



Notice of public meeting of

Libraries Task Group

To: Councillors Boyce, Brooks, Cunningham-Cross and Reid

Date: Thursday, 18 April 2013

Time: 11.00 am

Venue: Room 1, The Guildhall, York

AGENDA

1. **Declarations of Interest**

At this point in the meeting, Members are asked to declare:

- any personal interests not included on the Register of Interests
- any prejudicial interests or
- any disclosable pecuniary interests

which they may have in respect of the business on the agenda.

2. **Public Participation**

It is at this point in the meeting that members of the public who have registered their wish to speak can do so. The deadline for registering is **Wednesday 17 April 2013**.

To register please contact the Democracy Officer at for the meeting on the details at the foot of this agenda.

3. **Libraries Scrutiny Review-Interim Report** (Pages 3 - 22)

Members will receive an interim report on the review to date and are asked to consider their draft recommendations arising from this review and any required revisions to this report.

4. Urgent Business

Any other business which the Chair considers urgent.

Democracy Officers:

Names: Louise Cook and Catherine Clarke (Job Share)

Contact details:

Telephone- (01904) 551031

Email- louise.cook@york.gov.uk and catherine.clarke@york.gov.uk

(If contacting us by e-mail please send to both Democracy Officers named above)

For more information about any of the following please contact the Democracy Officers responsible for servicing this meeting

- Registering to speak
- Written Representations
- Business of the meeting
- Any special arrangements
- Copies of reports

About City of York Council Meetings

Would you like to speak at this meeting?

If you would, you will need to:

- register by contacting the Democracy Officer (whose name and contact details can be found on the agenda for the meeting) **no later than 5.00 pm** on the last working day before the meeting;
- ensure that what you want to say speak relates to an item of business on the agenda or an issue which the committee has power to consider (speak to the Democracy Officer for advice on this);
- find out about the rules for public speaking from the Democracy Officer.

A leaflet on public participation is available on the Council's website or from Democratic Services by telephoning York (01904) 551088

Further information about what's being discussed at this meeting

All the reports which Members will be considering are available for viewing online on the Council's website. Alternatively, copies of individual reports or the full agenda are available from Democratic Services. Contact the Democracy Officer whose name and contact details are given on the agenda for the meeting. **Please note a small charge may be made for full copies of the agenda requested to cover administration costs.**

Access Arrangements

We will make every effort to make the meeting accessible to you. The meeting will usually be held in a wheelchair accessible venue with an induction hearing loop. We can provide the agenda or reports in large print, electronically (computer disk or by email), in Braille or on audio tape. Some formats will take longer than others so please give as much notice as possible (at least 48 hours for Braille or audio tape).

If you have any further access requirements such as parking close-by or a sign language interpreter then please let us know. Contact the Democracy Officer whose name and contact details are given on the order of business for the meeting.

Every effort will also be made to make information available in another language, either by providing translated information or an

interpreter providing sufficient advance notice is given. Telephone York (01904) 551550 for this service.

যদি যথেষ্ট আগে থেকে জানানো হয় তাহলে অন্য কোন ভাষাতে তথ্য জানানোর জন্য সব ধরনের চেষ্টা করা হবে, এর জন্য দরকার হলে তথ্য অনুবাদ করে দেয়া হবে অথবা একজন দোভাষী সরবরাহ করা হবে। টেলিফোন নম্বর (01904) 551 550।

Yeteri kadar önceden haber verilmesi koşuluyla, bilgilerin terümesini hazırlatmak ya da bir tercüman bulmak için mümkün olan herşey yapılacaktır. Tel: (01904) 551 550

我們竭力使提供的資訊備有不同語言版本，在有充足時間提前通知的情況下會安排筆譯或口譯服務。電話 (01904) 551 550。

اگر مناسب وقت سے اطلاع دی جاتی ہے تو ہم معلومات کا ترجمہ میا کرنے کی پوری کوشش کریں گے۔ ٹیلی فون (01904) 551 550

Informacja może być dostępna w tłumaczeniu, jeśli dostaniemy zapotrzebowanie z wystarczającym wyprzedzeniem. Tel: (01904) 551 550

Holding the Cabinet to Account

The majority of councillors are not appointed to the Cabinet (39 out of 47). Any 3 non-Cabinet councillors can 'call-in' an item of business following a Cabinet meeting or publication of a Cabinet Member decision. A specially convened Corporate and Scrutiny Management Committee (CSMC) will then make its recommendations to the next scheduled Cabinet meeting, where a final decision on the 'called-in' business will be made.

