Appendix C continued

Library Review Consultation Report
Appendices

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Appendix 1

Consultation Events for Library Review Consultation Oct 13 – Jan 14

Aim of the Consultation

- To fully explain and gather opinion on the library review proposals with a wide variety of Sheffield citizens covering different geographical locations and protected and minority groups.

Approaches taken to generate feedback

- Opportunity for citizens to contribute their feedback in a variety of ways; including an online questionnaire available on Sheffield City Council website, telephone or email the Quality Team to give feedback, host a focus group with client group with support from quality team, quality team lead on facilitating focus group, quality team present at events/large venues to engage with the general public and 1-1 appointments available with quality team. The following are events planned and facilitated by the quality team:

Organisation / Event	Geographical Location	Group type	Approach	Date
50+ Group	All areas	Older citizens	Presentation and Q&A session facilitated	15/10/13
People's Parliament	All areas	Learning Disabilities	Awareness raising of how to contribute to consultation	18/10/13
LD Partnership Board	All areas	Learning Disabilities	Given information to disseminate with clients	21/10/13
Sheffield Jesus Centre Church group	Broomhill / central	Mental Health/ Learning Disabilities	Presentation and Q&A session and drop in 1-1 apts.	02/11/13

1

Organisation / Event	Geographical Location	Group type	Approach	Date
Carers Health & Well Being Event	All areas	Carers	Article in carers newsletter and attendance at event to distribute surveys	08/11/13
Shout session	All areas	LGBT	Offered to facilitate a focus group. Group organiser disseminated information sent instead	Oct 13
Disability Sheffield – the Centre for Independent Living	All areas	Disabled adults	Offered to facilitate a focus group. Group organiser disseminated information sent instead	Nov 13
Chinese Community Group	Highfields	Local Chinese Community	Offered to facilitate a focus group but they are happy to run their own group and give feedback.	Nov 13
Howden House First Point	Central	All	On site consultation to 45 people – 32 took postcards & 13 took paper surveys	18/11/13
HealthWatch Launch Event	Central	All	Facilitating a stall to engage interested people in consultation	18/11/13
SAVE Event	All areas	Vulnerable & excluded adults	On agenda to talk about consultation and Q&A to promote taking part	22/11/13
SCC Black Workers Forum	All areas	BME communities	On agenda to talk about consultation and Q&A to promote taking part	25/11/13
Social Studies Group	Stocksbridge	Stocksbridge & Deepcar Townswomen Guild	Presentation and Q&A session facilitated	25/11/13

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Organisation / Event	Geographical Location	Group type	Approach	Date
Crystal Peaks First Point	South East	All	Pop up consultation	26/11/13
Sheffield Foyer	Norfolk Park	All	Facilitated a stall at their Christmas Fayre	29/11/13
Arbourthorne Health Centre	Arbourthorne	All	Facilitated a stall at their Christmas Fayre	04/12/13
Sheffield Parent Carer Forum	All areas	Parents of disabled Children	Article in newsletter – no interest in focus group	03/12/13
Partners for Inclusion (PFI)	All areas	Disabled adults	Article in newsletter and distributed to all members	09/12/13
Parental Assembly	All areas	Parents/carers	Offered to facilitate a focus group through article in their newsletter – no interest, but advertising opportunity again in new bulletin	18/12/13
Sheffield Futures & CYP Involvement Team	All areas	Children & Young People	Commissioned CYP Involvement team and Sheffield Futures to carry out 5 focus groups with under 12 year olds (152) and 5 focus groups with over 12 year olds (164)	All completed by 18/12/13
SUFA	All areas	Learning disabilities	Presentation and Q&A session facilitated by Quality Team and facilitated group response to proposals	19/12/13

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Proposals for the future of Library Services in Sheffield

We want to hear your views about the future of library services in Sheffield. We want to hear from everyone, whether or not you use library services.

This document explains the library proposals so should be read before you complete the survey.

A frequently asked questions document is also included.

You can respond to the consultation in the following ways:

- Complete a survey on-line available at www.sheffield.gov.uk/libraryreview
- Email: libraryreview@sheffield.gov.uk to request a paper copy of the survey to complete and return Freepost
- Telephone 0114 2735299 to complete a survey over the phone, or to request alternative formats or in other community languages
- Collect and complete a paper survey in any library or First Point
- Libraries can be located by going to www.sheffield.gov.uk/libraries
- First Points can be located by going to www.sheffield.gov.uk/firstpoint
- Telephone 0114 2735299 to enquire about being involved in a focus group
- Attend drop-ins and targeted focus groups
- Contact us regarding us coming to talk to your group

FREEPOST address to return the survey to:

The Quality Team
Corporate Mail Facility
FREEPOST NEA5527
Town Hall
Sheffield
S1 2ZZ

The consultation ends on Friday 10 January 2014

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Background

During summer 2012 we held a consultation about the future of the Library Service in Sheffield, 'Have your say on Sheffield's Library Services'. We consulted on how library services can change to make them fit and affordable for the future and to meet people's aspirations and needs across the city.

We will shortly start the next part of the consultation process and will seek your views and opinions on more detailed proposals.

The main reasons for these proposals are:

- The way people use library services in Sheffield is changing. The introduction of new technology has brought in new customers and a demand for new services, whilst at the same time we are experiencing a decline in book borrowing
- To have an affordable library service within budget
- There are fewer people using both community libraries and mobile library services.

We want to create a new structure for the library service that takes into account future requirements and one that is affordable, so we will be consulting widely on these new proposals.

These proposals are part of the overall plan for how Sheffield City Council uses its resources. We have a duty to provide a comprehensive and efficient library service and also to have a balanced budget. We cannot afford to provide the same level of financial support for the Libraries as we have in the past. We need to make a saving in the library budget of £1.669 million for 2014/15 and 2015/16.

What you told us in the first consultation:

Consultation and research has highlighted the desire for and benefits of libraries running as 'community hubs'. A community hub is the term we're using to describe a library where local people can access a range of council services, advice and community activity from one place.

Listed below are the most popular answers to all questions asked in the first consultation. The results are based on overall opinion across the city from all groups. The results vary slightly from different parts of the city and from different groups of people; hence these findings represent the views of most people of Sheffield who contributed to the consultation:

- Most preferred time to visit a library was identified as Saturday morning
- Most important service identified was the quality and choice of books
- Protecting the range of services and materials was the most important aspect in the context of reducing budget
- Most preferred commercial activity in libraries is a coffee bar
- Younger people were influenced by access to technology in libraries whereas older people were not influenced by this
- Overall people supported the idea of partnerships in libraries
- People supported using volunteers in libraries as long as they weren't replacing paid staff.
- The top idea to make savings was increasing fees and charges.
- Additional services found most useful were advice centres.
- Services people are willing to pay for were DVDs and CDs.
- People would use libraries more if there were downloadable e –books available.

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- Services should be developed to support more activities for children & young people – such as toddler groups, homework clubs & encouraging reading.

We have used these results to develop the proposals for the libraries; for example we are proposing to work in partnership to provide community led libraries.

The full report of the first consultation is available at www.sheffield.gov.uk/libraryreview

This second consultation

The consultation follows a decision by the Executive Director of Communities to consult on the new proposals to create a new structure for the library service. The report about the decision is available at www.sheffield.gov.uk/libraryreview

The second part of the consultation will run from October 2013 until January 2014 and will find out your views on the proposals

We want to know what your views on the proposals are:

- Do you agree with the proposals?
- What the impact of the changes in the proposals will be on you if they are made?
- Do you have alternative proposals to the ones that have been made?

To make sure that we are making well informed decisions, and that we are following Government guidance on how we should do this, we have gathered together a wide range of information about the libraries and the communities they serve. This is called the 'Needs Assessment'. The Libraries that we propose will still receive full Council support have been identified by the needs assessment

Some of the information we have looked at in developing the needs assessment includes:

- All registered library users registered in community libraries who have used the service since April 2010
- The total number of people visiting libraries in the last financial year
- The total number of books and other resources borrowed from each library
- Location of nearest alternative library
- Proportion of low attaining pupils by library catchment areas
- Travelling distances between libraries to ensure geographical coverage

To find out more about the needs assessment used, you can view this information online at www.sheffield.gov.uk/libraryreview, or email libraryreview@sheffield.gov.uk or telephone 0114 2735299 to request a copy of this document.

What happens after the consultation?

Prior to any decisions being made, we will ensure we act fairly and meet our Public Sector Equality Duty by paying due regard to equalities issues. We meet this responsibility by undertaking equality impact assessments. These will determine whether there are any disproportionate impacts on groups protected by the Equality Act 2010. This will include checking for example – that disabled people, women & children, black & minority ethnic groups are not more affected than everyone else. Where necessary we can take actions to lessen any impacts.

A copy of the initial Equality Impact Assessment on the proposals is available at www.sheffield.gov.uk/libraryreview or by telephoning 0114 2735299. The assessment will be updated as necessary throughout the consultation.

A report will be written about the results of the consultation and decision makers will take this into account when they decide about the proposals.

The Proposals

1. Central Library

The Central Library will continue to be open 6 days a week. It will be open for 45 hours during the week which is a reduction of 1 evening and 1 afternoon. It will continue to offer a range of lending opportunities for all ages, local studies, information services, library theatre, art gallery and café.

2. Hub Libraries

We will retain the 11 libraries listed below as hub libraries. These will be run as community hubs, where local people can access a range of council services, advice and community activity from one place. All will open 31 hours per week and be located in communities across the city.

Hub libraries will be accessible by public transport and conveniently located amongst other services and shops. We will liaise with other council services and voluntary sector partners to ensure the 'hub' mix of services provided reflects the needs of local people as much as possible.

Library space is regarded as a safe and welcoming environment and this will be maintained. Hub libraries will be funded and staffed directly by the Council and we will encourage volunteers who would be willing to help extend opening hours.

Applying the approach described above the 11 hub libraries which will be open for 31 hours per week are:

1	Chapeltown
2	Crystal Peaks
3	Darnall
4	Ecclesall
5	Firth Park
6	Highfield
7	Hillsborough
8	Manor
9	Parson Cross
10	Stocksbridge
11	Woodseats

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The central library and hub libraries together will, we believe, enable us to provide a comprehensive and efficient service.

3. Community Led Libraries

In addition to the 11 hub Libraries and central library, we expect to be able to fund running costs and support (but not staff) for up to 5 community-led libraries. We will need interested groups to come forward to run the community led libraries. Support will be given by council library staff to help groups set up and sustain their library.

We will also continue to fund and staff Tinsley Library * for 21 hours per week and provide a staff member until the rental agreement expires in 2016, rather than waste resources paying for an empty building.

We will have a city wide way of connecting the hub libraries with community-led libraries and will try to introduce groups seeking to run community-led libraries to partners who may be able to support them in different ways.

In February 2013 we invited individuals, groups and organisations to register an interest in supporting community-led libraries. This helped us to understand more about how we can work together with partners. We are continuing to discuss possible options with partners.

Libraries eligible to be delivered as community-led libraries are listed below in alphabetical order:

Broomhill
Burngreave
Ecclesfield
Frecheville
Gleadless
Greenhill
Jordanthorpe
Newfield Green
Park
Southey
Stannington
Tinsley *
Totley
Upperthorpe
Walkley
Woodhouse

We will prioritise support to the first 5 libraries by demographic needs, provided there are interested community groups able to help run them. These 5 libraries are:

Burngreave
Newfield Green
Park
Southey
Woodhouse

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4. Independent Libraries

The libraries above which do not become community-led libraries are likely to be closed, though the final recommendations will be informed by the consultation.

However, there is a further option for these libraries to become independent libraries without Council support or funding if independent groups are interested and able to run them.

5. The Mobile Library Service

There are two mobile library service vehicles but generally only one is in use at a time. Use of the service is low and declining and the cost of the service is high compared with other libraries. Therefore it is proposed to close the mobile library service. If an independent organisation was able to run the mobile library service we would consider this.

6. The Home Library Service

The Home Library Service offers an important service for people who are unable to visit a library and do not have any help to do so. The Home Library Service will continue to be available for people who need it.

The ageing population of Sheffield is likely to increase demand for this service so it is an important service to retain and support. We aim to develop and expand this service through a volunteer scheme in addition to paid staff.

As this service is delivering to vulnerable people in their own home, we will ensure safeguarding procedures are in place as well as training, support and supervision. Where volunteers are used, this will be with the approval of the people using the service.

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Frequently asked Questions for Library Review Consultation

Q. What is the consultation about?

We are consulting on the new proposals affecting the future of the Library Services in Sheffield. The proposals are available to read at: www.sheffield.gov.uk/libraryreview . We want to communicate these proposals to as many residents of Sheffield as possible and ask for your feedback on these.

Q. How can people contribute to the consultation?

The consultation will start in October 2013 and close on 10 January 2014. You can complete an online survey at www.sheffield.gov.uk/libraryreview or collect a paper copy of the survey at any library or First Point. You can also give us your feedback over the telephone or request a paper copy to be posted to you by telephoning 0114 273 5299. The address to return the survey to is: The Quality Team, Corporate Mail Facility, FREEPOST NEA5527, Town Hall, Sheffield, S1 2ZZ.

Q. What will happen to all the feedback given in the surveys?

All the comments and feedback received will be given to decision makers before any decision is finally made about the future of libraries. The report will be made available on the Council website and paper copies will be available on request.

Q. The survey mentions hub and community libraries. What are these? What's the difference between hubs and community libraries?

The 11 hub libraries have been chosen by the needs assessment and will continue to receive full funding and support from the Council and will be staffed by Council employees. These libraries will continue to be developed and made fit for purpose for future needs.
We are suggesting a partnership approach for community libraries. We will ask organisations to run these libraries with volunteers. At these community libraries the Council will provide the books and computers and pay the building heating, lighting, and cleaning costs. A team of experienced library staff will also be on hand to help the volunteers if they need them.

Q. When will you close libraries?

A decision has not been made to close any libraries at the moment. Decisions will be taken about the proposals in February 2014.

Q. What about the central library? Will it stay?

The proposal that is currently being consulted on is that the central library will stay open. However, it is proposed that we reduce the opening hours by one evening and one afternoon, to 45 hours per week. Decisions will be taken about the proposals in February 2014. No changes will happen to library opening hours and services until after April 2014.

Q. What will happen to the Home Library Service?

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The Home Library Service offers an important service for people who are unable to visit a library and do not have any help to do so. The Home Library Service will be available for people who need help to live independently.

The ageing population of Sheffield is likely to increase demand for this service therefore it is an important service to retain and support. We aim to develop and expand this service through a volunteer scheme in addition to paid staff.

As this service is delivering to vulnerable people in their own home, we will ensure safeguarding procedures are in place as well as training, support and supervision. Where volunteers are used, this will be with the approval of the service user.

Q. What about the Mobile Library Service?

There are currently two mobile Library units (but generally only 1 is used at a time). The cost of the Mobile service per transaction is very high compared to other libraries. The usage is low and declining. Therefore it is proposed to close the Mobile library service, subject to consultation.   We will seek interest from organisations who may want to run the Mobile Library Service on an independent basis.

Q. What about the Archives Service?

We are committed to maintaining the archives services and there are no current proposals affecting public access to archives. Most people in the first consultation wanted to access material online. A pilot has commenced enabling staff to prioritise making more records available online. This has decreased opening hours slightly. The success of this pilot is being reviewed separately, and options for the future will be considered at a later date.

Q. How has the needs assessment been done?

To make sure that we are making well informed decisions, and that we are following Government guidance on how we should do this, we have gathered together a wide range of information about the libraries and the communities they serve. This is called the Needs Assessment.
Some of the information we have looked at in developing the proposals include:
•	All Registered Library users (RLUs) registered in the Community Library who have used the service since April 2010
•	The total number of people visiting the library in the last financial year
•	Proximity of nearest other library
•	Proportion of Low Attaining Pupils by Library catchment Area
If you would like more information about the needs assessment, please go to
www.sheffield.gov.uk/libraryerview

Q. What is the Council's budget for Library Services and what will future budgets be?

The savings in library services expenditure required in recent years have been met by reductions in front line staffing, opening hours and the deletion of back room development resources. During this time we have kept 27 libraries open in communities. The budget reduction target from 2014/15 at £1.669 million means that sufficient savings cannot be made by continuing to cut back services. We want to have an efficient, modern service which is fit for purpose. Given the resources available, this can only be achieved by re-structuring the service.

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Q. I do not use the library; can I still have my say?

Yes of course! Everyone is welcome to have their say on these proposals and we actively want to gather views from non-library users as well as library users.

Q. Is it too late to talk to the council about running a library?

No. You can still express your interest in running a community or an independent library. The council are facilitating conversations about this during the consultation period. Please email libraries@sheffield.gov.uk to formally express your interest.

Q. What if I do not understand these proposals?

You can contact the Quality Team in Business Strategy who are leading on the consultation. Telephone 0114 2735299 or email libraryreview@sheffield.gov.uk and a member of the team will help you to understand these proposals.

Q. Will there be any impact on library staff?

Yes, it is proposed that approximately 75 full time equivalent posts will be lost out of 187.

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Appendix 2.2

Questions from Library Review Survey

1. Are you a library user?

2. Which library service / location do you use the most?

3. What do you use the library for?

4. What will you do if the library you use most closes?

5. Are you satisfied that we have taken into account the right things to inform the proposals?

6. If you did not answer 'yes', please tell us what your reservations are, if any?

7. Overall, what do you think of the proposals?

8. If you did not answer 'fair and reasonable', please tell us what your reservations are, if any.

9. Do you agree with the proposal to reduce the opening hours of the Central Library by one afternoon and one evening?

10. If you did not answer 'yes' please tell us what your reservations are, if any.

11. Do you agree with the proposal to have 11 hub libraries?

12. If you did not answer 'yes', please tell us what your reservations are, if any.

13. Do you agree with the proposal to have up to 5 community-led libraries?

14. If you did not answer 'yes', please tell us what your reservations are, if any.

15. Do you agree with the proposal to have any remaining libraries run by independent groups?

16. If you did not answer 'yes', please tell us what your reservations are, if any.

17. Do you agree with the proposal to develop and expand the Home Library Service by the use of volunteers?

18. If you did not answer 'yes', please tell us what your reservations are, if any.

19. Do you agree with the proposal to close the Mobile Library Service?

20. If you did not answer 'yes', please tell us what your reservations are, if any.

21. If there are things we could do to lessen any potential concerns you have, let us know what they are.

22. Finally, do you have alternative ideas or suggestions or any other comments?

Questions 7,8,21 & 22: These questions had free text boxes only with no predetermined list of reservations. All other questions had a list as well as a free text box.

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Have your say
Future of Library Services

Easy read information and survey

Sheffield
City Council

Why does the Library Service need to change?

The Law says that Councils need to make sure there is a library service for everyone. It also needs to be good value for money.

The main reasons for changing Sheffield's Library Services are:

- People are using libraries in a different way now. People aren't borrowing books as much as they used to but they are going in to use other services like computers and the internet.
- We have less money.
- There are less people using libraries and the mobile libraries.

In August 2012 we asked people in Sheffield for ideas about how we could do things differently.

The Council has listened to what people have said. They have got a lot of information about libraries and the communities they serve. We call this a needs assessment.

We have got some ideas on what to do with the libraries in Sheffield. We want to make sure people can use them and this will also help us save money.
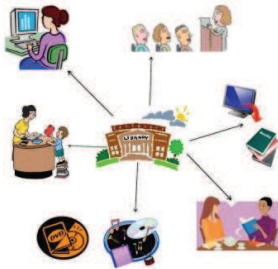
Our Ideas
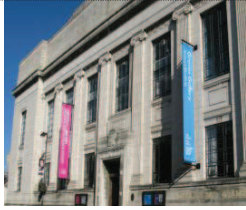
1. Central Libraries

Central Library will be open 6 days.
It will be open for 45 hours a week.

2. Hub Libraries

There would be 11 libraries across the city where you can come and use lots of services and get advice.

The libraries will be open 31 hours over a week.

The Hub Libraries will be in:

12 Chapeltown
13 Crystal Peaks
14 Darnall
15 Ecclesall
16 Firth Park
17 Highfield
18 Hillsborough
19 Manor
20 Parson Cross
21 Stocksbridge
22 Woodseats

3. Community Led Libraries

There could be 5 'Community-led Libraries' if there are people who are interested and able to run them.

The Council will pay for the running costs but not staff costs.

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	Libraries that might deliver 'Community Led Libraries' are: Broomhill Park Burngreave Southey Ecclesfield Stannington Frecheville Tinsley* Gleadless Totley Greenhill Upperthorpe Jordanthorpe Walkley Newfield Green Woodhouse *Tinsley will stay open 21 hours a week until 2016 because we have agreed to rent the building until then. The libraries the council are thinking might become community led libraries are: Burngreave, Newfield Green, Park, Southey and Woodhouse.
	4. Independent Libraries If a library doesn't become a 'Community Led Library' then it might have to close. One last idea would be to get these libraries run by people who are interested and able to. But they wouldn't get any support from the Council.
	5. The Mobile Library Service will close. This service is not used by many people. If another organisation was able to run the mobile library service we would think about this.
	6. The Home Library Service This would be available for people who can't get to a library.

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How you can have your say

You have until Friday 10 January 2014 to tell us what you think.

Here's how you can tell us what you think:

Online at **www.sheffield.gov.uk/libraryreview**

Email Libraryreview@sheffield.gov.uk

Or talk to us by **telephone** on 0114 2735299.

Fill in a paper survey in any library.

Fill in a paper survey at First Point.

Ask us to come and talk to your group about our ideas.

