IFLA Public Libraries Satellite

IFLA Public Libraries Satellite: Public library futures in a global digital world

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Library of Birmingham, UK
Hospital based library book lending: a UK first

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Book-lending machine
A different way to provide library services

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Context

- budget cuts
- austerity measures
- changing lifestyles
- 24/7 on-demand society
- challenge to do more with less
- different ways to deliver services
About Warwickshire libraries

- We currently provide a three-tier service
- Library Hubs in three main centres of population
- Local Libraries in 16 towns and neighbourhoods
- Library Direct - online, mobile and outreach services
- We also support to 12 community-led libraries
Facts and figures

- More than half the Warwickshire population has a library card
- We stock more than one million books for free loan to members
- Last year 25,000 people attended more than 2,000 library events

Every day our libraries:
- Welcome around 9,000 library visitors
- Lend out around 10,000 books and other loan items
- Handle around 1,600 enquiries
- Provide around 1,700 public computer sessions

Each year the online library receives:
- 900,000 searches
- 50,000 requests
- 260,000 renewals
Hospital partnership

Putting library services where people are

- Machine installed at George Eliot Hospital in Nuneaton
- Full-time equivalent of 1,800 staff
- 245,000 patients a year plus visitors
- Community larger than many Warwickshire villages
- Hospital volunteers handle day-to-day operations
About the machine

24-hour self-service library in local hospital

- Holds up to 400 books
- Takes returns
- Quick and easy to use
- RFID technology
- Linked to management system and borrower records
- Believed to be the first of its kind in the UK
Getting there
A lot to sort out and a long lead-in time

• Funding - £100,000 up and running
• Custom-built machine
• Linked to library management system
• Sound business case essential
• Manageable on-costs a key consideration
• Procedures manual and volunteer training
• Joint project team
• Memorandum of Understanding
Why it makes sense

Benefits of the book vending machine

• Serves multiple audiences in a non-library setting
• Open 24 hours a day
• Attracts new and lapsed library members
• Extends library services with no extra staff
• Supports wider health and well-being agenda
• Promotes reading and library use in a target area
• Provides a platform for other joint projects
Making changes
Can you spot the difference?
Conclusion

Certainly worth considering

- Significant investment in tough financial times
- Minimal staffing and low on-costs
- New technology enhancing real library services
- Potential to deliver services in new places and new ways
- Promotes books and reading to wider audiences
- Potential to target specific areas or priorities
- Reaches people who do not use libraries
- Attracts new and lapsed library members
Video
Any questions?

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