Scrutiny Committees

The purpose of all scrutiny and ad-hoc scrutiny committees appointed by the Council is to:

- Monitor the performance and effectiveness of services;
- Review existing policies and assist in the development of new ones, as necessary; and
- Monitor best value continuous service improvement plans

Who Gets Agenda and Reports for our Meetings?

- Councillors get copies of all agenda and reports for the committees to which they are appointed by the Council;
- Relevant Council Officers get copies of relevant agenda and reports for the committees which they report to;
- York Explore Library and the Press receive copies of **all** public agenda/reports;
- All public agenda/reports can also be accessed online at other public libraries using this link

<http://democracy.york.gov.uk/ieDocHome.aspx?bcr=1>



Libraries Scrutiny Review Task Group
Report of the AD ITT & Governance

18 April 2013

Libraries Scrutiny Review – Interim Report

Background to Review

1. At a meeting of the Learning & Culture Overview & Scrutiny Committee in September 2012, the Committee received an update on a previously completed scrutiny review of library provision across the city together with a briefing on the current provision. The Committee agreed they wanted to investigate further local library provision across the city and their use as community hubs providing other Council services, in order to ascertain whether the Council is making best use of library buildings and if more could be developed as community hubs to better serve residents in their surrounding locale. The Committee set up a Task Group to carry out the review on their behalf, and agreed the following objectives for the review:
 - i. To increase the number of people going into libraries
 - ii. To make better use of library buildings (whilst not undermining the integrity of the library service)
 - iii. To provide greater access to Council and third sector services, and provide more opportunities for community engagement on local issues.

Background to Library Provision

2. It is recognised that the most successful library services work in close partnership with local Councils and local people, to tailor their services to meet local needs. Underpinning this, libraries aim to be welcoming, neutral and safe places for communities to come together and help develop the ties that are essential for local wellbeing and quality of life.
3. Nationally, all public libraries are focussed around a common purpose i.e. :
 - To develop and enhance the literacy, digital and information skills of residents to enable them to become active citizens.
 - Support learning through access to knowledge and content, and provide space and support to learn, and;

- Support businesses and entrepreneurs in an effort to contribute to the sustainability and regeneration of local communities.

4. Library Provision in York

The range and variety of services offered by libraries across the UK varies to reflect local community priorities. In York, the core service offered at every library is:

- Free Internet access and free Wi-Fi
- A children's area & young people's area
- Fiction and non-fiction books for children, young people and adults in a range of formats
- Large print books and audio books
- Reference books and enquiry service
- Online reference sources
- Information and advice for learning and work
- Books to support your learning
- Information about local services
- Adult Learning course information
- Reading Groups
- Story times for under fives
- Family and local history
- Newspapers and magazines
- Community events
- Surgeries e.g. ward councillor, future prospects
- Community space

5. The Use of Libraries as Community Hubs

As a result of the libraries scrutiny review completed in 2005, the Council agreed a vision for the library service – one that put learning at the heart of the service and centred on the principle that libraries should not just be libraries but places that add value to their communities in a whole host of ways i.e. they should be spaces that are:

- Modern, contemporary - designed to meet the needs of the communities they serve
- Outward looking - connected with the surrounding landscape and community, drawing people in
- Welcoming - where staff are proactive in helping people make sense of the complex world of information sources
- Customer first - combining the design principles of a modern layout of a bookshop with the traditional values of a library service