Return your completed survey using this **freepost address** (you don't need a stamp):

Freepost NEA 5527
Quality & Development Team
Corporate Mail Facility
Town Hall
Sheffield
S1 SZZ

Or you can take it to any library or First Point.
www.sheffield.gov.uk/firstpoint
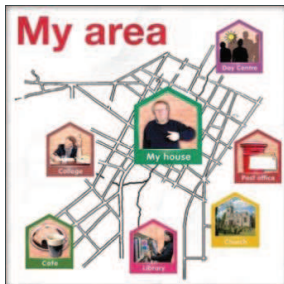
18

Changes to Library Services

Have Your Say
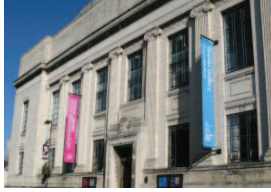
1. Do you use a library? (tick a box)

☐ Yes

☐ No (if you've ticked this one, go to question 5)

2. Which library service/location do you use now? (you can tick more than one box)

☐ Burngreave
☐ Broomhill
☐ Central
☐ Chapeltown
☐ Crystal Peaks
☐ Darnall
☐ Ecclesall
☐ Ecclesfield
☐ Firth Park
☐ Frecheville
☐ Gleadless
☐ Greenhill
☐ Highfield
☐ Hillsborough
☐ Jordanthorpe
☐ Manor

☐ Newfield Green
☐ Park
☐ Parson Cross
☐ Southey
☐ Stannington
☐ Stocksbridge
☐ Tinsley
☐ Totley
☐ Upperthorpe
☐ Walkley
☐ Woodhouse
☐ Woodseats
☐ Mobile Library Service
☐ Home Library Service
☐ Archives

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3. **What do you use the library for?** (you can tick more than one box)

- ☐ Borrowing books for adults
- ☐ Borrowing books for children
- ☐ Reading books/ newspapers in the library
- ☐ Printing and photocopying
- ☐ Borrowing CDs/DVDs
- ☐ Access to archives
- ☐ Access to computers and the internet

- ☐ Job searching and volunteering opportunities
- ☐ Meeting people
- ☐ Room hire
- ☐ Clubs/activities
- ☐ Education and learning
- ☐ Advice & guidance e.g. Councillors surgery, credit union
- ☐ Access to other services
- ☐ Other

Is there anything else you use the library for?

4. **What will you do if the library you use most closes?** – (you can tick more than one box)

- ☐ This doesn't affect me. My library is staying open
- ☐ Go to your next nearest library
- ☐ Go to another hub library
- ☐ Use a school library
- ☐ Use computers elsewhere
- ☐ Use the Central library in the city centre
- ☐ Stop using libraries and lose access to facilities available in libraries

- ☐ Buy books/CD's/DVD's or get them electronically e.g. Kindle, iTunes, Love Film
- ☐ Have another way of meeting my needs
- ☐ Not sure
- ☐ Other

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Is there anything else you would do if the library near you closed?

We thought about these things when writing down our ideas:

- How many people visited a library
- How many books were borrowed at a library
- We also thought about what people in different areas needed
- We looked at the distance between all the libraries

5. Do you think we have thought about everything?

- ☐ Yes
- ☐ No
- ☐ Not sure

Is there anything else we should have thought about?

6. What do you think about all our ideas?

- ☐ Fair and reasonable
- ☐ Fair and reasonable with some doubts
- ☐ Not fair and reasonable
- ☐ Not sure

Is there anything else you would like to say about our ideas for the library service? (You can use another piece of paper if you run out of space)

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Appendix 2.4

Summary of Statistical Significance

Statistical Test Methodology for Library Consultation Analysis

The statistical method used to determine if any differences observed between the responses from different groups of people were deemed significant or not was the **z-test for two population proportions**.

The sample used for the survey was not random and, as such, the views expressed by the different groups cannot be said to be truly representative of the group as a whole, only of those who responded to the consultation.

The formula used is as follows:

$$\frac{(\bar{p}_1 - \bar{p}_2) - 0}{\sqrt{\bar{p}(1 - \bar{p})\left(\frac{1}{n_1} + \frac{1}{n_2}\right)}}$$

$\bar{p}_1$ The proportion of the first population that made the particular choice e.g. % of males who responded "Fair and Reasonable" with or without reservations

$\bar{p}_2$ The proportion of the second population that made the particular choice e.g. % of females who responded "Fair and Reasonable" with or without reservations.

$\bar{p}$ The total proportion of both populations that made the particular choice

n_1 The total number of people in the first population, e.g. total male respondents

n_2 The total number of people in the second population e.g. total female respondents

This formula calculates the 'z-value', which then equates to a 'p-value', which is the probability that any differences observed between the responses of two groups could have occurred purely by chance. For the purpose of this process, it was decided to accept as significant any differences where the likelihood of them having occurred by chance was less than 5% (where p < 0.05).

Example

Question 11

Disability - Disabled Vs Non-Disabled

Most Affected Only

	Total Pop	Number Responding Positively	% Responding Positively	Number not responding positively
Disabled	98	43	43.9%	55
Non Disabled	830	458	55.2%	372
Total	928	501		427

$(\bar{p}_1 - \bar{p}_2) - 0$	0.113031719
$\bar{p}$	0.53987069

1-p̄	0.46012931
1/n₁	0.01020408
1/n₂	0.001204819
Z-Value	2.123213188
p-Value	**0.033735991**

P < 0.05, therefore, the differences can be seen as being significant i.e. we accept that there are differences between the responses of disabled and non-disabled respondents for this question.

It should be noted that the **Pearson's Chi-square test for Independence** would produce the same results as the z-tests used in the analysis:

$$X^2 = \sum_{i=1}^{n} \frac{(O_i - E_i)^2}{E_i}$$

O   Observed frequency - or the number of people who responded in a particular way

E   Expected frequency - the number of people we could have expected to respond in a particular way, based on their frequency in the population

Appendix 3

Consultation Equality Impact Assessment

Sheffield City Council
Draft Equality Impact Assessment

Name of policy/project/decision: Libraries Review

Status of policy/project/decision: Existing

Name of person(s) writing EIA: Melanie Rice & Nick Hoult

Date: 19/08/13   **Service:** Business Strategy, Quality Team

Portfolio: Communities

What are the brief aims of the policy/project/decision? To consult on new proposals regarding the future development of Libraries in Sheffield

Are there any potential Council staffing implications, include workforce diversity? No

> Under the Public Sector Equality Duty, we have to pay due regard to: "Eliminate discrimination, harassment and victimisation, advance equality of opportunity and foster good relations." More information is available on the council website

Areas of possible impact	Impact	Impact level	Explanation and evidence (Details of data, reports, feedback or consultations. This should be proportionate to the impact.)
Age	Negative	Medium	In the first library review consultation, 5% of respondents were from children and young people which was indicitive of normal response rates for this group. However, 0-14 year olds represent 17.1% of thr overal population of Sheffield, which is 552,698; and 15-19 year olds represent 7.7%, totaling 24.8% for 0-19 year olds. Therefore to give this group more opportunity to respond, we have commissioned CYP Involvement team to carry out 5 focus groups with under 14 year olds and 5 focus groups with over 14 year olds, spread geographically across the city to analyse any changes depending on deprivation/affluency. Library membership takes a

Areas of possible impact	Impact	Impact level	Explanation and evidence (Details of data, reports, feedback or consultations. This should be proportionate to the impact.)
			significant drop when children turn 13, one reason being primary schools register all their pupils and secondary schools don't. 20 - 65 year olds make up 59.6% and 65-90+ year olds make up the remaining 15.6% of the polulation of Sheffield.
Disability	Negative	High	In first consultation, 8.5% of respondents were disabled. Overall disabled people make up 19% of the population of Sheffield. Therefore in the second consultation we are targeting disabled groups to facilitate focus groups to represent their views.
Pregnancy/maternity	Neutral	Low	We don't anticipate there will be any disproportionate impact on this group so this group will not be included on the equality monitoring form or have targeted engagement in this consultation.
Race	Negative	High	In first consultation, 4.5% of respondents identified themselves as BME, which is indicitive of normal response rates for this group. However, BME groups represent 19.2% of the population of Sheffield so to give this group more opportunityi to respond, in the second consultation we are targeting BME groups to facilitate focus groups to represent their views. The 4 largest BME groups in Sheffield who will be targeted are Pakistani (4%), Black African (3.6%), Arab (1.5%) and Chinese (1.3%).
Religion/belief	Neutral	Low	We don't anticipate there will be any disproportionate impact on this group so this group will not be included on the equality monitoring form or have targeted engagement in this consultation.
Sex	Negative	Medium	In first consultation, 30% of respondents identifed themselves as male which is indicitive of normal response reates for this group. 48% of Sheffield residents are male and overall 40% of library users are male.
Sexual orientation	Neutral	Low	We don't anticipate there will be any disproportionate impact on this group so this group will not be included on the equality monitoring form or have targeted engagement in this consultation.
Transgender	Neutral	Low	We don't anticipate there will be any disproportionate impact on this group so this group will not be included on the equality monitoring form or have targeted

Areas of possible impact	Impact	Impact level	Explanation and evidence (Details of data, reports, feedback or consultations. This should be proportionate to the impact.)
			engagement in this consultation.
Carers	Negative	Medium	This was not recorded in first consultation, however, we will target a carers group to facilitate a focus group to generate their views to these proposals as approximately 12% of the adult population of Sheffield are carers (1 in every 8 adults).
Voluntary, community & faith sector	Negative	Medium	This was not recorded in first consultation, however, we will target voluntary and community groups to generate their views to these proposals
Financial inclusion, poverty, social justice:	Negative	High	This was not recorded in first consultation, however, we will target our contacts with SAVE to raise awareness of this consultaiton with agencies who support people living in poverty
Cohesion:	Neutral	Low	This was not recorded in the first consulation
Other/additional:	-Select-	-Select-	

Overall summary of possible impact (to be used on EMT, cabinet reports etc):

Review date: 21 Oct 13   **Q Tier Ref**   **Reference number:**

Entered on Qtier: No   **Action plan needed**: No

Approved (Lead Manager): Kate Register   **Date:** 03.09.13

Approved (EIA Lead person for Portfolio): Phil Reid **Date:** 03.09.13

Does the proposal/ decision impact on or relate to specialist provision: yes

Risk rating: High

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Action plan

Area of impact	Action and mitigation	Lead, timescale and how it will be monitored/reviewed
-Select-		
Age	Commissioned CYP involvement team to carry out consultations with 150 children at primary schools. Also commissioned Sheffield Futures to carry out consultations with over 11 year olds at secondary schools and youth clubs/centres. Also carried out focus groups with 50+ group and womens guild group to raise awareness of this consultation with older people	Weekly monitoring of responses to consultation carried out. Regular meetings held with these teams and progress requested from quality team during cons period. Given deadline of 13 Dec to submit their cons report and agreed format beforehand. As at 06/12/13 118 under 12 yo have been consulted with and 164 over 11 yo have been consulted with through focus groups. As at 09/12/13 77 19 and under yo have completed survey
Disability	Organised focus group with SUFA using easy read versions of survey developed by LD team. LD team have disseminated postcards to LD Partnership Board and meetings. Sent out cons materials to 31 organisations who support people with physical disabilities, 16 groups who support people with learning disabilities and 19 groups who support people with mental health disabilities. Informaiton also sent to all Special schools in Sheffield.	Weekly monitoring of responses to consultation carried out. Targeted additional groups when response rate was lower than the represented population of Sheffield. Offered to facilitate focus group with the Centre of Disability Living but no interest generated, but info still circulated to all members. As at 09/12/13 11.9% of respondents are disabled
Race	Presented information about the library review at SCC BME Forum and circulated full details to wider membership of forum. Sent cons details to 13 BME groups in Sheffield. Chinese Community Centre have sent details to all their members. CYP involvement team and Sheffield Futures targeted schools where BME pupils ratio is high to record views from all communities. Also, in areas of higher numbers of BME communities and a low response rate, we targeted GP surgeries and sent them postcards and posters to display to help raise awareness.	Weekly monitoring of responses to consultation carried out.Tried to organise focus groups through the BME Network and Somali advice centre but no interest. Offered supporting all 13 BME groups in Sheffield but no take up. As at 09/12/13 7.8% of respondents are BME
Sexual orientation	Sheffield Fututres have engaged with Fruit Bowl so have recorded views of young LGBT. Sent cons details to 38 LGBT groups in Sheffield	N/A as not asked this question on survey
Carers	Article written in Carers in Sheffield Newsletter which was sent out to all carers in Sheffield. Also disseminated cons details at carers event. Sheffield Futures have engaged with young carers as well	In cons report, young carers vews will be communicated. Adult carers were not asked to verify their status on survey so no monitoring available

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Area of impact	Action and mitigation	Lead, timescale and how it will be monitored/reviewed
VCF	Sent cons details to 54 faith organisations and 404 community and voluntary organisations and asked them to disseminate informaiton to all their members and offered to facilitate focus groups with any organisations interested	Received requests to run focus groups or attend meetins as a result of this communication
Poverty	Presented LR cons details at SAVE event to 16 organisations who support homeless, excluded and vulnerable people of Sheffield. Left resources for them to disseminate with all their clients and offerd focus group with any	Recorded issues expressed at event and communicated these to library project group
-Select-		
-Select-		
-Select-		
-Select-		

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Appendix 4

Petitions Received Regarding Library Review Proposals

No.	Date Received	No. of Signatures	Description	Presented To	Referred To
1	3/7/13	52	Opposing the possible closure of Ecclesall Library	Council – 3/7/13	Cllr Mazher Iqbal
2	3/7/13	504	Opposing the proposed withdrawal of funding for community libraries	Council – 3/7/13	Cllr Mazher Iqbal
3	4/9/13	173	Objecting to the threat of library closure in the Parish of Ecclesfield	Council – 4/9/13	Cllr Mazher Iqbal
4	4/11/13	991	Objecting to the possible closure of Jordanthorpe Library	Council – 6/11/13	Cllr Mazher Iqbal
5	23/12/13	2963	Objecting to the possible closure of Greenhill Library	Council – 8/1/14	Cllr Mazher Iqbal
6	23/12/13	3128	Objecting to the possible closure of Totley Library	Council – 8/1/14	Cllr Mazher Iqbal
7	24/12/13	242	Objecting to the possible closure of Park Library	Council – 8/1/14	Cllr Mazher Iqbal
8	2/1/14	155	Objecting to the possible closure of Frechville Library	Council – 8/1/14	Cllr Mazher Iqbal
9	8/1/14	2056	Objecting to the possible closure of Walkley Library	Council – 8/1/14	Cllr Mazher Iqbal
10	8/1/14	1153	Objecting to the possible closure of community libraries	Council – 8/1/14	Cllr Mazher Iqbal
11	8/1/14	1211	Objecting to the possible closure of Ecclesfield Library	Council – 8/1/14	Cllr Mazher Iqbal
12	8/1/14	1239	Objecting to the possible closure of Burngreave Library	Council – 8/1/14	Cllr Mazher Iqbal

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No.	Date Received	No. of Signatures	Description	Presented To	Referred To
13	8/1/14	1942	Objecting to the possible closure of Broomhill Library	Council – 8/1/14	Cllr Mazher Iqbal
14	8/1/14	5068	Objecting to the possible closure of community libraries	Council – 8/1/14	Cllr Mazher Iqbal
15	8/1/14	1535	Objecting to the possible closure of Stannington Library	Council – 8/1/14	Cllr Mazher Iqbal
16	8/1/14	1254	Objecting to the possible closure of Upperthorpe Library	Council – 8/1/14	Cllr Mazher Iqbal

TOTAL NUMBER OF SIGNATURES: 23,666

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Appendix 5.1

Summary of Friends of Zest Children and Young People's Surveys

Zest designed and organised their own survey for children and young people who use Broomhill, Upperthorpe and Walkley libraries and received 430 responses. Surveys were completed by pupils at Westways Primary in Crookes, Netherthorpe Primary in Upperthorpe, and St. Mary's Primary in Walkley. A number of other schools (primary and secondary) were asked to distribute the survey, but chose not to. Below is a summary of findings from the survey:

- When asked 'should libraries close' 94% of children and young people who responded disagreed.
- 71% of children and young people who responded use Upperthorpe Library/Zest, 16% used Walkley and 13% used Broomhill libraries.
- If the libraries close 57% said they would stop using public libraries. This rose to 79% of secondary school children. 24% said they would go to Central library and 19% would go to Hillsborough.
- The top two ways respondents use the libraries are; 89% to borrow books and 75% for reading in the library.
- Many children use their libraries for doing homework (71% of secondary school children) and using computers (39% of all children) in addition to borrowing books and reading in the library. Young people also use the library as a safe social space.
- The most popular times to use the libraries are after school, and on a Saturday morning. 73% of use is during the daytime on week days, 41% Saturday mornings, 27% weekday evenings, 25% Saturday p.m. and 25% Sunday a.m. The extended opening hours at Upperthorpe because of co-location within Zest are valued.
- Most common ways to travel to the libraries is walking 59% and by car 34%.
- Almost 80% of library users visit their local libraries with school. For example, pupils from Netherthorpe Primary visit Upperthorpe library every Friday afternoon. 54% said they visit the library with school, 25% sometimes.
- 54% of respondents visit Upperthorpe, 24% Broomhill and 22% Walkley for school visits.
- During school visits 30% borrow books, 27% read, 28% do activities with librarians and 15% meet authors.

Summary of comments from Friends of Zest Children and Young People's Surveys

What do you love most about your local library?

- Reading/information (quiet space/inspiration/support)
- Computers
- Activities (swimming, meet authors, fun)
- Borrow books for free
- Range of books
- Safe place to do homework
- Convenience/local/safety
- Builds community cohesion
- Socialising/friendly
- Pleasant Staff
- Borrow DVDs
- Activities (swimming, meet authors, fun, chill)
- Socialising/friendly/relaxing

How would it affect you if your local library closed?

- Impact on behaviour (upset, mad, bad, sad, angry, cry, unhappy etc.)
- Impact on learning/education/support with homework
- Against closure
- Stop using the library
- Travel further/cost/inconvenience
- No access to computers or internet
- Nowhere to go/bored/waste time
- Nowhere to do homework
- Impact on community
- Travel further/cost/inconvenience
- Can't borrow books
- Impact on staff
- Loss of facilities

Appendix 5.2

Broomhill Library Action Group's Response to the Library Review Survey

- BLAG challenge the basis of the needs assessment and state the impact of branch closures has not been clearly addressed.

- Challenge the claims that the restructured service will meet

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requirements of the 1964 Libraries and Museums Act.

- BLAG presented details of barriers that library users could face if proposals go ahead.

- BLAG feel the proposed hub network will not meet needs of library users.

- BLAG are opposed to the proposed changes have put forward an alternative proposal, after reflecting on work of the Fairness Commission, that draws all Sheffield communities into a partnership with the Council with the aim of restructuring the library service.

- BLAG ask the Council to reconsider their proposals and evaluate the feasibility of giving all current branch libraries the opportunity to develop as co-produced libraries.

- BLAG do not consider that the needs assessment has been carried out on a credible or robust basis and has important omissions.

- BLAG reflected on recent CIPFA Report (CIPFA, 2012), that compares library provision across 15 authorities, and suggested it could be viewed that Sheffield is currently under-providing and at risk of failing to meet legal obligations.

- BLAG are aware that Council officers have made reference to the Wirral Inquiry but do not accept that the LA has satisfactorily dealt with important issues raised in the Wirral Inquiry Report.

- BLAG refer to research completed at the University of Sheffield in 1998, which investigated the impact of the closure of 6 Sheffield branch libraries, which found that there was a permanent reduction in usage from those communities. (Proctor, R. et al, 1998).

- BLAG refer to the Council's own Corporate Plan priorities and argue that current proposals conflict with these priorities and will mean an erosion of community resources across the city.

- BLAG conducted a survey with 290 questionnaires completed and felt results show that the library is a well-used important community resource.

- BLAG feel that
  several important indicators to rank the 27 libraries have
  been calculated incorrectly.

- BLAG have gathered extensive evidence about needs of schools and pupils.

- BLAG view the proposals as so damaging that it is difficult to envisage lessening concerns without replacing the proposals with an entirely new approach.

- BLAG reject the strategy of closing 11 local libraries all together, and placing a further 5 on an insecure financial and administrative basis.

