CLACKMANNANSHIRE COUNCIL

Report to Scrutiny Committee

Date: 10th September 2009

Subject: Learning Centres & Learning Access Points – number of users

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Report by: Head of Education & Community Services

1.0   Purpose

1.1.   The purpose of this paper is to provide the Scrutiny Committee with the information and comment which it requested in relation to a Statutory Performance Indicator relating to the number of users of Learning Centres and Learning Access Points.

2.0   Recommendations

2.1.   The members of the Scrutiny Committee are asked to note the contents of this paper.

3.0   Considerations

3.1   A previous report to the Scrutiny Committee (Scrutiny Committee Annual Plan, 21st May 2009) noted a fall in the numbers of users of Learning Centres and Community Access Points in 2008/2009. The Council's Learning Centres and Learning Access Points are, essentially, its libraries and Tillicoultry Community Centre. The users referred to are members of the public accessing the internet through computer systems available in the library and other settings.

3.2   Members of the public access these systems for a variety of purposes; they use generic, e.g. word processing software, email and the worldwide web more generally. There is a small charge to users for this service. The worldwide web is accessed through a system call 'WEB4U'.Their access is regulated by firewalls which preclude users accessing inappropriate websites.

3.3   Library and other staff provide users with occasional support in their use of the systems. Library staff have been trained in the use of the systems; they were trained using the 'European Computer Driving Licence'; there is some evidence emerging that this training needs to be brought up-to-date. Actions are being planned to undertake this work in the remainder of this financial year.

3.4　Members of the public, as well as accessing systems in the way outlined above, can access organised training courses run by peripatetic ICT tutors, we have two of these, and by enrolling in courses provided by the Clackmannanshire Training & Learning Centre.

3.5　For approximately 6 weeks during 2008/2009 the systems used by members of the public in libraries were replaced; the new systems used a new operating system. This was not compatible with the version of 'WEB4U' which had been running on the old machines; the new operating system had to be uninstalled and the old system reinstalled to allow 'WEB4U' to keep running. There were also some changes which had to be made to the server

3.6　The number of users in the period April to June 2009 was 7,990. This implies an annual level of use of approximately 32,000 This level of use would be higher if people attending organised courses were also to be taken into account in calculating the user percentage. The equivalent figures for the period April to June 2008 and for the financial year 2008/2009 were 6,902 and 27,600.

3.7　The actions taken to address the system issues referred to above have been effective in securing higher and increasing levels of community access to ICT facilities in libraries and CAPs and community centres.

4.0　Sustainability Implications

4.1.　None

5.0　Resource Implications

5.1.　Financial Details

5.2.　None

5.3.　Staffing

5.4.　None

6.0　Declarations

The recommendations contained within this report support or implement our Corporate Priorities and Council Policies.

(1)　**Our Priorities 2008 - 2011**(Please tick ☑)

The area has a positive image and attracts people and businesses	☐
Our communities are more cohesive and inclusive	☑
People are better skilled, trained and ready for learning and employment	☑
Our communities are safer	☐
Vulnerable people and families are supported	☐
Substance misuse and its effects are reduced	☐
Health is improving and health inequalities are reducing	☐
The environment is protected and enhanced for all	☐

The Council is effective, efficient and recognised for excellence ☑

(2)   Council Policies (Please detail)

7.0   Equalities Impact

7.1   Have you undertaken the required equalities impact assessment to ensure that no groups are adversely affected by the recommendations?

Yes ☑   No ☐

8.0   Legality

8.1   In adopting the recommendations contained in this report,   Yes ☑
the Council is acting within its legal powers.

9.0   Appendices

9.1   Please list any appendices attached to this report. If there are no appendices, please state "none".

None

10.0   Background Papers

10.1   Have you used other documents to compile your report? (All documents must be kept available by the author for public inspection for four years from the date of meeting at which the report is considered)

Yes ☐ (please list the documents below) No ☑

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Approved by

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