- Engaging – inspiring people to join a reading group or a homework club, listen to storytelling, sign up to an evening class, discover their family history, have a coffee, meet new people, surf the internet, access any book ever published, look for job opportunities, learn with their families, hire the latest DVD, access information that enables them to make informed life choices and supports independent living
6. This vision for the library service has influenced everything that the service now does. It led to the development of a partnership between libraries and adult education which delivers the concept of library learning centres – or Explore Centres as they have become known. There are now three Explore library learning centres – Acomb, New Earswick and York City Centre.
7. Along with the core library services listed above, York’s Explore Centres also offer the following wider range of services:
- Changing Places facility
 - Cafe
 - Archive and local history centre
 - ICT suite
 - More in depth support for research and information queries
 - Big name author events
 - Exhibitions
 - Adult Education enrolment & Learning rooms
8. The Explore concept is now recognised and popular. Visitors and issues have increased at all three centres, bucking a national decline in library use. The centres are seen by local people as the hub of their community and there are a wide range of activities taking place in the flexible spaces. CYC’s library staff have built strong links into the community and this now needs to be developed further by becoming more integrated into the library vision.
9. Current partnerships and relationships have developed on an almost ad hoc basis e.g. a ward committee meeting held at Acomb spawned the idea for this to become a regular option across all of the libraries. Similarly, a spontaneous ‘knit and natter’ session at Acomb inspired a number of similar groups across other libraries in the city, and there are now thriving groups using a majority of the libraries.

10. Future Vision for Libraries Across the City

The vision for libraries is that they become the place within the local community where residents can go for information on:

- their community and council services
- how to become more involved in their community

Information Gathered

11. In order to explore how this might be developed strategically across the service, the Task Group agreed to explore the current opportunities for accessing such information at a public library.
12. The Task Group agreed to carry out site visits to a number of libraries to see and experience the services being provided, and to meet with staff and talk with library users. The libraries chosen were:
13. **Acomb** – York's second busiest library with around 10,000 visits per month. It was the first Explore Library Learning Centre offering a range of facilities (as shown in paragraph 7 above).
14. The Task Group were very impressed with the Acomb Explore and agreed it offered an ideal range of facilities in a fully accessible building, in the right location for the community it served.
15. The Task Group also noted the provision of a direct dial phone for housing benefit enquiries and learnt that Library Services had partnered with the benefits service to introduce the phone advice service allowing customers to drop in and use the phone to get through to a member of the housing team for advice. The Task Group queried how often it was used in order to ascertain whether it would be beneficial to offer this service in all community libraries situated within or close-by social housing estates.
16. **Tang Hall** - After Acomb, this is the second biggest community library with an average of 5,000 a month through the door. It is situated next to a health centre in one of York's more deprived areas, and is set across 2 floors. It offers a meeting room and ICT suite, both of which are used by the council's adult education partners to deliver courses to members of the public.
17. In comparing the library to the Acomb Explore, the Task Group agreed the reception area at Tang Hall could be better utilised to provide access to more community/council information. Discussion took place around future options for the library and the possibility of expansion.

The Task Group learnt that there was some room for extension at the current site, and that architect's plan has been produced to show how it might work.

18. However, work was currently ongoing to look at the best ways of developing the nearby, and the Task Group learnt that there was a suggestion that a community hub with space enough to consolidate a full range of public and voluntary sector services be built on the school site. This would allow for a new purpose-built Explore centre to replace the current library, providing a bigger and better library and learning service with all of the usual community hub facilities.
19. The Committee also noted the current community provision provided at the nearby community centre on Fifth Avenue and agreed that any development either at the current library site, or in the future at the Burnholme School site, would need to be properly considered so as not to effect the viability of that community centre.
20. **Strensall** – A small community library, open 18 hours a week with an average of 2,000 a month through the door. The staff have developed excellent links with the local community to the extent that the library is a key part of community life within the village e.g. taking part in summer fetes, being a venue in the village jubilee celebration etc.
21. Discussion took place around the current opening hours for Strensall library and the possibility to extend those hours to allow use of the building for other purposes – perhaps allowing a voluntary sector partners to hire the space. The Task Group recognised there was limited space in the building and there may be accessibility issues. They also questioned whether the library was in the right location for the village, but recognised there were no other Council owned properties in the village suitable for such use.
22. **Clifton** – A purpose-built, half time library and learning centre. Discussion took place around the location of the library and the size of the community it serviced. The Task Group noted there was some room for extension on the site and that architects plans had previously been drawn up. However, they agreed that the location of the library was not ideal based on the size of the community it serviced, but recognised there were no better placed Council-owned buildings available in the vicinity. The Task Group queried where the library patrons were coming from, as that might help identify a better location for the library.

23. The Task Group also noted that the library was very traditional in its provision and layout etc, although its patrons did not appear to have a problem with that (possibly due to the majority of patrons being of an older age range and therefore more used to a traditional library).