Some specific options for consideration to preserve capacity with a view to expansion when economic circumstances permit are:

- revise the needs assessment, with support of independent experts

- investigate the potential to keep all local libraries open with reduced opening hours

- increase in voluntary staffing alongside paid, professional staff

Results from Broomhill Library Action Group Survey

1. Are you aware of the proposal to close Broomhill Library?

257 said Yes; 22 said they were not; 4 said not sure; 7 did not answered question

2. How often do you use Broomhill Library on average?

48 visited more than once month; 26 visited more than once a week; 51 visited occasionally; 51 visited once a month; 106 visited once a week; 4 did not answered question

3. How do you use Broomhill Library? (select all that apply)

261 To borrow books / cds / dvds 10 for community activities; 11 for computer/quiet place to study; 3 did not answered question

4. How do you travel to Broomhill Library?

20 by bus; 12 by bus/car; 38 by car; 152 by walking; 22 by Walking/bus; 10 by Walking/Bus/Car; 1 by Walking/Bus/Other; 27 by Walking/car; 1 by Walking/other; 2 did not answered question

5. Where do you travel from?

1 said Belsize Rd; 2 said Broomhill; 7 said Crookes; 4 said Crosspool; 3 said Fulwood; 2 said Lawson Rd; 1 said Lodge Moor; 1said Lydgate Lane; 1 said Millhouses; 1 said Nether Green; 1 said Sale Hill; 1 said Tapton School; 2 said Walkey; 1 said Whitham Road; 1said one mile away; 140 were in S10;

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11 were in S11; 1 was in S19; 7 were in S6; 2 were in S7; 97 did not answered question

6. How much does it cost you (and your family) to get to Broomhill Library?

1 said £1.50; 12 said £1.50-£3.00; 26 said Less than £1.50; 120 said Nothing; 2 said Petrol; 1said wear and tear on shoes energy; 125 did not answered question

7. How long does your journey to Broomhill Library take?

46 said 10-20 minutes; 14 said 20-30 minutes; 76 said Less than 10 minutes; 4 said Over 30 minutes; 148 did not answered question

8. If Broomhill Library closed, do you think you will be able to use public library services elsewhere?

123 said No; 31 said Not Sure; 126 said Yes; 8 did not answered question

9. If you will use another library, which one(s)?

79 said Central; 13 said Ecclesall; 11 said Ecclesall/Central; 1 said Ecclesall/Darnall; 5 said Hillsborough; 1 said Hillsborough/Central; 1 said Hillsborough/Ecclesall; 4 said Hillsborough/Ecclesall/Central; 4 said Walkley/Upperthorpe; 1said Rotherham; 1 said Unlikely to use any; 1 said Not easy to get to; 8 said Not sure; 3 said None; 152 did not answered question

10. How long do you anticipate the journey to this library will take?

1person said Less than 10 minutes; 5 people said 10-20 minutes; 14 people said 20-30 minutes; 33 people said Over 30 minutes; 235 people did not answered question

11. How much do you anticipate it will cost you (and your family)?

11 said £1.50-£3.00; 18 said £3.00-£5.00; 8 said More than £5.00; 2 said not sure; 3 said Nothing; 246 did not answered question

12. **If Broomhill Library closed, how will this affect you and your friends or family?**

BLAG thought they would:

Lose children's activity and learning; Lose access to activity and event information; Lose community engagement; thought distance to another library would be an issue; thought travel to another library would be an issue; incur extra costs to travel to another library; find it inconvenience to travel to

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another library; lose a valued community resource; impact on learning; stop using/use less

50 did not answered question

13. Would you describe yourself as?

16 described themselves as having mobility/health issues; 14 described themselves as over 65 year old; 82 described themselves as parent with a young family; 3 described themselves as under 18 years old; 4 described themselves as unemployed; 169 did not answered question

Appendix 5.3

Friends of Ruskin Park

- A local group actively involved in the community around Ruskin Park
- We are very upset that both local community libraries are under threat, being Upperthorpe and Walkley libraries
- Loss of one library would be a very great shame
- Loss of both libraries would do great damage to the local communities
- Upperthorpe library, within the Zest building, is the only library in the area providing book lending and computer facilities seven days a week
- People travel from across the city to take advantage of the unique swimming and gym facilities
- Upperthorpe has some of the best disabled access of any library in Sheffield
- Computer and internet access is vital as demonstrated by the queues to use
- Children's area is regularly full of children and parents
- Many books are read within the building and never checked out
- Walkley library also plays a key role in the area it serves
- It hosts popular parent & toddler sessions and children's activities
- It also serves as a hub for sharing information about events in the area
- It is housed in Sheffield's only Carnegie library building and much loved landmark
- Computers are a valued resource by the local schools
- When Walkley library was under threat in the early 90s, there was a successful campaign to keep it open which raised thousands for new books and stained glass window
- This library is dear to the hearts of Walkley people

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Appendix 5.4

Crookes Forum Response to Sheffield City Council's Library Review Consultation

- Crookes Forum was reignited late 2012 by local residents with support from Sheffield City Council
- Has a formal Constitution, Elected Officers, and Committee
- Holds a variety of community events and activities to foster community cohesion, improve area as a place to live and work and ensure views of the community are represented
- Forum feels some survey questions don't lend themselves towards a joint response, more suitable for an individual's feedback
- Forum strongly feels there are a number choices which require further consideration before any final decisions can be made
- Proposals are based on a methodology of prioritisation, including a needs assessment, equality impact assessment, and the outcome of the Council's Fairness Commission in terms of deprivation and inequalities
- Strongly disputes proposals provide for a good geographical spread of services
- Lack of library in Crookes been offset by relative close proximity of libraries in Broomhill, Walkley and Upperthorpe
- Proposals mean nearest libraries for the Crookes will be the Central or Hillsborough
- Proposals mean travel by car or public transport for majority of residents in Crookes
- 2012 Consultation third most important aspect of a library service is that library is within walking distance
- Travelling will affect parents with young children in pushchairs, older children who visit the library unsupervised, elderly population who are less mobile leading to loss of service
- Proposals impact on early learning/reading opportunities for infants and toddlers

- Concerns over education and independent learning experiences for older children
- Concerns around isolation and social exclusion for the elderly who generally will not be able to benefit from the proposals of better use of technology
- strongly feels that our area in particular is being given an unfair deal with the closure of all three local libraries
- SCC must reconsider its commitment to maintaining a good geographical spread of services and this can only be truly achieved through at least one of the three libraries remaining open as a Hub
- Forum invests considerable time and resources voluntarily trying to make a difference for the residents and businesses in Crookes and surrounding area
- Forum strongly feel proposals undermines the important work of the Forum and other community organisations trying to make a difference
- In current challenging climate never before has there been a need for groups, such as the Forum, to step-up and help try to fill the void and deliver some of the ideology and provisions set out as part of the Localism Agenda
- The Crookes area, with the exception of the churches, has a real drought of suitable community facilities in general
- The Libraries act as community hubs, including hosts for wider community activities
- They provide opportunities to connect and network individuals and likeminded community groups with one-another
- Libraries help foster community cohesion, spirit, and opportunities for groups to grow and evolve into the future
- The Forum is concerned that its success going forward will be hampered without any local community hubs
- Proposals will see library buildings/assets surplus to SCC's requirements and the Forum has concerns around the future of such facilities
- Vacant buildings will be targets for anti-social behaviour, vandalism and, in time, blight local communities
- The Forum would like to know what consideration has been given to such issues and how are they going to be managed
- The Forum expects that SCC will be looking to maximise capital receipts from its disposals programme of surplus library assets as soon as possible whilst detaching itself from any revenue costs
- Once such community strongholds are turned over to alternative uses they will be lost as community facilities for good making the likelihood of future availability virtually nil and void

We trust the Forum's concerns will be given the proper consideration they deserve and urge SCC to rethink the proposals in order to ensure Crookes is not disproportionately affected by the Library Review process.

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Appendix 5.5

Evaluation of feedback from Chinese Community for Library Review Survey

The Chinese community centre held focus group consultation events and individual interviews with members of the Chinese community regarding the proposals for the future of Library services in Sheffield.

The majority of respondents were Highfield library users, which is a proposed Hub library and mainly use the library for borrowing books and reading in the library.

95% of respondents felt the right things have been taken into account in carrying out the needs assessment and again, 95% felt that the proposals were fair and reasonable or fair and reasonable with some reservations. Their reservations were not stated.

Over 70% of respondents agreed with the proposal to reduce the opening hours of central library. The 30% who disagreed stated that loss of convenience and any reduction of opening hours were their main reservations.

93% of respondents agreed with the proposal to have 11 Hub libraries and the remaining 7% said yes with reservations, which included longer distance to travel so not convenient and cost of travel.

58% of respondents disagreed with the proposal to have 5 community led libraries. Their reasons for disagreeing were mainly loss of council staffing and worriers over reliability of service as well as lack of accountability and control. They also had concerns over using volunteers instead of paid staff and loss of knowledge and expertise.

100% of respondents agreed with the proposal for independent libraries, but still expressed some reservations about the loss of council staffing and funding and buildings being used for non-library purposes and sustainability of future library services.

35% agreed to the proposal to extend the home library service but 65% expressed concerns over the use of volunteers working with vulnerable people.

80% of respondents agreed with the proposal to close the mobile library service, with the 20% who disagreed expressing concerns over loss of

convenience, having to travel further to use a library, cost of travel and loss of service or provision.

Appendix 6

Public Meetings attended by Sheffield City Council representatives during the Library Review Consultation

October 2013

14	Libraries Surgery, Town Hall
16	Broomhill Library area
17	Walkley Library area
19	Burngreave Library
21	Libraries Surgery, Town Hall
22	Stannington Library area
23	Frechville Library
24	Newfield Green Library area
28	Libraries Surgery, Town Hall

November 2013

4	Libraries Surgery, Town Hall
13	Gleadless Library area
20	Greenhill Library area
20	Ecclesfield Library area
21	Woodhouse Library area
22	Southey Library area
25	Libraries Surgery, Town Hall
26	Libraries and Advice Centres
27	Burngreave Library, Vestry Hall

December 2013

2	Libraries Surgery, Town Hall
7	Upperthorpe Library area
9	Libraries Surgery, Town Hall
16	Libraries Surgery, Town Hall

January 2014

9	Totley Library

At all the above events, participants had the opportunity to learn more about the library proposals, take part in a Q&A session and receive library review consultation information including the survey in different formats.

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Appendix 7

Summary of Comments Received outside of the Survey

Comments received, by email/telephone, about the proposals

Many comments were received about a variety of aspects of the proposals and consultation and they are highlighted below:

- wrong priority order given to libraries
- loss of valued community/social resources will damage communities
- impact on learning
- fairness on various groups/sets of people, e.g. elderly, children, disabled
- difficulties/distance/cost of travelling to a "new" library
- will lose access to children's' events/activities
- criticism of needs assessment, e.g. goes against SCC policies
- adults/children expressing sadness over the loss of "their" library and what they would lose
- not looked at "uniqueness" of individual branches to see the value of what they have
- size of city in relation to library provision here and in other cities
- loss of valued experienced staff, should be an alternative to redundancies
- effect on rural and isolated residents
- alternative ideas and alternative ways of drawing up proposals
- problems around volunteers
- reinvesting money into libraries from sale of building
- "moth ball " libraries until there is an upturn in the economy
- unaware of /not understood proposals
- libraries are our heritage and must be preserved for future generations
- will be devastating to communities
- criticism of the weighting process leading to proposals
- priority given to affluent areas/priority given to deprived areas
- affluent areas disadvantaged by proposals/deprived areas disadvantaged by proposals
- what will be the financial savings made for each library closed
- suggestions to generate income
- costs of running the consultation and its impact on the environment
- loss of access to computers/internet
- impact on remaining services
- proposal will impact on future literacy levels
- lack of information about future of documents held at Local Studies library and Archives

Young People's Involvement Team

Libraries Consultation

Report of findings

Young People's Consultation

December 2013

Contents Page:

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1. Introduction

Young people are at the heart of many services throughout Sheffield. Their involvement in the planning, delivery and evaluation of services affecting them is critical for ensuring a service is efficient and based on actual need.

Article 12 of the United Nations' Convention on the Rights of the Child states that,

"Children and young people have a right to express an opinion on any matter affecting them and to have that opinion taken into account".

This statement is supported in Sheffield through the Sheffield Children and Young People's Plan and the Sheffield Children and Young People's Participation Strategy.

The Young People's Involvement Team is firmly committed to this principle and is leading on consultation and participation work with young people in Sheffield.

This report was compiled by Emma Hinchliffe on behalf of the Young People's Involvement Team. For more information on matters relating to this report or the consultation, please contact Emma Hinchliffe, Young People's Involvement Worker on:

Email: emma.hinchliffe@sheffieldfutures.org.uk
Tel: 0114 201 6659

For support and advice in involving young people in your setting, please contact:

Sarah Stevens
Young People's Involvement Manager

First Floor
Star House
43 Division St.
Sheffield
S1 4GE

Tel: 0114 201 2783
Email: sarah.stevens@sheffieldfutures.org.uk

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2. Background

The Young People's Involvement Team (YPIT), Sheffield Futures, were approached in September 2013 to put forward a proposal for a consultation with secondary aged children all about the future of libraries in Sheffield.

We consulted with secondary school and post 16 aged young people (11 - 25 years old) across five geographical areas of Sheffield (North, South, East, West and Central) in order to seek the views of a well-represented cohort of library users and non-users.

We aimed to work with an average of 15 young people from each of the identified settings which would generate responses from an overall cohort of approximately 150 young people.

3. Objectives

- Establish if participants are library users or non-users
- Find out which libraries they use regularly and what they access there
- Present the council's proposals and generate comments and opinions about them

4. Methodology

In order to gain as wide a representation of young people from across the city as possible, we identified 4 special interest groups, 4 schools and 4 youth club venues to take part in the consultations. Unfortunately 3 of these settings after making numerous contacts proved difficult to engage with and therefore we consulted with a total of 9 settings reaching a total of 164 young people. These 9 settings were VOYCE PG (A young carers participation group), Darnall Education Centre (Mainly BME young people), Hi 5's (Young people with disabilities), Tapton School, Westfield School, Yewlands school, Southey Development Forum Young People's group, Ellesmere Youth Project and Sheffield Youth Cabinet.

We used a mixture of interactive consultation methods in order to gain the views from the young people present. This included picture voting, for the young people to vote on which libraries they currently use, a sliding scale for young people to rate what they thought of the proposed changes to central library, tops and pants for young people to write down their thoughts on HUB libraries and a graffiti wall for young people to write down their thoughts on community and independent libraries. We also used a short paper based survey to find out young people's overall views of the proposals and whether they had any other ideas on how the savings could be made.

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This report is structured in a way that the first section offers a brief overview of the main findings, the second section is pulling all the findings together to give an overall picture of what young people in general felt and the third section then splits the information down in terms of each of the individual groups we have consulted with.

5. Executive Summary:

Throughout this report you will see that the young people consulted were generally in favour of the proposals given. However, there were also some reservations under each of the identified proposals that young people felt it would be important to consider before implementation begins. The young people also had some good ideas as to how their concerns could be lessened and other suggestions on how to make the cuts.

When consulting about the proposals for **Central Library**, many of the young people were concerned regarding the loss of afternoon and evening opening time as for them, unless it was school holidays, these are the only times they can access the library service. Therefore it is felt that the changes to opening times should be reconsidered and instead of closing in afternoons/ evenings, consider closing in a morning.

Young people generally liked the idea of **HUB Libraries** and being able to access many services from under one roof. However, there were a few concerns regarding the distance people may need to travel to get to their nearest library and the fact that some individuals may struggle to access the service due to issues with travel or the cost of travel. There were also some concerns regarding some of the identified libraries being too small to become HUB Libraries.

In terms of **Community Libraries**, young people generally had mixed views on this as some felt that it may encourage more people to engage with their local libraries and that there should be more of them. However some of the young people were concerned regarding the wider impact on the community of the service relying on some volunteers and the impact this may have.

Young people generally struggled to imagine how **Independent Libraries** may work, as they felt that no one would want to run this service without a profit. Therefore they felt that people needed to be more realistic about the fact that these libraries could potentially close and that this category should be renamed.

Young people were generally in favour of the proposals to expand the **Home Library service**. However, they did comment on the fact that again this may rely on the good will of people to volunteer.

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There were mixed views around the **Mobile Library service**, as some young people had never seen the mobile library, but others used it on a regular basis and felt it was vital for specific members of the community.
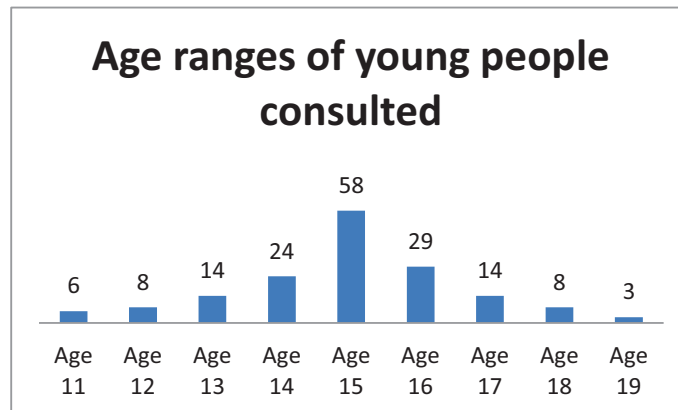
The young people were very keen to be kept informed about the outcome of the consultations and what this means moving forward. Specifically some of the young people were concerned about the loss of Broomhill Library.

6. Overall findings:

<u>**Monitoring information**</u>

In total, we consulted with 164 young people from across the 9 settings, of which 94 were male and 70 were female.

The graph below shows the **age ranges** of the young people with whom we consulted.

Age ranges of young people consulted

Age 11	Age 12	Age 13	Age 14	Age 15	Age 16	Age 17	Age 18	Age 19
6	8	14	24	58	29	14	8	3

As you can see from the graph, 68% of the young people consulted were aged 14-16. Of the young people consulted, 91% were in education, 7% were in training and 2% were in work.

In terms of ethnic origins of the young people consulted, 69% of the young people identified as being from a White British background and 31% identified as being form a BME background, which included, 10% Roma Slovak and 13% Asian.

When asked if they considered themselves as having a disability, the graph below shows that 19% of the young people consulted identified themselves as having a disability.
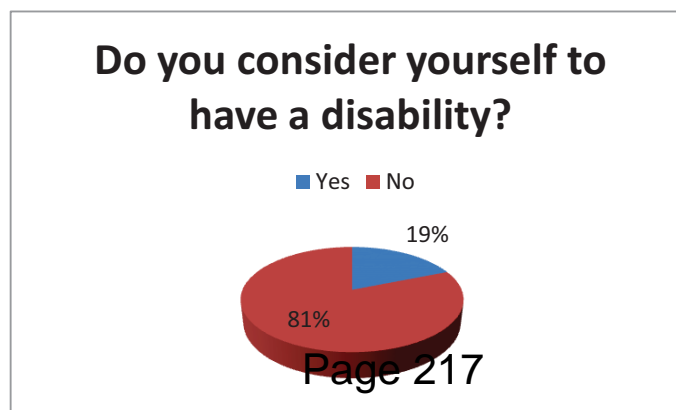
Do you consider yourself to have a disability?

■ Yes ■ No

19%

81%

In terms of geographical spread, this consisted of young people from the following postcodes:

Post code areas of the young people consulted
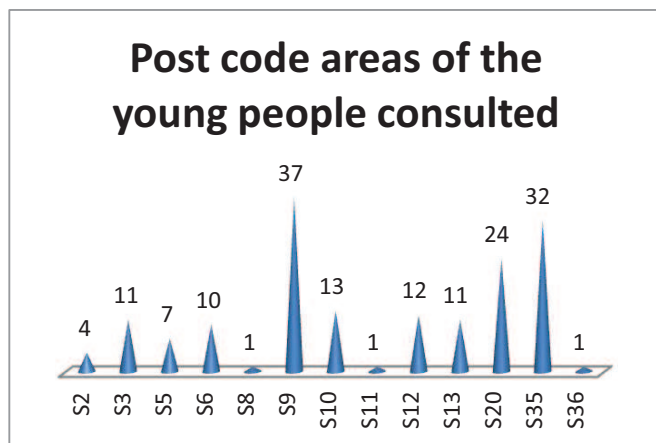
As you can see from the chart above, 23% of young people came from the S9 area, 20% were from the S35 area and 15% were from the S20 area.

Main Consultation:

Initially, we asked the young people to picture vote, which involved sticking a sticky dot on the **libraries which they currently use**, for the young people that don't use the library service, there was also an option for none.

51% of the young people we consulted with were **library users**, where as **49%** of the young people **weren't library users**.

Of the 51% of young people who were library users, the libraries that they used most were:

- 17 young people used Southey Library
- 15 young people used Parson Cross Library
- 11 young people used Darnall Library
- 11 young people used Crystal Peaks Library
- 11 young people used Burngreave Library
- 10 young people used Central Library
- 9 young people used Broomhill Library
- 5 young people used Firth Park Library
- 5 young people used Manor Library
- 4 young people used Ecclesfield Library

Young people also used Hillsborough, Gleadless, Woodhouse, Greenhill, Frechville, Jordanthorpe, Stocksbridge, Stannington, Woodseats and Ecclesall Libraries.

When asked what they currently use libraries for, the young people generally used them for using the computers and borrowing books both for personal use and to aid

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them with their studies, as well as for education and learning and advice and guidance.

We then spoke to the young people as to **how the proposal was reached** and asked them to stand up and move towards the agree or disagree sign depending on their thoughts. All 164 young people felt that the way in which the proposal was created was reasonable. Hence the young people agreed with what was taken into consideration in creating these proposals and didn't have any other suggestions to add.

We then went on to talk about **Central Library** and the proposed changes to opening hours and young people were asked to rate on a scale of 0 (totally disagree) to 5 (totally agree) how much they agreed with the proposal.

5 young people rated 0

24 young people rated 2

18 young people rated 4

18 young people rated 1

61 young people rated 3

31 young people rated 5

As you can see from the information above, the young people consulted generally felt that this proposal was reasonable. However a few of the young people did have some reservations regarding loss of afternoon/ evening opening hours and the impact this would have on wider users of the library who may work or be at school.

Hence, young people were generally concerned regarding the impact to themselves and others when afternoon/ evening opening hours were lost and therefore this could be something that could potentially be considered further before implementing the proposals.

We then went on to discuss **HUB Libraries**, and the young people were asked to consider the proposal given and write on a picture of a top what they thought was good about the proposal and on a picture of a pair of trousers what they though was pants about the proposal.

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The young people were generally in favour of the proposal, with 63% rating it tops, 10% rating it pants and the others having mixed views. Some of the main reasons the young people gave in favour of HUB Libraries were:

- Some young people felt that it would encourage more people to become involved in their libraries
- Several young people felt it was good that a lot of services were going to be under one roof
- Some young people felt that it would promote integration amongst different communities
- Some young people felt there should be more HUB Libraries

Some of the reasons that young people gave for disagreeing with this proposal were:

- Travelling may be an issue for some members of the community
- Cost is an issues as people may now have to pay bus fare to get to their nearest library
- Some couldn't see the benefits to young people

We then went on to discuss the proposal for **Community Libraries and Independent Libraries**. We did this by outlining the proposal and asking the young people to then write down their thoughts onto a big sheet of paper about this, and what they thought people might do if their local library closed.

There was a split decision in terms of the proposal for Community Libraries, with roughly a 50/50 split of young people agreeing and disagreeing with the proposal.

Some of the comments made by the young people who agreed with the proposal were as follows:

It could give young people a chance to volunteer

If run by the community it may encourage more people to access the library because it will be people that we know

It will help the community to work together

One young person also said that the community would be able to acquire skills which would give them work experience and help get jobs and that it may make people become friendlier. Several young people also felt that their needed to be more than 5 Community Libraries.

