Council's commitment to online services.

Activity 2008-2009

| | Issues | Staff Hours Hours | ¹ Issues Per Staff Member Per Hr | Revised Staff Hours | % Decrease |
|--------|---------|----------------------|---|---------------------------|------------|
| Buckie | 61,312 | 103.50 | 11.62 | 90.50 | 12.56* |
| Elgin | 237,908 | 200.00 | 23.32 | 178.00 | 11.00 |
| Forres | 91,033 | 138.50 | 12.89 | 124.50 | 10.10 |
| Keith | 37,741 | 72.75 | 10.17 | 62.75 | 13.70* |

¹ The number of items processed should be doubled to take into account the return of materials.

* Buckie & Keith have experienced further cuts of 5 and 6 hours respectively due to Friday evening closures.

It is anticipated, from the experience of other authorities, that self service in the initial stages will account for 14-20% of issues, assuming appropriate promotion and that the busier the library the higher that percentage will be.

Hence in those libraries earmarked for self service, staff savings can be made, while still releasing essential time to deliver council and service priorities or to ensure agreed opening times can be maintained with minimal staffing levels. In the case of Elgin the introduction of self service can ensure staff reductions while addressing the difficulties in coping with current demand.

Savings

Recurring savings through the sensible application of self service have been identified as follows and have been agreed as part of the council's budget for 2010-2011 and onwards.

| | | |
|--------|----------|---------------------|
| Buckie | 13 hours | |
| Forres | 14 hours | |
| Elgin | 22 hours | |
| Keith | 10 hours | |
| | 59 hours | c£31,000 at Grade 3 |

Costs

Initial costs are as follows, with potential replacement being based on a 5 year programme. The costs for Elgin have already been met.

| | |
|---------------------------------------|---------------|
| 3 Self Service Machines @ £6,000 each | £18,000 |
| 3 Workstations | £300 |
| 3 Trolleys | £546 |
| 3 Talis Bridge Connections | <u>£3,000</u> |
| | £21,847 |

Annual recurring costs:

| | |
|------------------------|-------------|
| Talis | £800 |
| 2CQR Maintenance Costs | <u>£800</u> |
| | £1,600 |

Hence:

| | |
|-------------------------------------|----------|
| Cost over 5 year period (Years 1-5) | £29,847 |
| Staff saving over 5 year period | £155,000 |

| | | |
|------------|----------|---|
| Net saving | £125,153 | for initial capital investment of £21,847 |
|------------|----------|---|

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|--------------------------------------|---------|--|
| Cost over 5 year period (Years 6-10) | £38,847 | includes replacement machine for Elgin |
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| Net saving | £116,153 |
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