24. The Task Group's detailed feedback from their visits is shown at Annex A.

25. Other Community Provision

In considering a move towards those four libraries becoming community hubs, the Task Group looked at what other community provision currently existed in their local vicinity, as they recognised it would not be helpful to take opportunities for generating income away from other nearby community facilities. They also received information from CYC Asset Management on other Council owned buildings in the areas surrounding those libraries which were currently being used by community groups and where residents were accessing council and/or third sector services.

26. Finally, the Task Group received information from the council's mobile community services on the types of enquiries they often receive from members of the public about other council/community services e.g.:

- **Mobile Library Service** confirmed they often receive a range of enquires:
 - Health Issues e.g. *"My doctor says I need this operation do you have any info about the condition and being in hospital? Can I use your wifi/PCs to book the time?"*
 - Job Issues e.g. *"Can I look at the Press for jobs? / How do I apply for a job online? / Can I learn more about this company I have an interview with? / I need to update my CV"*
 - Financial Issues e.g. how to budget, latest stocks and shares, 'Which' magazine, courses to learn how to manage budgets
 - Council Services e.g. *"How do I report a broken lamp post? / How do I get a council meeting agenda/minutes?"* or requests for information on planning applications / councillors / schools / community asset transfer / right to challenge / CYC website access / payments online etc
 - National Govt Information e.g. VAT online, passport and driving licence applications etc

- Community Information e.g. on forthcoming events, reading groups, focus for community activity, how to volunteer etc

- **URBIE** (CYC mobile youth club for young people) confirmed they had received no specific requests for services such as housing or benefits. However during general conversations they often raise awareness of the issues of housing and benefit for young people, and have highlighted the role of Castlegate in giving advice, and the use of websites such as CYC and the young people's survival guide.

27. The Task Group agreed that information on a range of council services together with contact information, and similar appropriate information from the Council's partners and third sector organisations should be made readily available in Libraries either on notice boards or via leaflets etc. The Task Group also agreed it would be useful if all libraries displayed more community information and details on how to volunteer and participate in responding to issues affecting their local community.

28. Recent Public Consultation on Local Libraries

Finally, the Task Group considered a report highlighting feedback from a recently completed public consultation on local libraries - see Annex B.

Conclusions to Date

29. Overall the Task Group agreed that where possible it would be helpful to increase the opening hours in those library buildings where the layout of the building and/or the availability of additional rooms, would allow for their alternative use.

30. Communities should be encouraged to use the buildings and the space they provide for community purposes.

31. Whilst library buildings are being used by the community, where at all possible and where self-service facilities are in place (or could be provided in the future), the library opening hours should be extended to provide a basic level of library service without the need for library staff.

Concluding Work on the Review

32. At this meeting Officers will provide:

- A verbal update on the draft business plan for a potential social enterprise to operate the Council's Library and Archives services;

- Information on adult learning opportunities offered through the Library Service e.g. provision of ESOL at Clifton;
- Some example definitions of a community hub.

33. The Task Group is asked to:

- a) Consider the consultation findings shown at Annex B and the new information provided at this meeting (as listed in paragraph 32 above) so that their views and any suggestions arising can be included in the draft final report for this review.
- b) Agree if any additional information is required to conclude the work on this review.

34. If no further information is required, the Task Group is asked to identify some appropriate draft recommendations for the review.

Recommendation

35. In light of the above options, the Task Group is recommended to agree their draft recommendations arising from this review, and any required revisions to this report, so that it may form the draft final report for this scrutiny review and be presented to the next meeting of Learning & Culture O & S Committee.

Reason: To complete the work on this review in line with scrutiny procedures and protocols.

Contact Details

Author:

Melanie Carr
Scrutiny Officer
Tel No. 01904 552054
e: melanie.carr@york.gov.uk

Chief Officer Responsible for the report:

Andrew Docherty
AD ITT & Governance

**Report
Approved**

Date 29 March 2013

Wards Affected:

All

For further information please contact the author of the report

Annexes:

Annex A - Site Visits - Information Gathered

Annex B - Report on Recent Libraries Public Consultation

Libraries Scrutiny Review

Findings from Visits to Libraries on 8 January 2013.

Libraries Visited: Tang Hall, Strensall, Clifton & Acomb Explore.

All the staff were very enthusiastic and there was good evidence of a lot of community library work. All the libraries have open access computers, children's sections and self issuing machines (which are becoming more accepted by customers).