Young people who disagreed with the proposal for Community Libraries generally were concerned about people losing their jobs, that volunteers may not come forward to run the libraries as they may be too busy, that volunteers should be paid and that the service may become unreliable. In general, young people were also concerned about the distance they may have to travel to the nearest library and the cot and the inconvenience involved in this.

Several young people also felt that Broomhill Library in particular should be kept open as a Community Library to provide services for the area.

On the proposal for Independent Libraries, 48% of the young people disagreed with the proposal and only 26% of the 164 young people agreed with the proposal. In general, young people struggled to see how Independent Libraries may work, and felt very strongly that people needed to be more realistic about the potential for these libraries to close and rename this category.

The young people that agreed with this proposal generally agreed because they felt that there would at least still be a library service. The young people generally disagreed because they had reservations as to whether people would want to run a service if they weren't making money from it, they felt that there would be no guarantee of adequate resources and a library for the future and they had concerns that people may not have the skills to run the libraries.

In terms of the Home Library service, 48% of the young people agreed with this proposal. However 41% of the young people felt that they couldn't comment as they had never used the service. Some young people were also concerned by the fact that this was another part of the library service which could become potentially reliant on volunteers and so were worried about the potential impact this may have on individuals and the service provided.

In terms of the Mobile Library service, 64 of the young people agreed with the proposal and 26 young people disagreed. In general we found that depending on the area of the city you visited the response to this question varied in that some young people had never seen or used the Mobile Library service, but others were themselves regular users or knew people in their communities who were regular users, so were concerned about the impact on them.

Some of the young people consulted had ideas on how concerns could be lessened, which included:

- Encouraging local schools to get involved more with libraries
- Keeping more libraries open
- Advertising more so that people are aware of them
- Keeping people up to date about what is happening

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Young people also had a few ideas on how these savings could be made elsewhere, which included lowering funding for all libraries to keep as many open as possible, introducing more automated libraries, volunteers and donations and internet libraries as more young people now use technology as a source of information.

Throughout the consultations there were several key threads which were that young people were generally concerned about the impact that these proposals may have on the most vulnerable people in society as well as the impact on themselves as individuals. There were mixed response to the level of agreement with each proposal as a result of this. However, some young people felt that there was a huge benefit to adults, but the benefit to young people was minimal and therefore more thought needs to go into things such as opening times to make the libraries as fully accessible as possible to as many members of the communities.

7. Individual Consultations

Tapton School

We visited Tapton school on 14th November, to consult with a group of pupils who were on the school council. We consulted with a total of 9 pupils, however after initial consultation others within the school wanted to participate, so we distribute the online survey link to the contact teacher for him to send around school.

Monitoring data:

In total, we consulted with 9 young people, of which 6 were male and 3 were female.

The graph below shows the **age ranges** of the young people with whom we consulted.
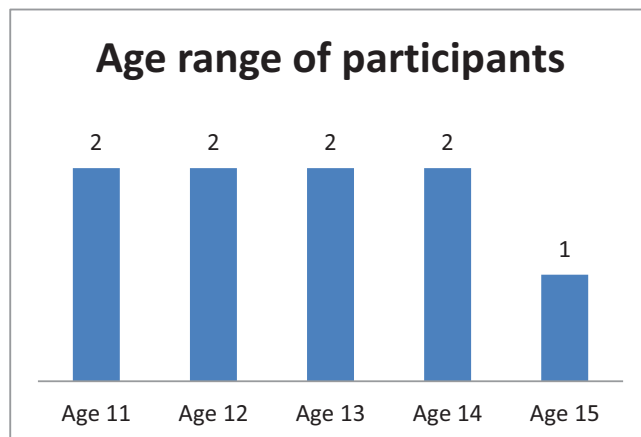
As you can see from the graph, all participants were aged 11 to 15 and in full time education.

In terms of ethnic origins of the young people consulted, 78% of the young people identified as being from a White British background and 22% identified as being form a BME background, which included, 1 Asian young person and 1 Somalian young person.

When asked if they considered themselves as having a disability, none of the young people we consulted at this setting identified themselves as having a disability.

In terms of geographical spread, all 9 of the young people consulted came from the S10 area.

Consultation questions:

All 9 of the young people we consulted with at this school were **current library users**, and **used the following libraries**:

- 6 used Broomhill Library
- 2 used Ecclesall Library
- 1 used Central Library

Hence the young people generally used libraries which were in close proximity to where they lived or went to school.

When asked what they **currently use libraries for**, the young people generally used them for using the computers and borrowing books both for personal use and to aid them with their studies.

We then spoke to the young people as to **how the proposal was reached** and asked them to stand up and move towards the agree or disagree sign depending on their thoughts. All 9 young people felt that the way in which the proposal was created was reasonable. Hence the young people agreed with what was taken into consideration in creating these proposals and didn't have any other suggestions to add.

We then went on to talk about Central Library and the proposed changes to opening hours and young people were asked to rate on a scale of 0 (totally disagree) to 5 (totally agree) how much they agreed with the proposal.

3 young people rated number 3

6 young people rated at number 4

As you can see from the information above, the young people consulted generally felt that this proposal was reasonable. However a few of the young people did have some reservations regarding loss of afternoon/ evening opening hours and these were as follows:

Libraries shouldn't lose late hours for those who need them x **2 young people**

Concerns re loss of space for after school revision/ work space

Hence, young people were generally concerned regarding the impact to themselves and others when afternoon/ evening opening hours were lost and therefore this could be something that could potentially be considered further before implementing the proposals.

We then went on to discuss **HUB Libraries**, and the young people were asked to consider the proposal given and write on a picture of a top what they thought was good about the proposal and on a picture of a pair of trousers what they though was pants about the proposal.

In principle, all the young people agreed with the proposal for HUB Libraries and felt that this may get more people interested in accessing services provided through the library. However, there was a concern as to whether there may be a loss of some staff at the HUB Libraries.

We then went on to discuss the proposal for **Community Libraries and Independent Libraries**. We did this by outlining the proposal and asking the young people to then write down their thoughts onto a big sheet of paper about this, and what they thought people might do if their local library closed.

The comments made by the young people were as follows:

2 young people said Broomhill Library should be kept open possibly as a community library

2 young people said Broomhill Library should be kept open – closest to Tapton and other surrounding schools.

1 young person said if there wasn't many libraries then what would happen to disadvantage young people who can't afford access elsewhere

The young people felt that there should be more advertising and more encouragement to go to Broomhill Library to keep it open. Therefore the main objections young people had to these proposals are that they thought that Broomhill

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Library should be one of the libraries prioritised to stay open and the impact on disadvantaged young people should be considered more.

Young people at Tapton school had no comments to make on the **Home Library service** as none of them had ever used it. However they had some very strong feelings about the **Mobile Library service**, which was as follows:

2 young people said we should definitely not lose the mobile library service as it is a huge benefit for elderly and young people

2 young people said mobile libraries should be kept as they are used by many

1 young person said loosing mobile libraries is a silly idea as it is not ideal for frequent users

Generally young people said:

- Libraries are useful for children reading and getting homework done
- The proposal is not fair and reasonable as I think libraries are vital to communities and funds should be cut to other places
- Not sure about the proposal but you should keep Broomhill library
- I understand why it is needed, but is cutting mobile libraries needed?

One of the young people consulted said that the only way to **lessen their concerns** was to not close any libraries and don't take any jobs away.

Other suggestions that the young people had were as follows:

- Public donations
- Internet libraries sound like a good idea, although they might be vandalised and hacked

In summary, the young people consulted at Tapton school generally were in favour of the proposals but had concerns around the loss of the Mobile Library service, the loss of evening opening at Central Library and the fact that Broomhill Library may be facing closure.
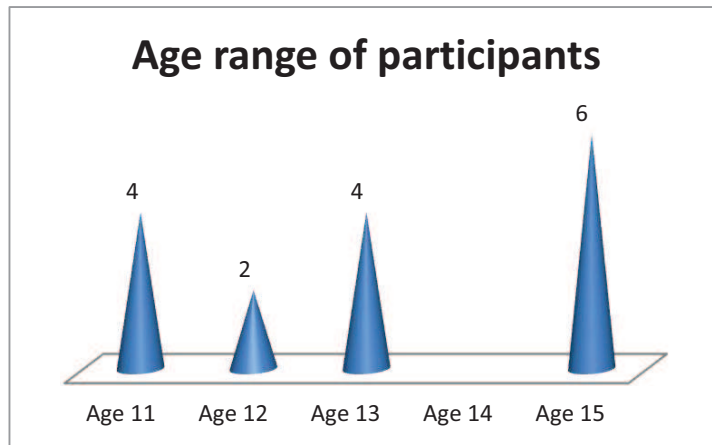
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Westfield School

We visited Westfield school on 11th November, to consult with an identified group of pupils. We consulted with a total of 16 pupils, all of whom were non library users.

Monitoring data:

In total, we consulted with 16 young people, of which 6 were male and 10 were female.

The graph below shows the **age ranges** of the young people with whom we consulted.

As you can see from the graph, 63% of the young people consulted were aged 13-15. All of the young people consulted were in full time education.

In terms of ethnic origins of the young people consulted, all 16 young people were White British.

When asked if they considered themselves as having a disability, none of the young people in this consultation group considered themselves to have a disability.

In terms of geographical spread, this consisted of young people from the following postcodes:

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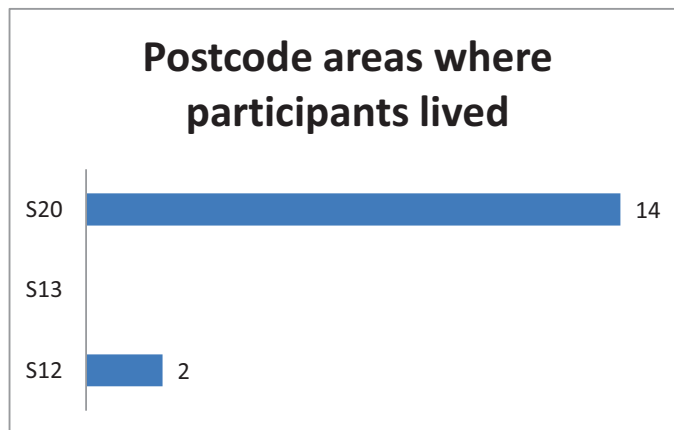
As you can see from the chart above,88% of the young people consulted in this group lived in the S20 area.

Consultation questions:

All 16 of the young people we consulted with at this school were non library users, as they pointed out they didn't feel the need to use the library service at this point in their life. However several identified that their family members used the library service.

We then spoke to the young people as to **how the proposal was reached** and asked them to stand up and move towards the agree or disagree sign depending on their thoughts. All 16 young people felt that the way in which the proposal was created was reasonable. Hence the young people agreed with what was taken into consideration in creating these proposals and didn't have any other suggestions to add.

We then went on to talk about **Central Library** and the proposed changes to opening hours and young people were asked to rate on a scale of 0 (totally disagree) to 5 (totally agree) how much they agreed with the proposal.

2 young people rated 1   **5** young people rated 2   **6** young people rated 3   **3** young people rated 5

As you can see from the information above, there was split opinions amongst the young people in terms of what they thought here. Most of the young people did have some reservations regarding loss of afternoon/ evening opening hours and these were as follows:

> Libraries shouldn't lose evening opening for those who need them
> x **10 young people**

Hence, young people were generally concerned regarding the impact to themselves and others when afternoon/ evening opening hours were lost and therefore this could be something that could potentially be considered further before implementing the proposals.

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We then went on to discuss **HUB Libraries**, and the young people were asked to consider the proposal given and write on a picture of a top what they thought was good about the proposal and on a picture of a pair of trousers what they though was pants about the proposal.

In principle, most of the young people agrees with the proposal for HUB Libraries and wrote on their tops things like:

- 5 young people said you will have all the things your community needs in one place
- 2 young people said your current local library might not have all the resources, hub libraries will
- 2 young people felt they would draw more people in
- 2 young people felt the council wouldn't have to fund as many libraries
- 1 young person felt it would be good for old people to socialise
- 1 young person said that it would only be one trip away

However, the young people did have some reservations regarding travel and opening times and these were as follows:

- 8 young people were concerned about travel
- 3 young people felt that it still may be too far for some people
- 2 young people felt that people who work late might want to use these libraries and wondered if these would be open
- 2 young people felt it would be bad for travelling and people with disabilities
- 1 young person was concerned about the fact that they would have to leave their area

Hence, opening times of the HUB Libraries may need to be considered to suit all members of the community, and transport links to the HUB Libraries may need to be well promoted to ensure ease of access.

We then went on to discuss the proposal for **Community Libraries and Independent Libraries**. We did this by outlining the proposal and asking the young people to then write down their thoughts onto a big sheet of paper about this, and what they thought people might do if their local library closed.

The young people consulted were generally in favour of Community Libraries, however they struggled to understand how the Independent Libraries might work.

The comments made by the young people were as follows:

- If something useful is replacing it then it's ok
- Libraries provide more variety
- It is often more convenient if they are on your doorstep
- Independent Libraries – how are these going to work?

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The young people consulted were concerned about how young people in primary schools would have to rely on parents to take them and there was concern over loss of jobs.

2 of the young people consulted felt that people would stop going to libraries as they wouldn't want to travel that far.

In summary, the young people at Westfield school were generally in favour of the proposals. However, they did have some reservations regarding lack of evening opening hours for Central Library, and the distance they might have to travel and the cost to travel to their closest library.

Yewlands School

We visited Yewlands school on 21st November, to consult with a group of identified pupils. We consulted with a total of 32 pupils of which only 1 was a library user.

Monitoring data:

In total, we consulted with 32 young people, of which 11 were male and 21 were female.

The graph below shows the **age ranges** of the young people with whom we consulted.
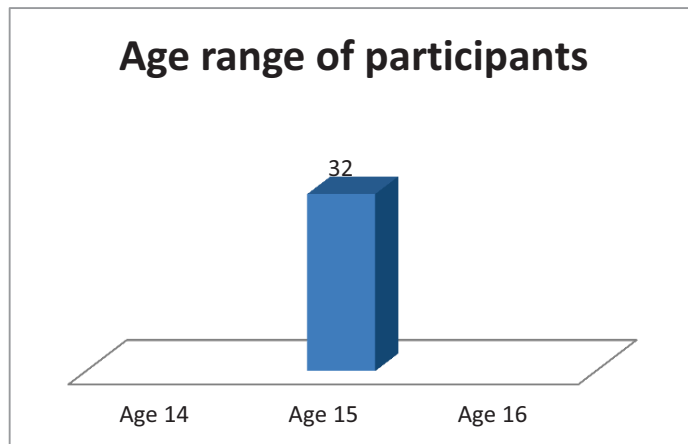
As you can see from the graph, 100% of the young people consulted were aged 15 and all were in full time education.

In terms of ethnic origins of the young people consulted, 31 of the young people identified as being from a White British background and 1 young person identified as being from an Asian background.

When asked if they considered themselves as having a disability, none of the young people consulted in this group identified that they had a disability.

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In terms of geographical spread, all the young people consulted at this school were from the S35 area.

Consultation questions:

Only 1 of the 32 young people consulted was a **current library user**. However of the years the young people have **used the following libraries**:

- 9 used Parson Cross Library
- 6 used Southey Library
- 4 used Ecclesfield Library
- 1 used Firth Park Library
- 1 used Hillsborough Library
- 1 used Stocksbridge Library

Hence the young people generally used libraries which were in close proximity to where they lived or went to school.

When asked what they **currently use libraries for**, the one user said that they used it for access to computers and internet, borrowing books for children and printing and photocopying.

One of the other young people also commented on the fact that they thought we were consulting with the wrong age group as they do not use the library service.

We then spoke to the young people as to **how the proposal was reached** and asked them to stand up and move towards the agree or disagree sign depending on their thoughts. 27 young people felt that the way in which the proposal was created was reasonable. They said this was because they are important factors in determining what happens to the libraries, one felt it was a good needs assessment and one felt that there was no point in keeping it open for long hours if it wasn't being used. The 5 that disagreed said that this was because of the following:

- Other people still use the library often
- They haven't looked at specific people's cases and why the library may be very important to one person. The library may play a very important role in that person's life
- People who can't afford or who do not have transport at certain times won't be able to walk such a distance to another library like elderly people

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We then went on to talk about **Central Library** and the proposed changes to opening hours and young people were asked to rate on a scale of 0 (totally disagree) to 5 (totally agree) how much they agreed with the proposal.

3 young people rated 1

7 young people rated 2

10 young people rated 3

1 young person rated 4

11 young people rated 5
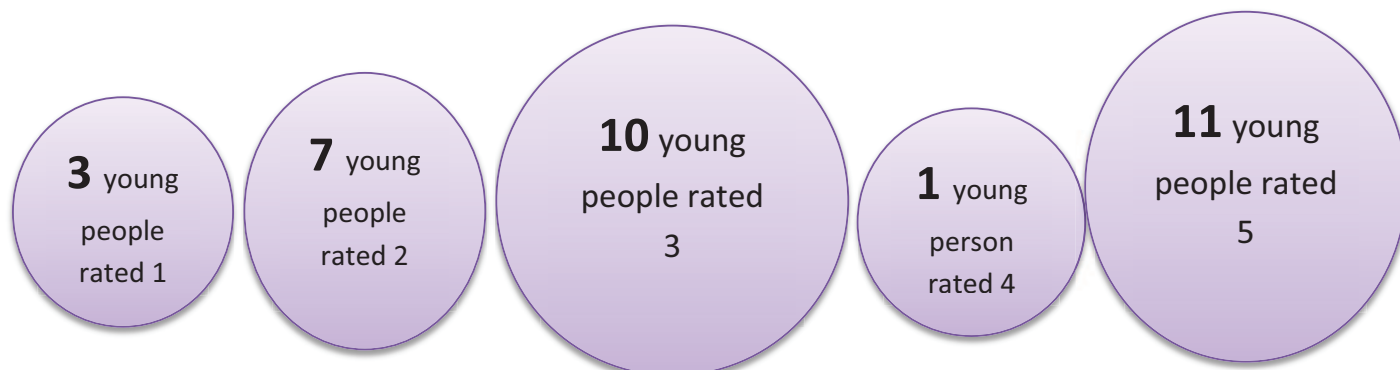
As you can see from the information above, the young people consulted generally felt that this proposal was reasonable. However a few of the young people did have some reservations regarding loss of afternoon/ evening opening hours and these were as follows:

- 2 young people said that they didn't think it was fair as they are closing other libraries so why can't this stay the same
- It doesn't make much of a difference as the library will still be available to people
- One said they disagree because people need to use the library all the time especially university students who live/ study in the city
- One said they disagree with the opening hours changing because not only are schools being benefitted by the library but libraries provide activities for young people such as arts and crafts – this helps the community – it gives young people things to do

Hence, young people were generally concerned regarding the impact to themselves and others when afternoon/ evening opening hours were lost and therefore this could be something that could potentially be considered further before implementing the proposals.

We then went on to discuss **HUB Libraries**, and the young people were asked to consider the proposal given and write on a picture of a top what they thought was good about the proposal and on a picture of a pair of trousers what they though was pants about the proposal.

The young people were generally split about this proposal as 16 agreed but the other 16 disagreed with the proposal.

Young people who agreed with this proposal generally agreed because they felt it was a great idea if one library could serve many communities with many services,

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they felt it would promote integration amongst communities, and one agreed because they don't use libraries so felt it doesn't affect them.

Young people who disagreed with this proposal generally disagreed because they would not travel, they felt that there would be a loss of service, because young people cannot travel long distances by themselves or because other members of the community might not be able to get there.

We then went on to discuss the proposal for **Community Libraries and Independent Libraries**. We did this by outlining the proposal and asking the young people to then write down their thoughts onto a big sheet of paper about this, and what they thought people might do if their local library closed.

Only 10 of the young people agreed with the proposals for Community Libraries, whereas 22 disagreed.

The comments made by the young people who agreed with the proposal were as follows:

2 young people said that at least there would still be provision

If run by the community it may encourage more people to access the library because it will be people that we know

2 said People will be able to run it the way they want so perhaps libraries may not be such a quiet place encouraging more young people to come in

One young person also said that the community would be able to acquire skills which would give them work experience and help get jobs.

Young people who disagreed with the proposal for Community Libraries generally was concerned about people losing their jobs, that volunteers may not come forward to run the libraries as they may be too busy, that volunteers should be paid and that the service may become unreliable.

On the proposal for Independent Libraries, 15 of the young people agreed and 17 disagreed.

The young people that agreed with this proposal generally agreed because they felt that there would at least still be a library service. The young people generally disagreed because they had reservations as to whether people would want to run a service if they weren't making money from it, they felt that there would be no

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guarantee of adequate resources and a library for the future and they had concerns that people may not have the skills to run the libraries.

As the young people didn't use the Mobile Library or the Home Library service, they generally felt unable to comment about these proposals.

In summary, young people were generally in favour of the proposal for Central Library, with some reservations over the opening hours. There was a split decision on HUB Libraries due to concerns over the distance people may have to travel, they disagreed with the proposal for Community Libraries as they were concerned over the impact of volunteers and job losses and they were split on Independent Libraries as they weren't sure who would want to run it without making profit.

Southey Development Forum Young People's group

We visited Southey Development forum Young People's group on 9th November, to consult with a group of identified young people. We consulted with a total of 15 young people, 14 of which were library users.

Monitoring data:

In total, we consulted with 15 young people, of which all were male.

The graph below shows the **age ranges** of the young people with whom we consulted.

Age range of participants

| Age 12	Age 13	Age 14	Age 15	Age 16	Age 17	Age 18	Age 19
4	3			7			1
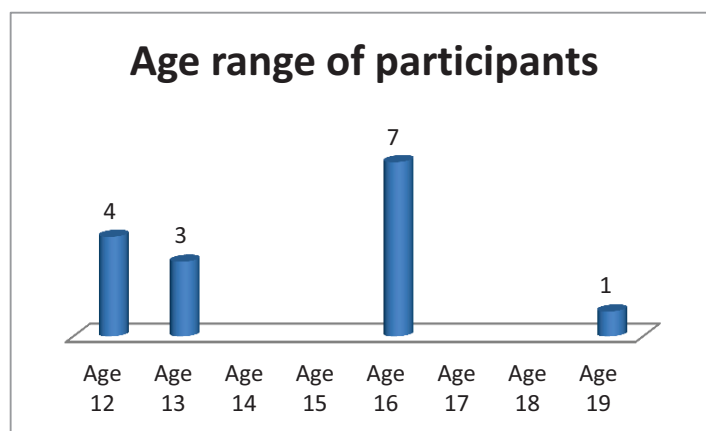
As you can see from the graph, 47% of the young people consulted were aged 16. Of the young people consulted, all 15 were still in education.

In terms of ethnic origins of the young people consulted, 100% identified as being White British.

When asked if they considered themselves as having a disability, none of the group consulted identified themselves as having a disability.

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In terms of geographical spread, this consisted of young people from the following postcodes:

Postcodes of the areas where young people came from

Postcode	Value
S10	3
S9	
S8	
S6	7
S5	5
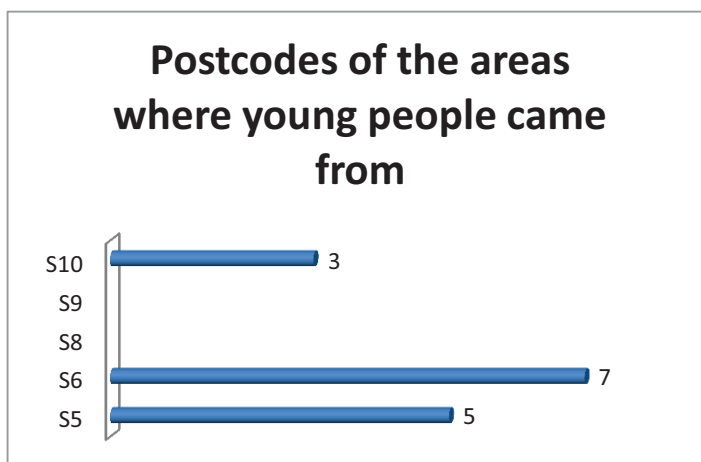
As you can see from the chart above, 47% of young people came from the S6 area.

Consultation questions:

14 of the 15 young people consulted was a **current library users**, the other young person stated he couldn't be bothered to use the library. These young people **used the following libraries**:

- 10 used Southey Library
- 3 used Parson Cross Library
- 1 used Central Library

Hence the young people generally used libraries which were in close proximity to where they lived or went to school.

When asked what they **currently use libraries for**, the most important things the young people used the libraries for were access to computers and internet, advice and guidance, job searching and volunteer opportunities, printing and photocopying, clubs and activities and education and learning.

The young people commented on the fact that they regularly go to Southey development forum, which is in Southey Library and is the heart of the community, and they regularly organise activities for young people providing them with places to go and things to do. They also offer community classes there.

We then spoke to the young people as to **how the proposal was reached** and asked them to stand up and move towards the agree or disagree sign depending on their thoughts. All the young people felt that the way in which the proposal was created was reasonable. They said this was because a lot of factors were considered.

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We then went on to talk about **Central Library** and the proposed changes to opening hours and young people were asked to rate on a scale of 0 (totally disagree) to 5 (totally agree) how much they agreed with the proposal.

1 young person rated 2

14 young people rated 5
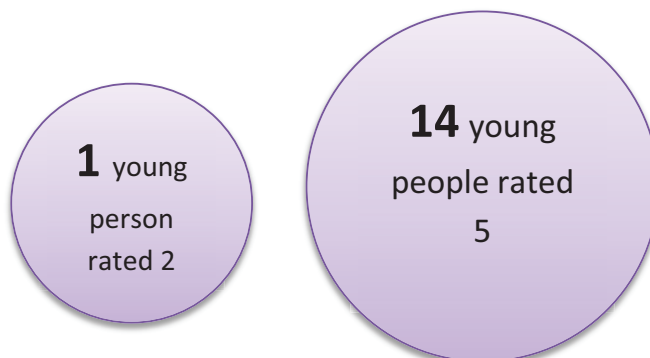
As you can see from the information above, the young people consulted generally felt that this proposal was reasonable. However there was a reservation regarding time, where the young person stated: "The proposal is relatively fair. The hours are reasonable. However, why should it be shut in the afternoon, can it not be shut for 2 evenings. It is easier for young people to visit the library straight after school therefore closing the library on a afternoon is not convenient for young people and many young people don't feel safe in the city centre at night."

Hence, young people were generally concerned regarding the impact to themselves and others when afternoon hours were lost and therefore this could be something that could potentially be considered further before implementing the proposal.

We then went on to discuss **HUB Libraries**, and the young people were asked to consider the proposal given and write on a picture of a top what they thought was good about the proposal and on a picture of a pair of trousers what they though was pants about the proposal.

14 young people agreed with the proposals for HUB Libraries, and only 1 of the young people disagreed.
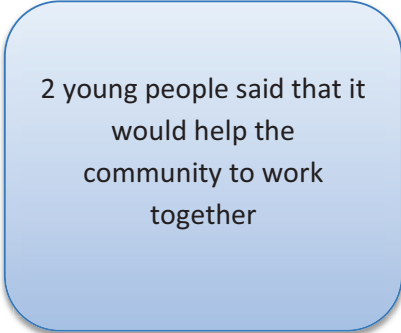
Young people who agreed with this proposal generally agreed because they felt that 31 hours was reasonable, they liked the idea of many support services under one roof, that people could possibly gain work experience, it could mean better provision with plenty of services under one roof, it may encourage more people to use them if they are located near convenient shops, it could be an opportunity to meet other people from surrounding neighbourhoods and it might mean more computers and shorter waiting times.

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The young person who disagreed with this proposal generally disagreed because he felt that if his local library got shut then travelling to another could be hectic and cost, so he wouldn't be able to go if he didn't have money.

We then went on to discuss the proposal for **Community Libraries and Independent Libraries**. We did this by outlining the proposal and asking the young people to then write down their thoughts onto a big sheet of paper about this, and what they thought people might do if their local library closed.

10 of the young people agreed with the proposals for Community Libraries, and 5 of the young people disagreed.

The comments made by the young people who agreed with the proposal were as follows:

> 2 young people said that it would help the community to work together

Young people who disagreed with the proposal for Community Libraries generally were concerned about people losing their jobs, and that the library service may not be as reliable if it is run by volunteers.

On the proposal for Independent Libraries, 14 of the young people agreed and 1 disagreed.

All the young people agreed with the proposals for the Home Library service as they felt that this was a good idea.

In terms of the Mobile Library service, 10 of the young people agreed with the proposal, as they felt that if it costs a lot of money and is rarely used then it should be closed and we could use the money elsewhere. 5 young people disagreed with the proposal stating that it was unfair as their family use the service regularly on a Saturday and one said that their grandmother was heavily dependent on the service so has the impact on elderly people been considered at all?

In summary, young people were generally in favour of all the proposals. However, they did have a few reservations. In terms of Central Library they were concerned about the loss of the afternoon opening, in terms of HUB Libraries they were concerns about the travel and the cost, in terms of Community Libraries there were

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concerns over loss of jobs and the impact of volunteers and in terms of the Mobile Library they were concerned about the individual impact.
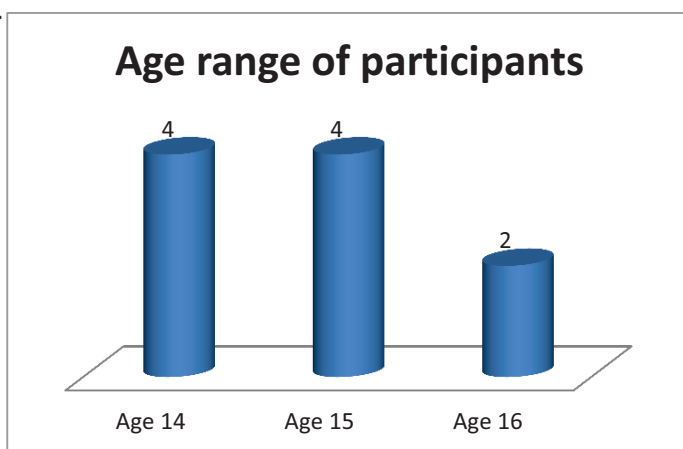
Ellesmere Youth Project

We visited Ellesmere Youth Project on 3rd December, to consult with a group of identified young people. We consulted with a total of 10 young people, 8 of which were library users.

Monitoring data:

In total, we consulted with 10 young people, all of which were male.

The graph below shows the **age ranges** of the young people with whom we consulted.

Age range of participants

As you can see from the graph, 100% of the young people consulted were aged 14-16. Of the young people consulted, 9 identified as Somalian and 1 identified as Roma Slovak.

When asked if they considered themselves as having a disability, none of the young people present considered themselves to have a disability.

In terms of geographical spread, all the young people in this group lives in the S3 area of the city.

Consultation questions:

8 of the 10 young people consulted was a **current Library users**, the other 2 young people were non library users. These young people **used the following libraries**:

- 10 used Burngreave Library

Hence the young people generally used libraries which were in close proximity to where they lived or went to school.

When asked what they **currently use libraries for**, the most important things the young people used the libraries for were access to computers and internet,

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borrowing books for adults, education and learning and reading books and newspapers.

We then spoke to the young people as to **how the proposal was reached** and asked them to stand up and move towards the agree or disagree sign depending on their thoughts. All the young people felt that the way in which the proposal was created was reasonable.

We then went on to talk about **Central Library** and the proposed changes to opening hours and young people were asked to rate on a scale of 0 (totally disagree) to 5 (totally agree) how much they agreed with the proposal.

8 young people rated 3

2 young people rated 4

As you can see from the information above, the young people consulted generally felt that this proposal was reasonable. However there was a reservation regarding time and how it is not fair that the library will only be open one evening as some people may not be able to get.

Hence, young people were generally concerned regarding the impact to themselves and others when afternoon and evening hours were lost and therefore this could be something that could potentially be considered further before implementing the proposal.

We then went on to discuss **HUB Libraries**, and the young people were asked to consider the proposal given and write on a picture of a top what they thought was good about the proposal and on a picture of a pair of trousers what they though was pants about the proposal.

All 10 of the young people agreed with the proposal for HUB Libraries, as they felt they were good but that there may need to be more of them.

We then went on to discuss the proposal for **Community Libraries and Independent Libraries**. We did this by outlining the proposal and asking the young people to then write down their thoughts onto a big sheet of paper about this, and what they thought people might do if their local library closed.

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There was a split decision on Community led libraries in that 5 of the young people agreed with the proposals for community libraries, and 5 of the young people disagreed.

These young people were generally concerned about the impact of being run by volunteers and whether people should have to do it for nothing, and one young person felt that the only people that would go to these libraries are the friends and the family of the people running it.

On the proposal for Independent Libraries, all 10 young people disagreed with the proposal as they generally felt that these libraries would close down as no one would want to do it for a loss.

All the young people agreed with the proposals for the home library service as they felt that this was a good idea but they were again concerned about relying on volunteers.

In terms of the Mobile Library service, all the young people agreed with the proposal as they said that they had never seen a Mobile Library so closing it won't make a difference to them.

In summary, young people were generally in favour of all the proposals. However, they did have a few reservations. In terms of Central Library they were concerned about the loss of the evening opening, in terms of Community Libraries there were concerns over the impact of volunteers and in terms of home library service again they were concerned about the impact on volunteers.

Sheffield Youth Cabinet

We visited Sheffield Youth Cabinet on 3rd December, to consult with a group of identified young people. We consulted with a total of 9 young people, 6 of which were library users.

Monitoring data:

In total, we consulted with 9 young people, of which 4 were male and 5 were female.
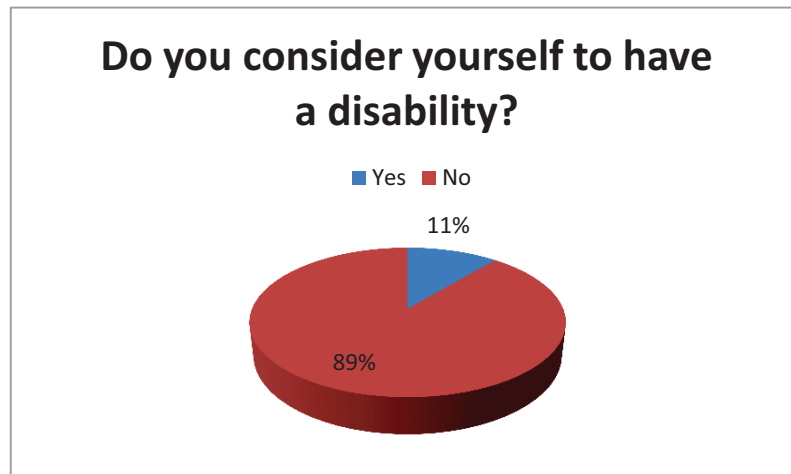
70

The graph below shows the **age ranges** of the young people with whom we consulted.

Age range of participants

|	
Age 14	4
Age 15	2
Age 16	2
Age 17	1
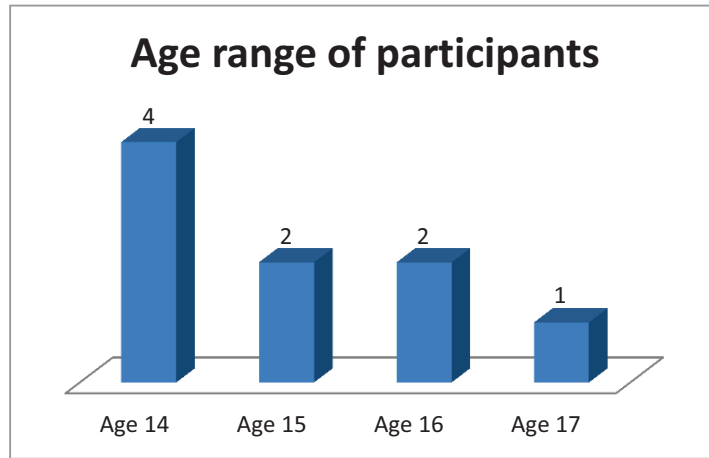
As you can see from the graph, 89% of the young people consulted were aged 14-16. Of the young people consulted, all 9 were in full time education.

In terms of ethnic origins of the young people consulted, 78% of the young people identified as being from a White British background and 22% identified as being form a BME background.

When asked if they considered themselves as having a disability, the graph below shows that 11% of the young people consulted identified themselves as having a disability.

Do you consider yourself to have a disability?

■ Yes ■ No

11%

89%

In terms of geographical spread, this consisted of young people from the following postcodes:

Postcode areas of participants
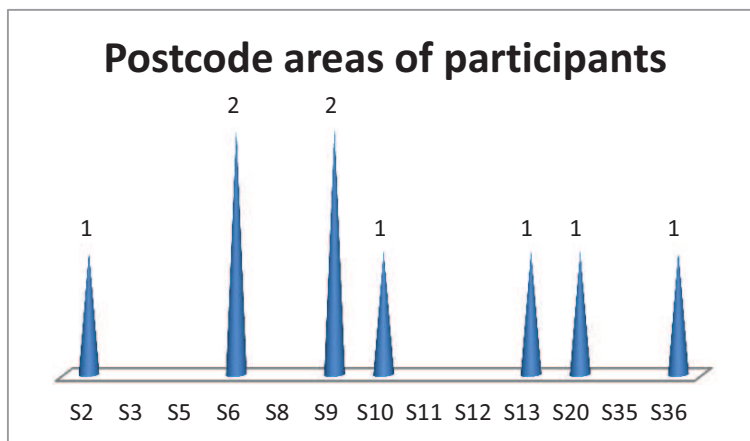
As you can see from the chart above, 22% of young people came from S9 area and 22% came from the S6 area.

Consultation questions:

6 of the 9 young people consulted was a **current Library users**, the other 3 young people were non library users. These young people **used the following libraries**:

- 2 used Crystal Peaks Library
- 1 used Woodhouse Library
- 1 used Firth Park Library
- 1 used Broomhill Library
- 1 used Stocksbridge Library
- 1 used Parson Cross Library

Hence the young people generally used libraries which were in close proximity to where they lived or went to school.

When asked what they **currently use libraries for**, the most important things were for borrowing books for personal use and for homework and to access computers and the internet.

We then spoke to the young people as to **how the proposal was reached** and asked them to stand up and move towards the agree or disagree sign depending on their thoughts. All the young people felt that the way in which the proposal was created was reasonable.

We then went on to talk about **Central Library** and the proposed changes to opening hours and young people were asked to rate on a scale of 0 (totally disagree) to 5 (totally agree) how much they agreed with the proposal.

72

3 young people rated 1

4 young people rated 2

2 young person rated 3

As you can see from the information above, the young people consulted generally weren't happy with the proposal. This was because they were concerned over the opening times, 2 said it should stay open after school/ work hours and one said by the time they get into town from school it will have closed. One young person said they weren't really sure where the library was.

Hence, young people were generally concerned regarding the impact to themselves and others when afternoon/evening hours were lost and therefore this could be something that could potentially be considered further before implementing the proposal.

We then went on to discuss **HUB Libraries**, and the young people were asked to consider the proposal given and write on a picture of a top what they thought was good about the proposal and on a picture of a pair of trousers what they though was pants about the proposal.

There were mixed views here regarding the proposals.

Young people who agreed with this proposal generally agreed because 2 of them felt it would be suitable for adults, 2 of them liked the fact that it would be open for 31 hours and there would be lots of services under one roof, one felt it was good because there library is one of them and one thought you would get more useful things.

The young people who disagreed with this proposal generally couldn't see the benefit for young people, it would cost more to get to the library, it would be noisy, may have to travel a long distance and one said they didn't tend to use libraries so it isn't helpful. One young person also said that it meant that there would be no local library for much of his area e.g. Broomhill and adjacent areas e.g. Crookes/ Crosspool.

We then went on to discuss the proposal for **Community Libraries and Independent Libraries**. We did this by outlining the proposal and asking the young people to then write down their thoughts onto a big sheet of paper about this, and what they thought people might do if their local library closed.

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The young people were generally in favour of the proposal for Community Libraries and Independent Libraries. However they did have some reservations. Comments they made in favour of the proposals for community libraries were as follows:

Community led libraries could get involved with schools in the local area, which leads to community getting closer

Community led libraries may encourage more young people to go to libraries

However, the young people who disagreed with these proposals were generally concerned about the impact of specific library closures on the communities. Comments they made were as follows:

They shouldn't shut Walkley/ Upperthorpe library down because there are a lot of elderly people that live in the area

Broomhill library could make a good community centre as it is in the middle of a large residential area with surrounding schools

Broomhill library is only mot used much as it is not cared for by those who run it – it used to be a great environment

The young people were also concerned about the cost of travelling to the nearest library, about the fact that fewer young people might read if there local library closes, that people may lose interest and be demotivated to go to another library and about the impact of the loss of qualified librarians as it was felt these were needed to run libraries properly.

In terms of Independent Libraries, young people generally felt that it was basically a long winded way of saying that these libraries were closing, as they felt that no one would be interested as it would turn more into a business if they weren't funded or supported by the council.

The young people consulted were all in favour of the proposals for the Home Library service and the Mobile Library service.

Generally 3 said the proposals were fair and reasonable with some reservations, 3 said the proposals were not fair and reasonable and 3 were unsure. Reasons the young people gave were as follows:

- 3 young people said some people may stop going to the library
- 2 young people said people wouldn't travel and spend money to get there

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- 1 said the council were relying on the community too much to do these jobs
- 1 said considering the money issues it is reasonable, but really the libraries shouldn't shut
- One said they should find money elsewhere rather than cut libraries
- One said the libraries are mainly used by adults and young people don't tend to use them as often
- One said the proposals focused heavily on adults and there should be more benefits for young people

The young people consulted had a few ideas on how to **lessen their concerns** which included more advertising so people are aware, encourage local schools to get involved with the library, offer revision sessions and encourage reading to show young people the importance of the library and keep more libraries (mainly Broomhill) open and find other efficiency savings rather than reducing front line community services.

Other suggestions that the young people had were as follows:

- They could lower the funding for other libraries and then that would also stop people losing their jobs
- Not many use the libraries because of e-readers and kindles
- Introduce more automated libraries which will reduce the day to day running costs through fewer staff therefore keeping them open

In summary, the young people consulted at Sheffield Youth Cabinet generally were in favour of the majority of the proposals but had concerns around the loss of afternoon/ evening opening hours at Central Library, and generally struggled to see the benefits of these proposals to young people to travel, cost and opening hours being more convenient for adults. Therefore it may be worth considering further how these proposals could further benefit young people.

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VOYCE PG (Young Carers Participation group)

We visited VOYCE PG on 14th November, to consult with a group of identified young people. We consulted with a total of 9 young people, all of which were library users.

Monitoring data:

In total, we consulted with 9 young people, of which 3 were male and 6 were female.

The graph below shows the **age ranges** of the young people with whom we consulted.

Age range of participants

| Age 13	Age 14	Age 15	Age 16	Age 17	Age 18	Age 19
1	1	1	2	2		2
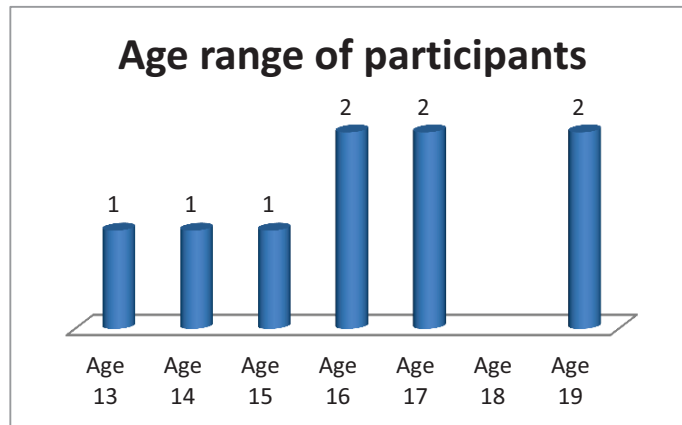
As you can see from the graph, 56% of the young people consulted were aged 14-16 and 22% of participants were aged 19. Of the young people consulted, all 9 were still in education.

In terms of ethnic origins of the young people consulted, 67% of the young people identified as being from a White British background and 33% identified as being form a BME background, which included 2 young people who were Asian and one who was Black African.

When asked if they considered themselves as having a disability, none of the participants in this group considered themselves to have a disability.

In terms of geographical spread, this consisted of young people from the following postcodes:

Postcode areas of participants

S2	S3	S5	S6	S8	S9	S10	S11
1	1	2	1	1	2		1
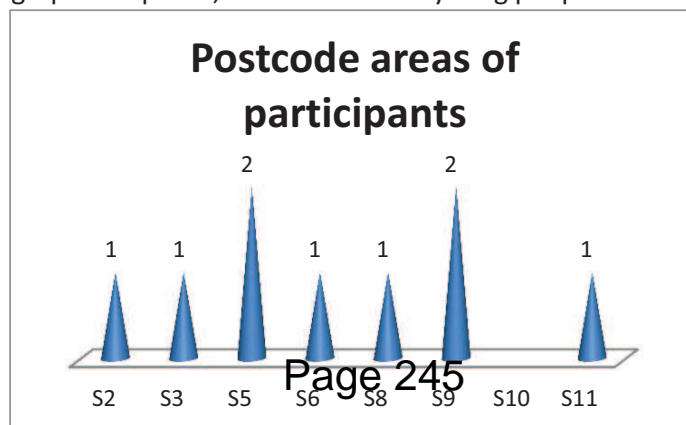
As you can see from the chart above, 22% of young people came from the S9 area, and 22% came from the S5 area.

Consultation questions:

All 9 of the young people were **current Library users**. These young people **used the following libraries**:

- 7 used Central Library
- 2 used Darnall Library
- 2 used Firth Park Library
- 2 used Burngreave Library
- 1 used Stannington Library
- 1 used Woodseats Library
- 1 used Parson Cross Learning Zone
- 1 used Southey Library
- 1 used Manor Library
- 1 used Hillsborough Library
- 1 used Greenhill Library
- 1 used Frechville Library
- 1 used Broomhill Library

Hence the young people generally used libraries which were in close proximity to where they lived or went to school.

When asked what they **currently use libraries for**, the most important things the young people used the libraries for were studying and meeting friends.

We then spoke to the young people as to **how the proposal was reached** and asked them to stand up and move towards the agree or disagree sign depending on their thoughts. All the young people felt that the way in which the proposal was created was reasonable.

We then went on to talk about **Central Library** and the proposed changes to opening hours and young people were asked to rate on a scale of 0 (totally disagree) to 5 (totally agree) how much they agreed with the proposal.

3 young people rated 0

2 young people rated 2

2 young people rated 3

1 young person rated 4

As you can see from the information above, the young people consulted had mixed feelings regarding this proposal. The young people who agreed with this proposal felt that the money could be used for something else and that the proposal seemed perfectly reasonable. The young people who disagreed with the proposal generally felt that the proposal affected the elderly and the workers, that central library is the main library in the city, that Sheffield Hallam and City college are next to the library and they use it a lot and that resource materials need to be available at a later time (after 5:30).

Hence, young people were generally concerned regarding the impact to themselves and others when afternoon and evening hours were lost and therefore this could be something that could potentially be considered further before implementing the proposal.

We then went on to discuss **HUB Libraries**, and the young people were asked to consider the proposal given and write on a picture of a top what they thought was good about the proposal and on a picture of a pair of trousers what they though was pants about the proposal.

Again, there were mixed views from the young people regarding the proposal for HUB Libraries. 4 of the young people who agreed felt that it wouldn't cost as much, 2 said there was lots of services under one roof, and one said many people would visit libraries more. Young people who disagreed with this proposal generally felt that people wouldn't or couldn't travel, that people may not visit libraries so might not find out about things, that many people would have nowhere to go, that young people may fee discouraged to use them and were concerned that Sheffield College doesn't have enough resources for specific subject so there local library (Firth Park) was a good source of information. Young people were also concerned that too many were shutting down and that Woodseats library would be too small to be made into a HUB library.

We then went on to discuss the proposal for **Community Libraries and Independent Libraries**. We did this by outlining the proposal and asking the young people to then write down their thoughts onto a big sheet of paper about this, and what they thought people might do if their local library closed.

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The young people consulted had some reservations regarding these proposals. In terms of Community Libraries their thoughts were as follows:

May be difficult to find volunteers	Concerns re applications to universities being reduced as a result	It would affect people with financial difficulties
	2 young people said there may be travel issues	
People with special needs may not benefit	Young people may be afraid to access services they are unfamiliar with	Some people may lose the chance to socialise
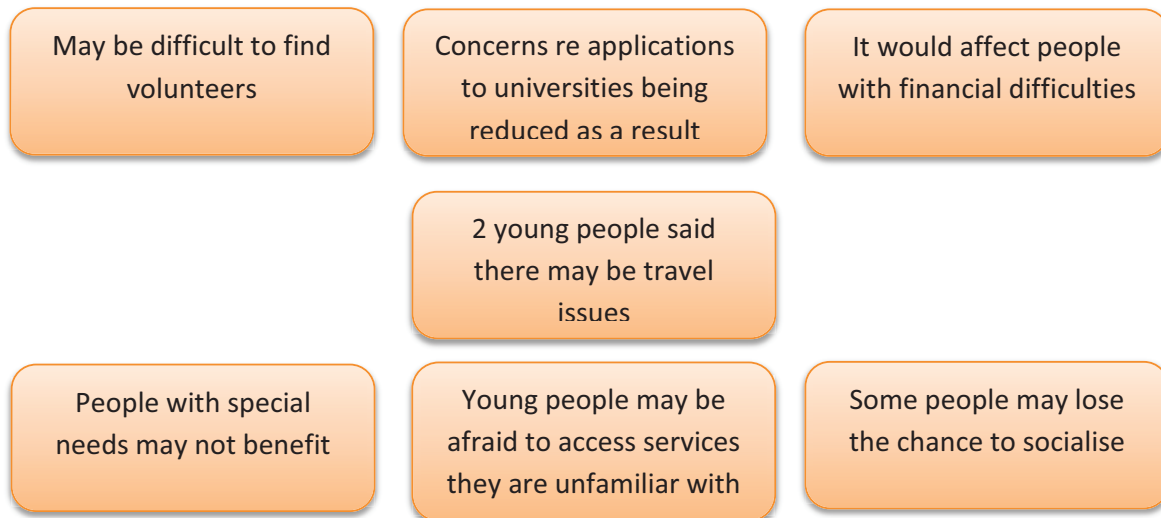
In terms of Independent Libraries, the young people were concerned that this may mean that people could lose the chance to get free books and that this category should be renamed as they felt that this was giving people false hope. Generally the young people felt that people might not go somewhere else and less people would use libraries, that these proposals could give young people a chance to volunteer and that priority should focus on cuts in other areas.

In terms of the Home Library service, young people generally agreed with this proposal. In terms of the Mobile Library service, 3 young people felt that people need mobile libraries like old people or people who have disabilities.

Generally 3 said the proposals were fair and reasonable with some reservations, 4 said the proposals were not fair and reasonable and 2 were unsure. Reasons the young people gave were as follows:

- You are increasing the risk of petitions, riots and marches etc.
- It is unfair to many people e.g. elderly, students and children
- I think some things will help save money but lots of things are really rubbish
- Need to rename category "independent libraries"
- I agree with HUB libraries but not stopping mobile libraries or late night opening
- It is not fair for the people who visit them

The young people consulted had a few ideas on how to **lessen their concerns** which included keeping everyone up to date about what is happening and keep it young people friendly, don't get rid of the libraries and don't stop mobile libraries for elderly, disabled or people with mental health issues.

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Other suggestions that the young people had were as follows:

- Tax millionaires more
- Cut down on services found to be un-needed
- Target other areas that need to be cut
- Volunteers

In summary, the young people consulted at VOYCE generally were in favour of some of the proposals but had concerns around the loss of afternoon/ evening opening hours at Central Library that too many libraries were being shut down and were concerned that for particular individuals they may not be able to travel to HUB Libraries. They were also happy that it may give young people an opportunity to volunteer, but concerned that it may be difficult to find volunteers. The young people also felt that Independent Libraries should be renamed as they felt that they would actually be closed and were concerned about the impact of the loss of the Mobile Library service.

Hi 5's (Young people with disabilities)

We visited Hi 5's on 21st November, to consult with a group of identified young people. We consulted with a total of 31 young people, 16 of which were library users.

Monitoring data:

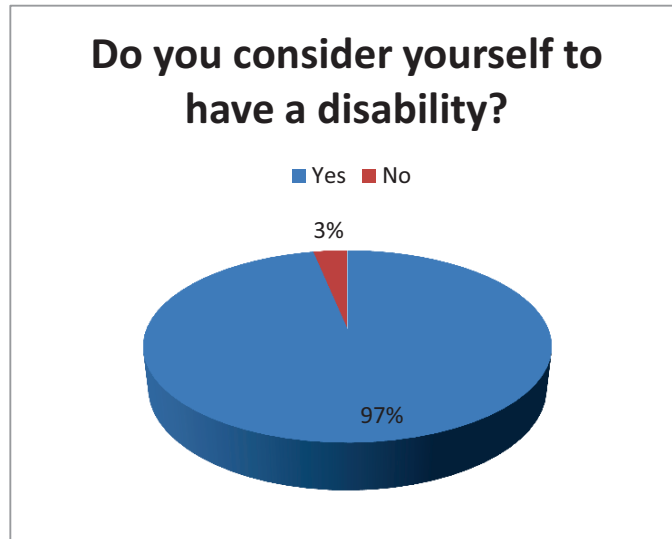In total, we consulted with 31 young people, of which 14 were male and 17 were female.

The graph below shows the **age ranges** of the young people with whom we consulted.
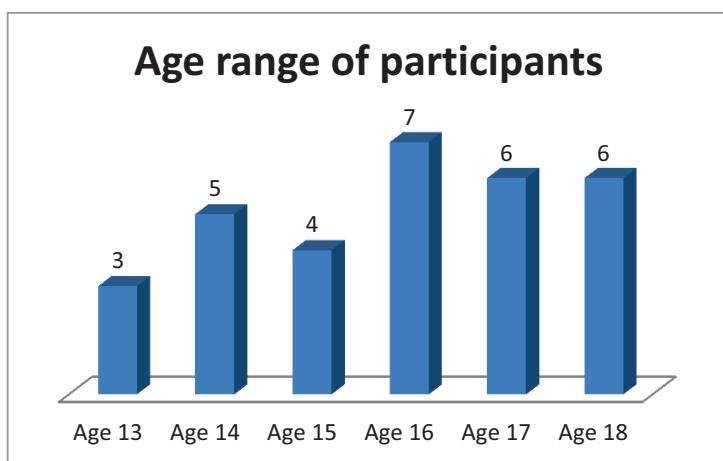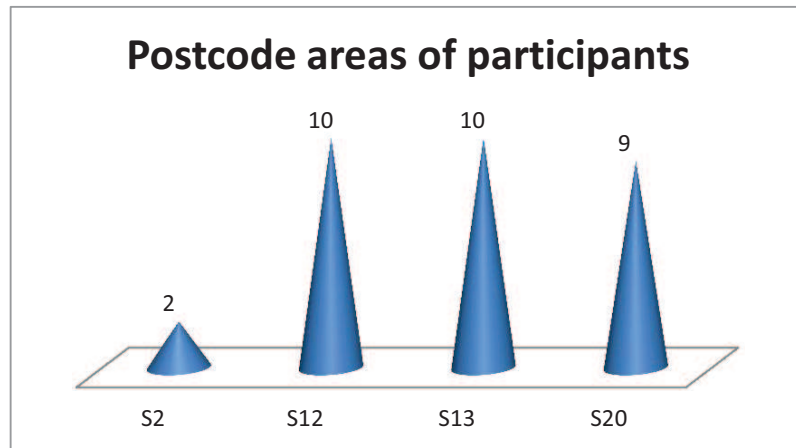

As you can see from the graph, 61% of the young people consulted were aged 16-18. Of the young people consulted, 81% were in education, 16% were in training and 3% were in work.

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In terms of ethnic origins of the young people consulted, 94% of the young people identified as being from a White British background and 6% identified as being form a BME background, which was Black Caribbean.

When asked if they considered themselves as having a disability, the graph below shows that 97% of the young people consulted identified themselves as having a disability.

Do you consider yourself to have a disability?

■ Yes ■ No

3%

97%

In terms of geographical spread, this consisted of young people from the following postcodes:

Postcode areas of participants

10   10
         9

2

S2   S12   S13   S20

As you can see from the chart above, 32% of young people came from the S12 area, and 32% were from the S13 area.

81

<u>Consultation questions:</u>

16 of the 31 young people consulted were a **current library users**, the other 15 young people were non library users. These young people **used the following libraries**:
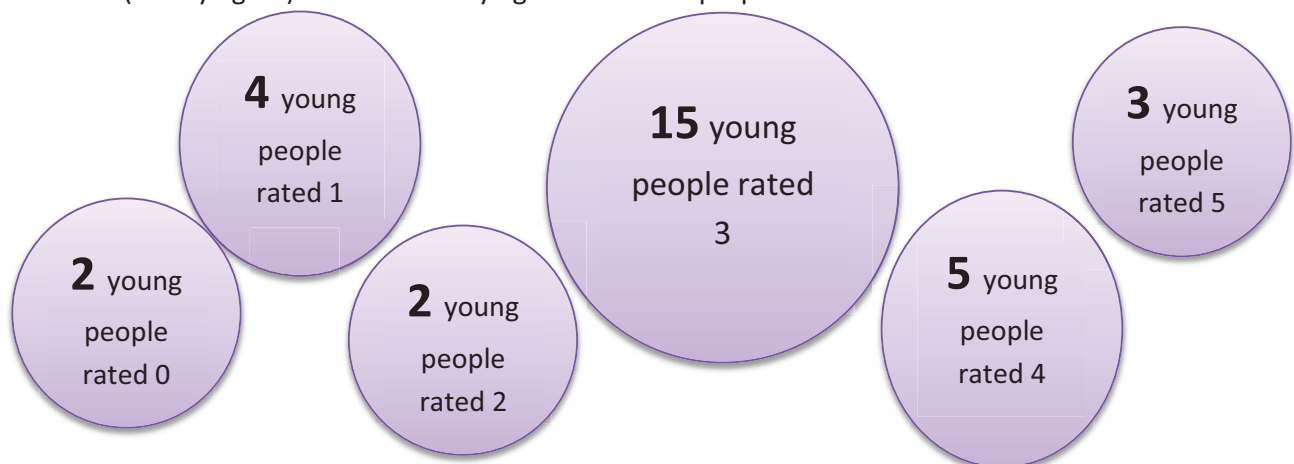
- 9 used Crystal Peaks Library
- 2 used Manor Library
- 1 used Frechville Library
- 1 used Firth Park Library
- 1 used Gleadless Library
- 1 used Stannington Library
- 1 used Woodhouse Library

Hence the young people generally used libraries which were in close proximity to where they lived or went to school.

When asked what they **currently use libraries for**, the most important things were for borrowing books, advice and guidance, job searching and volunteering and education and learning.

We then spoke to the young people as to **how the proposal was reached** and asked them to stand up and move towards the agree or disagree sign depending on their thoughts. All the young people felt that the way in which the proposal was created was reasonable.

We then went on to talk about **Central Library** and the proposed changes to opening hours and young people were asked to rate on a scale of 0 (totally disagree) to 5 (totally agree) how much they agreed with the proposal.

4 young people rated 1

15 young people rated 3

3 young people rated 5

2 young people rated 0

2 young people rated 2

5 young people rated 4

As you can see from the information above, the young people consulted generally agreed with the proposal. However there were some concerns over the loss of

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afternoon/ evening opening times and the impact that this would have on people who worked.

We then went on to discuss **HUB Libraries**, and the young people were asked to consider the proposal given and write on a picture of a top what they thought was good about the proposal and on a picture of a pair of trousers what they though was pants about the proposal.

All of the 31 young people consulted were in favour of the HUB Libraries proposal as they felt it was a good idea, and liked the fact that lots of services would be provided under one roof. However the young people felt that there should be more HUB Libraries.

We then went on to discuss the proposal for **Community Libraries and Independent Libraries**. We did this by outlining the proposal and asking the young people to then write down their thoughts onto a big sheet of paper about this, and what they thought people might do if their local library closed.

In terms of Community Libraries, the opinions of the young people were generally split, with 18 of the young people agreeing with the proposal and 13 young people disagreeing. Comments they made in favour of the proposals for Community Libraries were as follows:

Good idea but there needs to be more than 5	At least people will get experience for their application forms	We need to look at how we save money, if this means the money can go into things that are used then good job done

However, the young people who disagreed with these proposals were generally concerned about the impact of specific library closures on the communities. Comments they made were as follows:

What about the people that will lose their jobs?	There is not as much need for libraries now since I pods, computers etc.	Are we becoming an area of volunteers? Will there be any paid jobs left?

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In terms of Independent Libraries, 14 young people agreed with the proposal and 17 young people disagreed. These young people were generally concerned about who would run these libraries for nothing and felt that we should be realistic about them closing. Young people were also concerned about the impact on the community in terms of more people being on job seekers and the loss of places for older people and people with disabilities to socialise with friends.

In terms of the Home Library service, 15 young people agreed with this proposal and 16 young people disagreed. One young person pointed out that in order to expand the service, yet again we were relying on people's good will, however you get sanctioned by the job centre for doing volunteer work, so they felt it was a joke.

In terms of the Mobile Library service, 10 young people agreed with the proposal, however 21 young people disagreed with this proposal. One young person who agreed with the proposal said that they felt there was no need for both Mobile and Home Library but the Home Library will be run by volunteers so there was a concern that this would be cut in the future leaving people who struggle to get out with nowhere to go.

In summary, the young people consulted at HI 5's generally were in favour of the majority of the proposals but had concerns around the loss of afternoon/ evening opening hours at Central Library, and the impact on the community and volunteers for community and Independent Libraries. They were also concerned about the impact on volunteers and the potential future cuts to the home library service. Hence, it seems that young people need some reassurance around this and further work may need to be dome to support and encourage volunteers to reduce the impact on communities.

Darnall Education Centre (Mainly BME young people)

We visited Darnall Education Centre on 2nd December, to consult with a group of identified young people. We consulted with a total of 33 young people, 21 of which were library users.

Monitoring data:

In total, we consulted with 33 young people, of which 25 were male and 8 were female.

The graph below shows the **age ranges** of the young people with whom we consulted.

Age range of participants
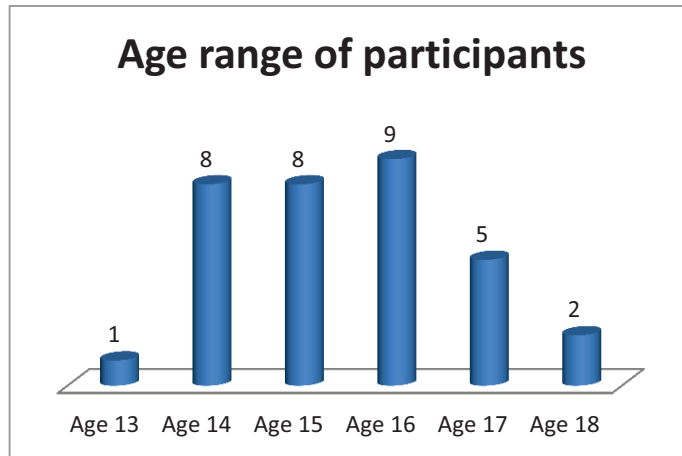
As you can see from the graph, 76% of the young people consulted were aged 14-16. Of the young people consulted, 76% were in education, 18% were in training and 6% were in work.

In terms of ethnic origins of the young people consulted, 6% of the young people identified as being from a White British background and 94% identified as being form a BME background, which included, 15 Roma Slovak young people and 16 Asian young people.

When asked if they considered themselves as having a disability, none of the young people consulted identified themselves as having a disability.

In terms of geographical spread, all 33 young people consulted were from the S9 area.

<u>Consultation questions:</u>

21 of the 33 young people consulted was a **current library users**, the other 12 young people were non library users. These young people **used the following libraries**:
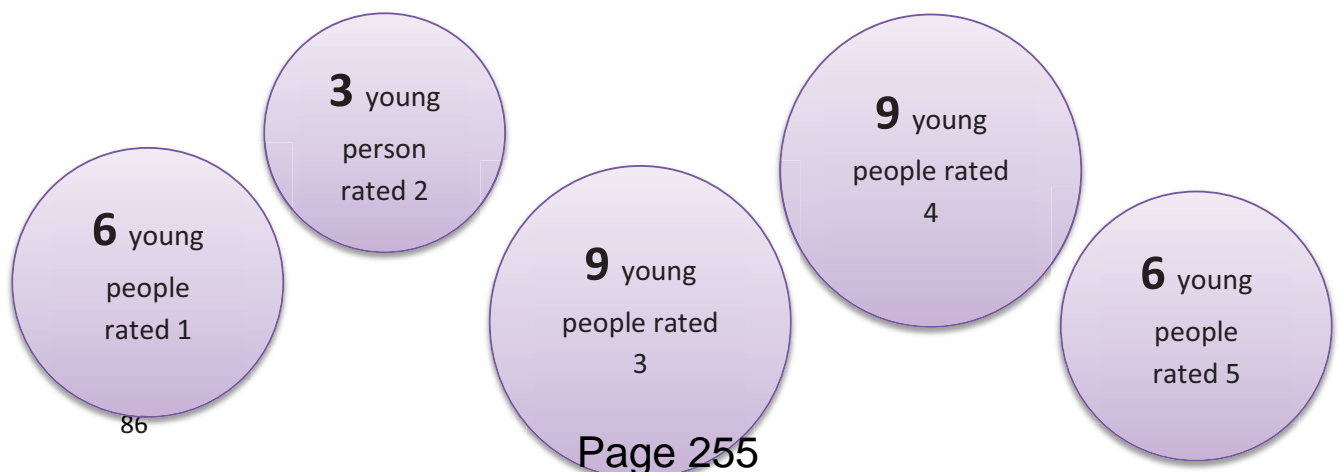
- 9 used Darnall Library
- 2 used Manor Library
- 1 used Gleadless Library
- 1 used Woodhouse Library
- 1 used Central Library
- 1 used Broomhill Library
- 1 used Greenhill Library
- 1 used Parson Cross Library
- 1 used Jordanthorpe Library
- 1 used Stocksbridge Library
- 1 used Woodseats Library
- 1 used Burngreave Library

Hence the young people generally used libraries which were in close proximity to where they lived or went to school.

When asked what they **currently use libraries for**, the most important things were for borrowing books for personal use and for homework and to access computers and the internet and for printing and photocopying, some also read the books in the library.

We then spoke to the young people as to **how the proposal was reached** and asked them to stand up and move towards the agree or disagree sign depending on their thoughts. All the young people felt that the way in which the proposal was created was reasonable, and one stated that it was a good way to make a decision as if people were not using them then they needed to go.

We then went on to talk about **Central Library** and the proposed changes to opening hours and young people were asked to rate on a scale of 0 (totally disagree) to 5 (totally agree) how much they agreed with the proposal.

3 young person rated 2

9 young people rated 4

6 young people rated 1

9 young people rated 3

6 young people rated 5

As you can see from the information above, the young people consulted generally were happy with the proposal. However one young person suggested that it should stay open all the time like the university library.

We then went on to discuss **HUB Libraries**, and the young people were asked to consider the proposal given and write on a picture of a top what they thought was good about the proposal and on a picture of a pair of trousers what they though was pants about the proposal.

All 33 young people agreed with this proposal. The young people stated some of the reasons were because Darnall was staying open so it didn't affect them, at least they have libraries there was none where the young person was born and one said they do their learning at Darnall so they are glad it is staying open, but what about other people. One young person also felt that there should be more HUB Libraries.

We then went on to discuss the proposal for **Community Libraries and Independent Libraries**. We did this by outlining the proposal and asking the young people to then write down their thoughts onto a big sheet of paper about this, and what they thought people might do if their local library closed.

There were generally mixed views on the proposals for Community Libraries, with 14 young people agreeing with the proposal and 19 young people disagreeing. The reasons the young people gave were because they expect volunteers to work in libraries, it means more people will not be working, it would be good if it works but people cannot afford to volunteer forever and one young person felt that it may make people more friendly.

In terms of Independent Libraries, all the 33 young people consulted disagreed with this proposal as they felt that no one would take it over without profit and that people would lose money. However some young people did look on the positive side and felt at least there would still be libraries and that people would be able to gain experience.

The young people consulted were all in favour of the proposals for the Home Library service and the Mobile Library service as most people had not heard of them so felt that they couldn't be doing a very good job currently.

In summary, the young people consulted at Darnall Education Centre generally were in favour of the majority of the proposals but had concerns around Community Libraries and Independent Libraries due to the impact on communities and potential volunteers as they were concerned that the service may become less reliable. The young people also struggled to see who would want to run Independent Libraries without profit.

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Sheffield Libraries Review Consultation

Children's Consultation Report
December 2013

Contents

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1. Introduction

Children are at the heart of many services throughout Sheffield. Their involvement in the planning, delivery and evaluation of services affecting them is critical for ensuring a service is efficient and based on actual need.

Article 12 of the United Nations' Convention on the Rights of the Child states that,

> "Children and young people have a right to express
> an opinion on any matter affecting them and to
> have that opinion taken into account".

This statement is supported in Sheffield through the Sheffield Children and Young People's Plan and the Sheffield Children and Young People's Participation Strategy.

The Children's Involvement Team is firmly committed to this principle and is leading on consultation and participation work with children in Sheffield.

For more information on matters relating to this report or for support and advice in involving children in your setting, please contact:

Clare Humberstone
Children's Involvement Team Manager

First Floor
Star House
43 Division St.
Sheffield
S1 4GE

Tel: 0114 228 8553
Email: clare.humberstone@sheffield.gov.uk

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2. Background

The Children's Involvement Team (CIT) was approached in September 2013 to put forward a proposal for a consultation with primary aged children all about the future of libraries in Sheffield.

We consulted with primary school aged children (5-11 years old) across five geographical areas of Sheffield (North, South, East, West and Central) in order to seek the views of a well-represented cohort of library users and non-users.

We aimed to work with an average of 15 children and young people from each of the identified settings, which will generate responses from an overall cohort of approximately 150 children.

3. Objectives

- Establish if participants are library users or non-users
- Find out which libraries they use regularly and what they access there
- Find out why non-users do not use libraries
- Present the council's proposals and generate comments and opinions about them

4. Methodology

CIT worked with 152 school council members and general pupils from the schools identified below and used a combination of age-appropriate voting activities to find out their views.

We consulted with children at the following settings (see 6.4 for locations):
- Halfway Junior School
- Intake Primary School
- Loxley Primary School
- Lydgate Junior School
- Meynell Primary School
- St. Mary's C of E Primary School
- Tinsley Junior School
- Totley Primary School

The following schools were approached but did not choose to be part of the consultation:

North
- Lound Junior School
- Monteney Primary School
- Shooter's Grove Primary School

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Central
- Porter Croft C of E Primary School
- Pye Bank C of E Primary School

East
- Birley Spa Community Primary School
- Greenlands Junior School
- Phillimore Primary School
- Pipworth Community Primary School
- Stradbroke Primary School
- Woodthorpe Community Primary School

South
- Abbey Lane Primary School
- Ann's Grove Primary School
- Charnock Hall Primary School
- Greenhill Primary School
- Moss Brook Primary Special School
- Mundella Primary School
- Woodhouse West Community Primary School

4.1 Consultation questions

The following questions were asked to children and young people who took part:
- Do you use a library?
- If no, why don't you use a library?
- Which library do you use?
- What do you use the library for?
- What will you do if the library you use closes?
- What do you think of the proposals? (City centre library, hub libraries, community led libraries, mobile libraries and private business run libraries)
- General comments

5. Executive summary

Who responded:
- 152 children were consulted with, made up of 92 girls and 60 boys
- Of all the respondents, 72% were library users and 28% were non-users

What libraries are currently used for:
- The most popular use for libraries was, unsurprisingly, borrowing books, with borrowing CDs and DVDs and reading books inside the library also popular responses

What children will do if their library closes:
- When asked what they would if their local library shut down the most popular answers were: 'buy books or read them on an electronic device', 'use the school library' and 'go to the closest library'

Barriers which stop children accessing libraries:
- Non-users of libraries told us that they don't use them because: 'they don't have good books', 'it's always shut' and 'they are too far away'
- Opening hours was an important issue for both users and non-users, with many comments across all question areas concerning the time they shut and the fact that they are not open long enough or at the 'correct' times, i.e. when children are not at school

Children's thoughts and views on the proposals:

Central:
- Many respondents felt that the central library proposal was a great or good idea

Hub libraries:
- Overall children felt that the hub library proposal was a good idea
- Students from Tinsley, St. Mary's and Totley felt that their respective local libraries should be designated as hub libraries – as the current proposals left them a long distance away from a hub

Community led libraries:
- Overwhelmingly, respondents felt that people should be paid to work in community led libraries and "if you're not getting money there's no point being there"
- Equal numbers of respondents felt that community led libraries were either a good or bad idea
- Those who thought it was a bad idea generally focussed on the ability to attract volunteers with quite a lot of children doubting if people will volunteer
- Amongst the solutions to the volunteer issue were: asking retired people to help "instead of staying home all day", using unemployed people and letting responsible adults and children over 12 years old volunteer at weekends
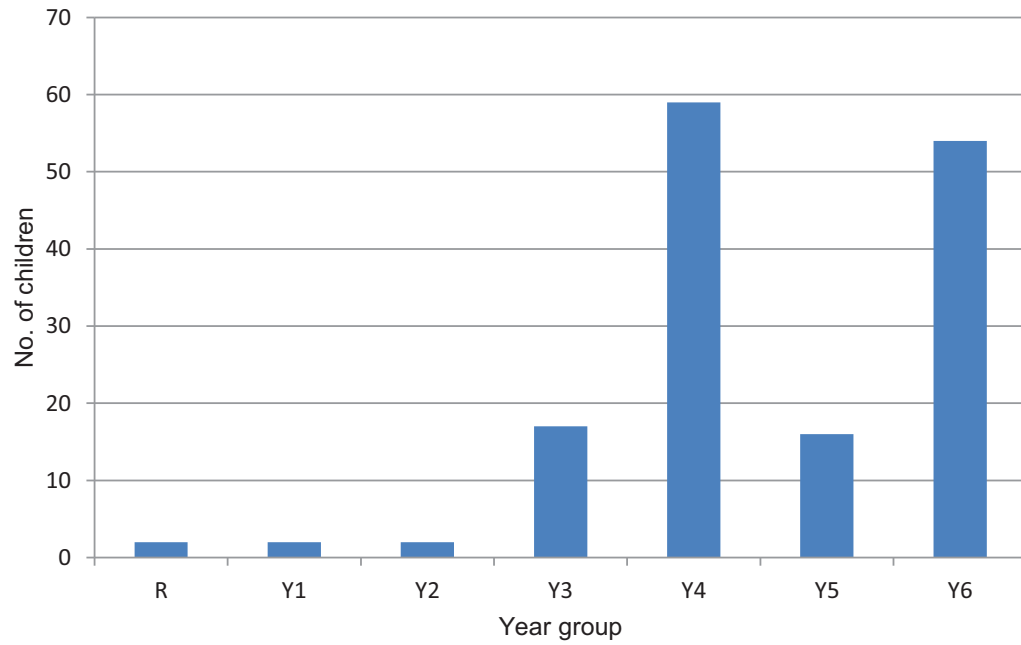
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Private business libraries:
- Libraries run by private businesses were generally fairly well received with many respondents who felt it was a good idea as long as the library function was still provided by the business
- The main worry over this proposal was the fact they might charge you to read the books or make you purchase something to be able to access the library – with the message that if they had to pay they wouldn't go to the library
- Some respondents felt that libraries run by private businesses could potentially be bigger and better than their current library
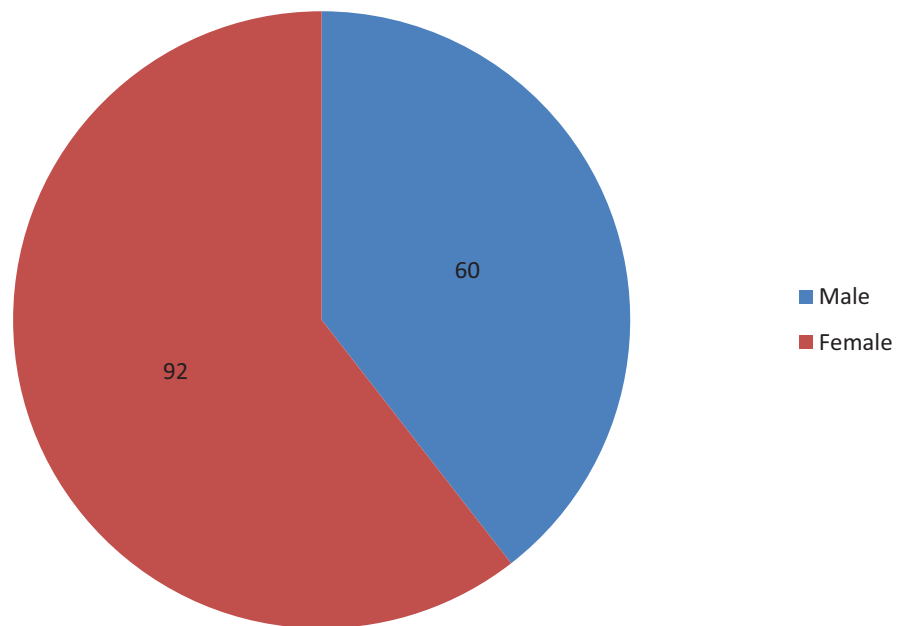
Mobile libraries:
- Almost all respondents felt that the closure of the mobile library service was a bad idea, with particular concern for the elderly and disabled
- Those who agreed with this proposal felt that it "spoils the air we breathe because they use fuel", it costs money to pay for repairs and they haven't got a good range of books on board
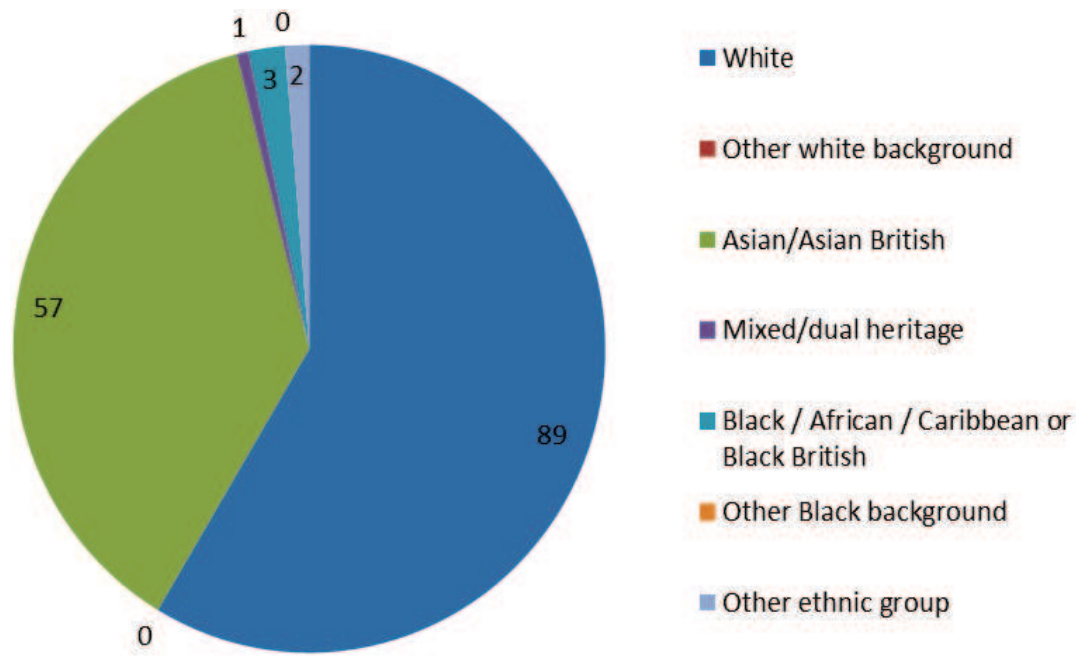
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6. Monitoring information

6.1 Ages of children and young people
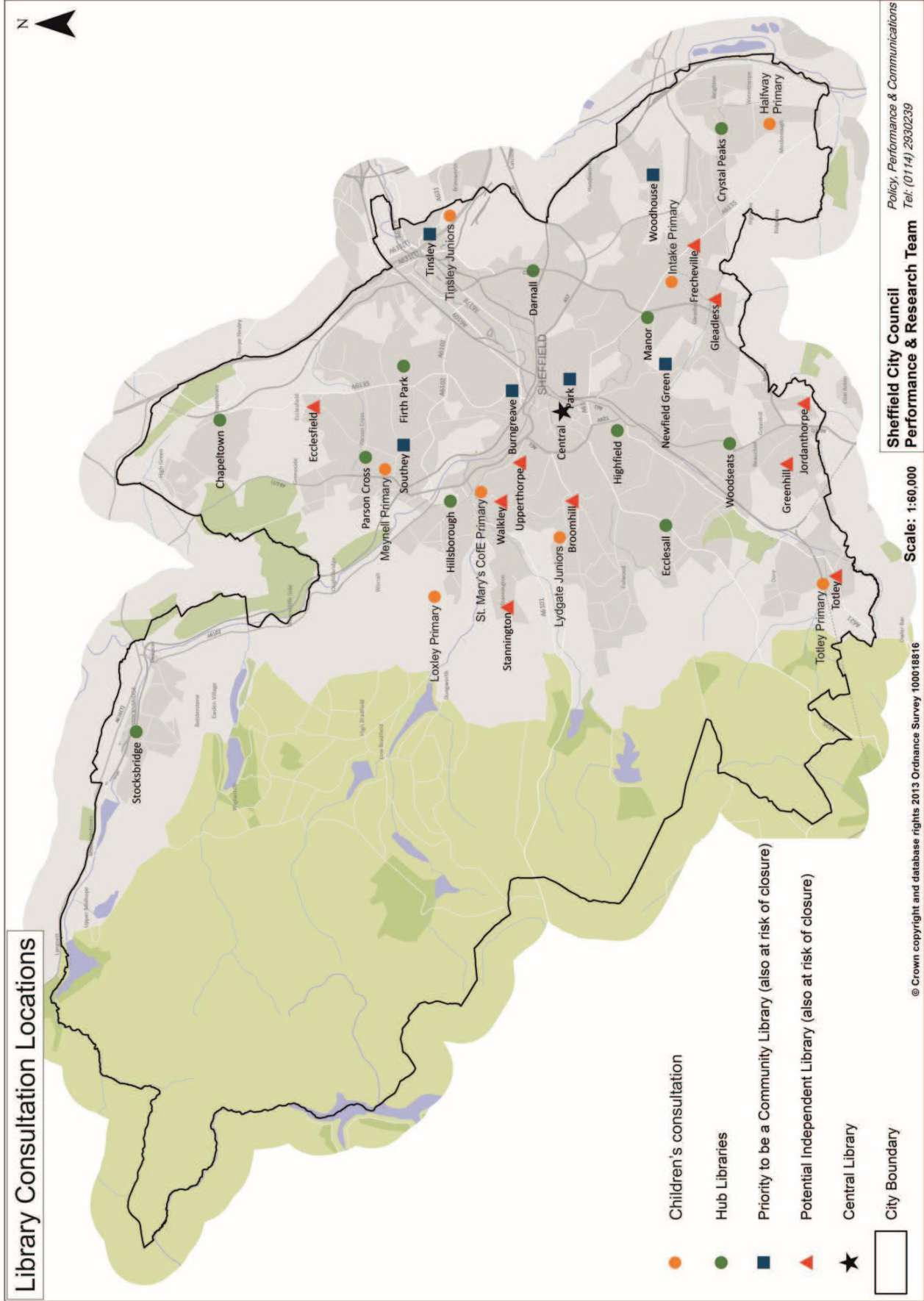

6.2 Gender of children and young people

6.3 Ethnicities of respondents

95

1 0

3 2

57

89

0

- White
- Other white background
- Asian/Asian British
- Mixed/dual heritage
- Black / African / Caribbean or Black British
- Other Black background
- Other ethnic group

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6.4 Geographical locations of settings involved

Library Consultation Locations

Sheffield City Council
Performance & Research Team

Policy, Performance & Communications
Tel: (0114) 2930239

Scale: 1:60,000

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Legend:
- Children's consultation
- Hub Libraries
- Priority to be a Community Library (also at risk of closure)
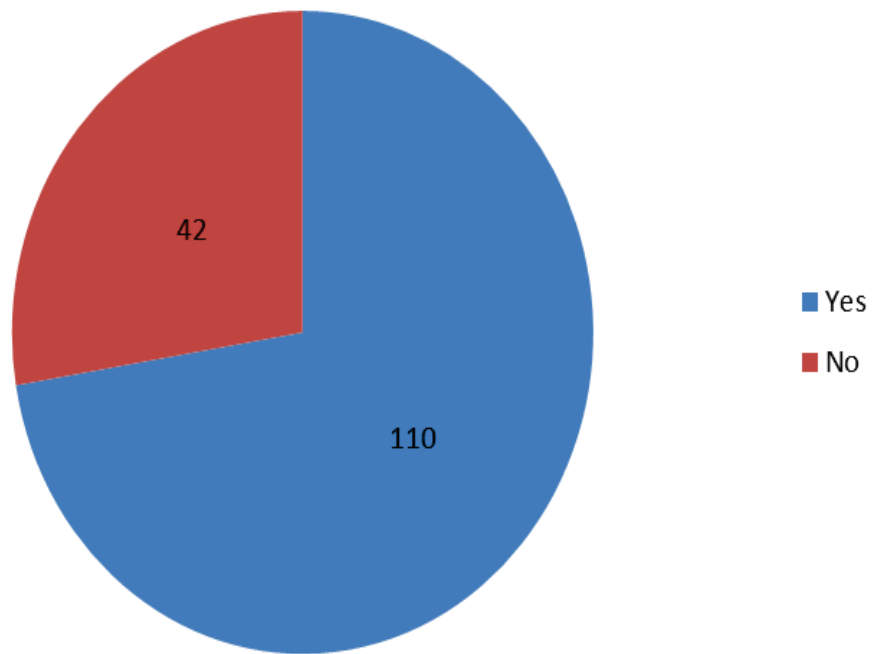- Potential Independent Library (also at risk of closure)
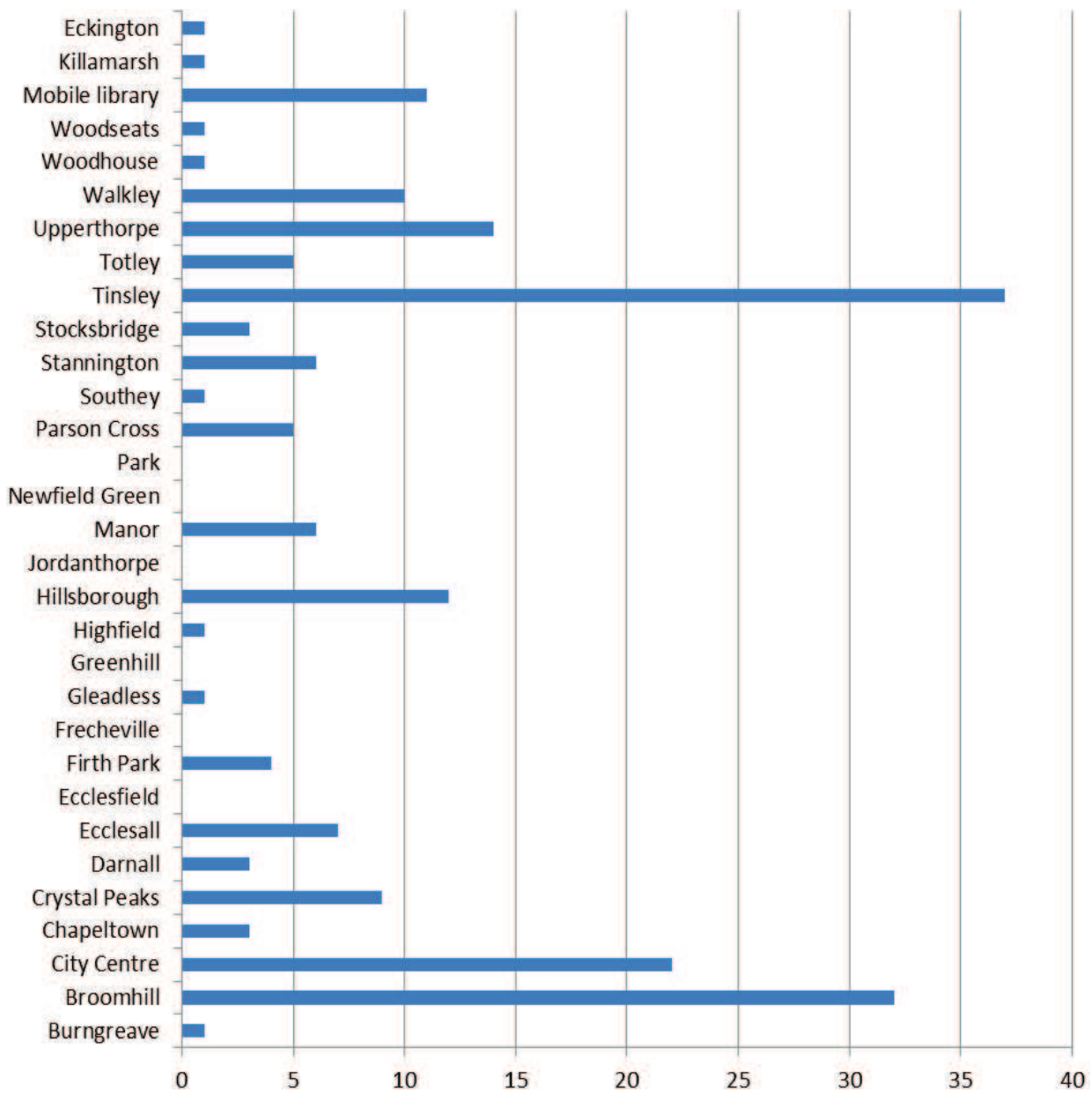- Central Library
- City Boundary

7. Full results

Please find a question by question breakdown of all of the results and comments generated from the consultation.

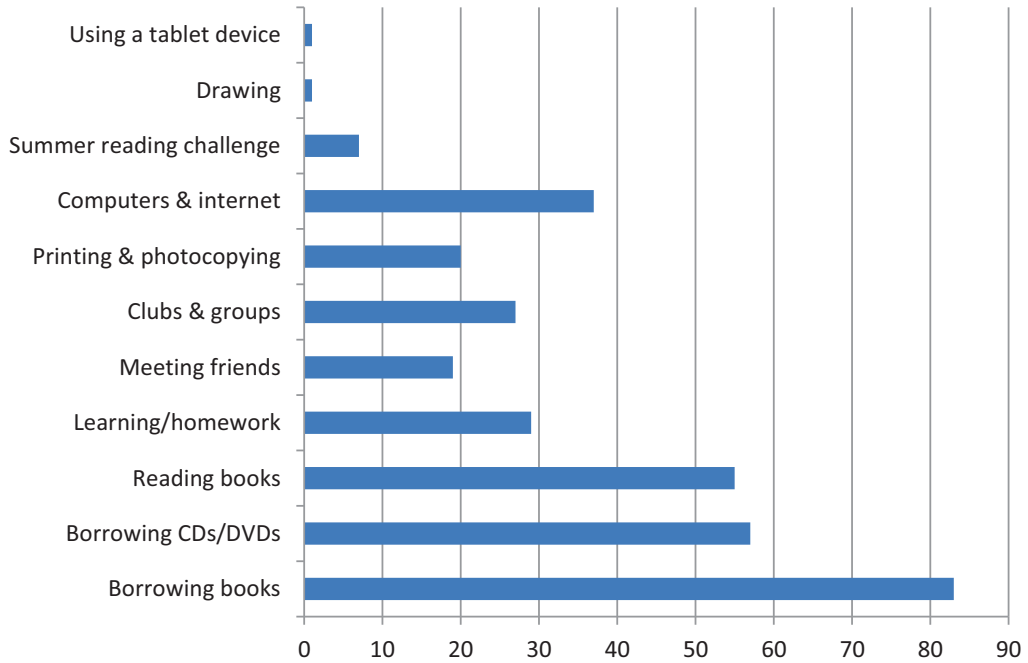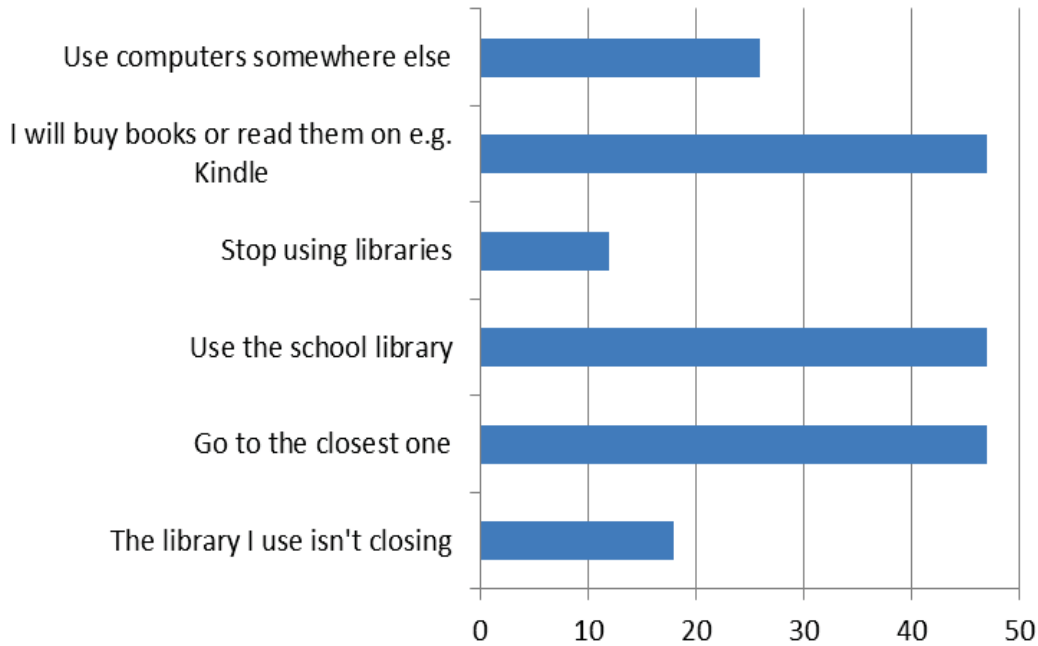## 7.1 Do you use a library?

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■ Yes

■ No

7.2 Which library do you use?

7.3 What do you use the library for?

Bar chart showing responses (0–90 scale):
- Using a tablet device: ~1
- Drawing: ~1
- Summer reading challenge: ~7
- Computers & internet: ~37
- Printing & photocopying: ~20
- Clubs & groups: ~26
- Meeting friends: ~19
- Learning/homework: ~28
- Reading books: ~55
- Borrowing CDs/DVDs: ~57
- Borrowing books: ~83

7.4 What will you do if the library you use closes?

Bar chart showing responses (0–50 scale):
- Use computers somewhere else: ~26
- I will buy books or read them on e.g. Kindle: ~47
- Stop using libraries: ~12
- Use the school library: ~47
- Go to the closest one: ~47
- The library I use isn't closing: ~18

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Other comments:

- I'd cry x11
- Borrow books from friends x4
- Not use libraries as much x3
- Make a petition x3
- I will chain myself to [Tinsley] library door x2
- It might stop me reading as many books
- I've got loads of books at home I would read
- I could go to WH Smiths
- Go to the central one
- Fight for it
- It will affect our learning and education
- Order books from the council service
- Read my own books
- Protest and try and save [Broomhill] library
- Read books at home

7.5 I don't use a library because…
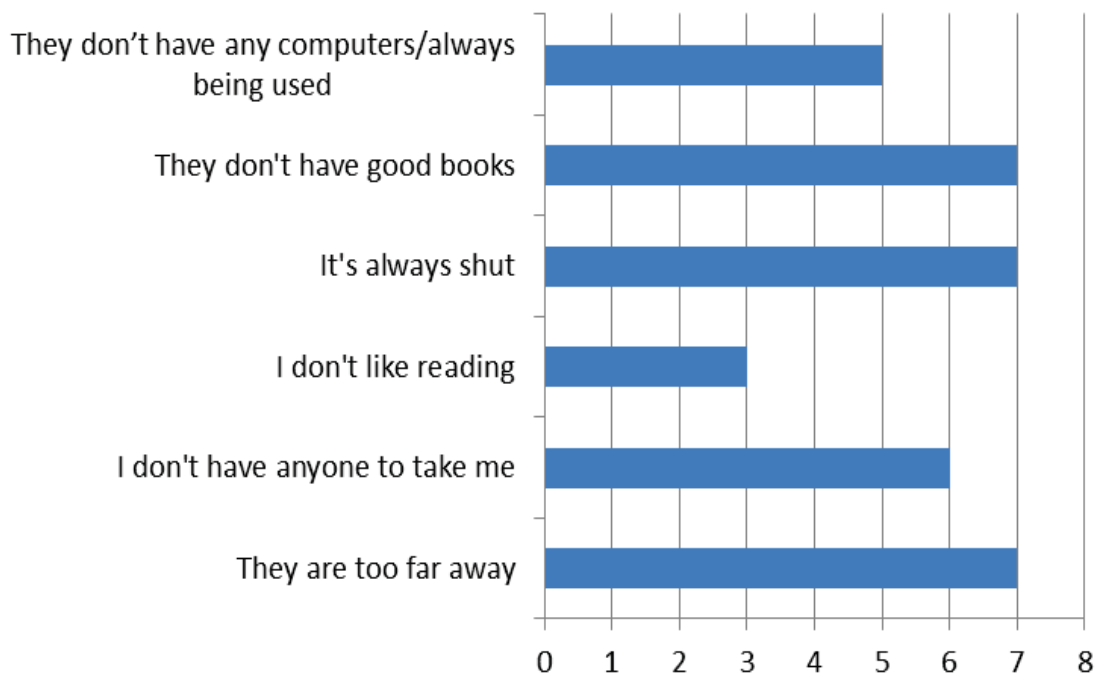
Other comments:
- I buy my own x5
- Too busy x4
- I don't have to leave the house to get a book…I download them on my iPhone/iPad (electronic device) x4
- I couldn't find my kind of books (e.g. JK Rowling) in the library/need more books x2
- I've got loads at home x2
- Don't have time x2
- My mum buys me books
- I don't have a library card
- It's not very fun

7.6 Library proposals feedback
The following proposals were explained to children and their thoughts, views and comments were collated. The feedback has been split into first positive comments, then negative comments and lastly any questions which were raised by respondents.

Central library
- I think it's a good idea x22
- It should be open 7 days a week x6
- Great x4
- A lot of people use it x2
- Good variety of books x2
- I'm glad it's staying open
- OK idea
- Best library

- Town is too far to go x3
- I think that the central library should close because people who live on the outskirts won't be able to get there so easily
- You should shut this down and keep others open
- Cut the hours of this and keep more open
- Bad idea

Hub libraries
- Good idea x14
- It will bring people together x3
- It's a place where different people can socialise with each other
- I like the sound of a place for people to talk
- I'm happy because Manor is near me and I use it
- My library (Darnall) will be open
- It's good to have hubs for everyone
- I like the Parson Cross library because I read to my baby sister there

- Tinsley library should be a Hub x6
- Broomhill library should be a hub x4
- Bad idea x4
- Totley library should be a hub library x3

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- Bad because lots of people use Broomhill library x3
- Ecclesall Library shouldn't stay open because it's too far for some people to go x3
- There should be one closer to us x3
- They should be open more x2
- Our school does lots of activities at Walkley but it's closing down
- We won't have one near us (St. Mary's Primary)
- There will be no libraries close to our school (St. Mary's Primary)
- Other libraries (other than Totley) don't have stuff to play with and things to colour in
- The council should close other boring things
- The libraries that stay open should do activities and have stories read to the younger kids
- I don't go to any of the hub libraries
- Broomhill library should be a hub because it's close to Crosspool, Broomhill and Crookes
- They should have more grown-up books and a recommendations area
- There won't be enough libraries
- I want it to stay open 24 hours
- They should all be open
- The Southey library should be one

- Why isn't there a hub for people in our area? Upperthorpe & Walkley are both closing (St. Mary's Primary)
- Will it make the area (Crystal Peaks) busier?

Community led libraries
- Good idea x9
- I think responsible people (adults and children over 12) could volunteer to work x2
- Retired people might want to run it, instead of staying home all day x2
- Tinsley library should be community-led
- I think lots of people would volunteer
- It would be nice if people volunteer
- It would be a good idea for unemployed people who want to do it
- We should have more libraries doing activities like drawing
- Clubs and groups are popular

- People should get paid x12
- I don't think people will volunteer x9
- Bad idea x9
- The volunteers should get at least £1 each time they work x3
- It depends if people will do it for free x2
- If you're not getting money there's no point being there x2
- No-one would get paid and it might not work
- Nobody would have the energy to open their own library
- It's not going to save enough money

- What will happen if no-one volunteers?

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Private business

- Good idea x11
- Good idea as long as they keep the library x2
- People could donate books and money x2
- I think if they have lots of good books it would be a really good idea x2
- If some better or more rich book shops took over libraries they might extend the building so it would be bigger x2
- I think it sounds ok
- It would be good if someone like WHSmiths took over if they still let people borrow books instead of paying money
- I think it's a good idea because the council needs money
- Good to have a shop where you read books and can eat food or have a drink
- Someone like Waterstones would be good
- It will be good because you can read what you have bought in the shop
- You could get a book and a cup of coffee
- Ecclesfield should be a private library
- People could pay for their own library cards
- This idea is awesome!
- They could give spare books to schools

- Bad idea x8
- They might charge you to read a book x4
- I wouldn't pay money to use them x3
- There are too many private businesses in Tinsley x3
- The more libraries close - the less people read x2
- There are only some businesses which could take this on
- You might have to wait a long time
- Having things like drinks around books might damage them if they spill
- Libraries should be free
- Rubbish, it's meant to be free
- I will never pay, so shut them!
- You don't want to have to buy something just to look at a book
- I think they are ripping you off because they're making you buy stuff that you don't want
- Might not have a very good selection of books
- They might not run the library right
- Library wouldn't be as good

- How much would they charge us to go and sit down and read a book?
- How about Sheffield Hallam University running it?
- What will the council do if a business takes over a library but don't sell any books?

Mobile libraries

- It spoils the air we breathe because they use fuel x3
- I have never seen one before and I didn't know it existed x3

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- Good idea x2
- They haven't got a wide range of books to read
- Terrible idea - people can't read or learn
- It should be closed
- The home delivery service would be better
- I've never seen one of them
- The delivery service is a really good idea
- It's better if this stops because it wastes money for repairs

- Bad idea x10
- They should stay open for older people x10
- Bad for disabled people x6
- It should stay open x3
- Bad for people who don't live near a library x2
- If the book shop was full the bus could help
- I use it very often
- Not a lot of old people like to go on the internet
- Its 4 busses here to get to and back from a library
- Should be open 24 hours
- What if you didn't have the internet so you couldn't use the home delivery service?

Overall comments
- There are good and bad ideas x4
- I like the council's ideas/I completely agree with it x2
- We should get a vote on it x2
- You could read to children under 5 to make money
- You could sell refreshments to make money in libraries
- The money could be used to buy other things when they close the library
- We really like the Reading Challenges they do in the summer
- Libraries should run like businesses
- Spare books could go into nearby schools
-
- There are good and bad ideas x4
- Don't shut down our local libraries, we don't live near a hub x5 (St. Mary's Primary)
- The opening hours need to change/stop closing them at silly times when people are free x5
- It should stay the same x3
- Tinsley library should stay open/be a hub because it's a long way for people to go to another one x3
- There should be more types of books x2
- I think we should have a bus going to the local libraries dropping people off and you pay 20p x2
- Could be open 24 hours and people have different shifts x2
- Totley library should stay or there will be no library near us x2
- It will affect our education if it is shut down x2
- The council shouldn't close any libraries, it's not fair on the people who work there

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- As a council they must have other buildings they could sell
- Parents won't be able to get books to read to their children to put them to sleep
- Judith and her assistant won't have a job! (Tinsley Juniors)
- I think closing libraries is bad because people will not be bothered to come to libraries any longer
- We need more libraries for all the people

- Why don't libraries charge people for books?

Appendix 10

Summary of Alternative Ideas

# Denotes feedback from children and young people.

Savings elsewhere

- Do not spend any money on the Tour de France. £900,000 cannot be justified to be spent on one day
- Do not spend money on Fright Night, Tramlines etc. in these times of austerity
- Stop refurbishments and alterations at the Town Hall
- Turn off some of the streetlights in the early hours
- Reduce number of councillors in cabinet and stop councillor expenses and excessive travel
- Collect all the money that is owed to the council, especially council tax and rent arrears
- Stop spending unnecessary money on expensive external consultants and agency staff
- Reduce wages across council departments

Income generation and marketing

- Advertise/raise awareness of libraries more to encourage higher usage of the service
- Produce a map for all Sheffield citizens showing where Hub libraries are and how to get there on public transport, parking in area etc., to encourage more usage by advertising accessibility
- Make sure relevant people are made aware of home library service
- Charge for reserving books. Possibly cut down on buying new books for a year
- Consideration of a subscription for library membership
- Consider making a charge for services to operate on a more commercial basis. The internet, 'E' books, e.g. Kindle, TV, etc. are changing the demand for books. Lending books should perhaps be only a part of the service offered, e.g. renting out 'E' books, downloading books and films, lending DVDs
- Assistance with internet web sites for elderly, disabled and those who are not computer literate or have access to a computer would be very popular. Consider charging for services. Scale of charges to suit affordability
- Take donations of books, CDs, DVDs, then offer sale or rent to the public
- Do not send letters out when reservations arrive or for any other purpose – should have modern paper free admin processes if money is tight
- Streamline all processes and staffing – utilise the council's transformation team
- Could money be earned in useful amounts by the sale of archive photos?
- # Reduce council funding in other areas to save libraries
- # Tax millionaires to fund libraries

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Alternative models

- Approach potential benefactors to sponsor libraries
- Transfer the libraries budget to education, then it will be more protected
- Keep all libraries open but with reduced staff and reduced opening hours – this is the only fair option
- Don't have any hubs and keep all branch libraries open as community-led libraries supported with paid librarians and volunteers
- Have volunteers in all libraries working alongside paid staff
- Choose hub libraries that are on public transport routes, and have easy wheelchair access, car parking or off street parking. Ensure accessibility for all
- Provide some initial support for Independent Libraries - training, stock rotation, peppercorn rent
- Set up a virtual library via the internet instead. This would possibly help younger people in rural areas
- In areas where libraries are closing, provide a free bus service (one in the morning and one in the afternoon) to take people to the nearest Hub library. Like the "Tesco Bus Service"
- Allow other companies to support services like IT
- Close all the community libraries and just have one great venue in city centre
- Consider manning the library with volunteers but with a trained librarian in situ
- Look at what the cities with the best library participation rates have done, and use the best practices to improve Sheffield library services
- Have better libraries in schools, could adults use this after hours run by volunteers?
- Libraries are over-staffed so reduce staffing first before any closures
- If you are short of resources, concentrate on core library concerns: books and audiobooks, not DVDs, music CDs, and not broader community activities. Use volunteers to replace paid staff where possible, but always have paid staff working with them as well
- Consider 'downsizing' the library premises perhaps making them cheaper to run
- Integrate libraries with post offices instead of closing down libraries, or other council services such as housing, then rent and building maintenance and even staffing costs can be reduced
- Get private companies to sponsor libraries so they can all stay open with council librarians running them
- Attract partnerships and other businesses in libraries such as coffee shops so you can generate income from rent etc.
Keep all branch libraries open with reduced staff and opening hours
Use volunteers in all libraries working alongside paid staff
Have virtual libraries and invest in latest technology

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Suggestions to assist proposed model

- Change central opening hours to cater for the majority of people i.e. those who work full time, so reduce morning and afternoon opening hours and increase evening and weekend hours
- Heating is always high in libraries. Consider a small reduction in temperature to reduce costs
- Manage the library budget more professionally and stop spending so much on glossy leaflets etc. – get your priorities in order re. spending
- Streamline all libraries with computerised scanners and invest in latest technology – follow the good practice achieved by the Sheffield's Universities who have successfully modernised their libraries and made them fit for purpose
- Make libraries fit for future generations by investment and greater emphasis on digital access - on line catalogues and e-books
- Look at the system of fines for overdue books for people in areas not served by the hub libraries. They may have more problems in getting books back on time, or increase the time period for which books can be borrowed
- Need to ensure closure times of the remaining libraries do not overlap so that there is always some availability within reasonable travelling distance
- Ensure that hub libraries have plenty of quiet zones
Children can only visit central library after school and weekends, so reduce opening hours in mornings rather than afternoons and evenings