Acomb Explore

This purpose built library was expanded and rebranded in 2005 and footfall has increased from 180 per week to 600+. The building is an open and accessible space, built on one level with no barriers to access. There is a widely used Changing Places facility and a very popular Cafe.

The library itself is in one room with the children's library differentiated. Bookshelves are moveable. There are 4 meeting rooms (one the Learning Centre with computers) plus the cafe area. The rooms are available for hire up until 9pm. They received a 'Good Place to Come' Award from the Children's Society for being an inclusive and accessible building with facilities for all. Housing Benefits direct line for advice but HB staff no longer hold advice sessions. There are 12 staff, with 4 working at any one time.

Community links- Fostered close links with the visually impaired gardening group 'Green Shoots' and the local Rotary Club to create the garden. Has an excellent relationship with local schools, regular back and forth visits; including strong links with local special needs school. Fast response ambulance housed on site.

Activities - Flexible Learning Centre with Adult Ed tutors offering English and Maths; Range of bespoke courses based on demand, i.e. laptops, digital cameras, eBook; basic computer offer that: 1-1 Sessions, Computer Essentials and Online Basics ran by Library Staff; classes in Spanish, Italian, French, Watercolours, Lip Reading and Pilates.

Councillor surgeries; Police surgery and links with local PCSOs; Westfield Ward meetings; Allotment group meetings; Display space for local issues; Annual Craft Fair; Weekly Craft Club; Children's Reading Group; Two reading groups that meet in the Library and three others that meet outside; Local History Sessions.

Volunteers - They have a number of volunteers who do shelving and also offer work experience.

Development ideas - This is already a very busy library with lots of community activity. This does restrict the time available for staff to go out into the community and that is something that they think can be developed.

Tang Hall Library

This is full time, purpose built library on 2 floors. The library is on the ground floor with the adult library in one room and the children's library in another. Upstairs, with lift access, are the Adult Education room/I.T. centre (12 computers) and a meeting room (big enough for 12 people). There is also a small office/staff room with hot desks that are used by other Council employees. The main adult library has movable furniture to make a larger space for activities.

Community links - Staff visit all the local schools, children's centres and playgroups and these groups also visit and borrow materials for projects. There is a good relationship with the clinic situated on the site, and the library offers services to mothers taking children to the clinic. They support the Home Book service and visit new customers to understand their interests.

Activities - Children's Friday book group (not too popular so looking to change days) ; adult book group (does better in better weather); story times for babies, toddlers and children; craft group; social media drop in; flexible learning courses; drop in 121computer support; help with homework (a homework club folded for lack of support/funding?). However, pupils still come in to do homework - they still print homework for free. Used to have some troublemakers but this has been sorted out; crèche on Wednesday to support Adult Ed courses.

Volunteers - 2 who do story telling and 4 who do shelving.

Development ideas - There has been an approach from JRF who are looking at ways to support community services to the residents of Derwenthorpe. Might there be some funding available from them?

There is scope for more events in the library, particularly for children. This does need some funding but there is scope to hire out the meeting room and use any profits specifically to reinvest in this library.

There is space to increase information on Council and partner services.

There is a meeting room that could be used for surgeries.

They would love a cafe!

Strensall Library

This is a half time library with one member of staff. It is situated in a converted shop in the centre of the village at the heart of the community. Library is on a bus route with a bus stop outside. Children's library is in a separate space. 2 PCs are available for public use. If bookshelves were movable it would be possible to open up the space. There is no separate meeting room and it always closes by 5pm.

Community links - There is a proactive relationship with local schools and playgroups. All children from the local primary school visit at least once a year and the librarian visits to the school relate to the work they are doing. Librarian also goes out to visit community groups such as Brownies. Runs stalls at summer fairs. There are strong links with the Army base. The library also serves Sheriff Hutton. Information displayed on council or charity events. Staff can redirect queries on services.

Activities - Well established book group (full); homework support; story time; support for CYC reading challenges; drop in 121 computer support; visits to community groups and village events; craft events. Local PCSO drops in.

Volunteers - 1 who does story time 3 times a week.

Development ideas - Scope to use the building outside library hours with any income used to improve library stock that would be Strensall specific. Staff would also like some equipment to use at events.

There are basic information leaflets available but there is little scope to develop this or use the library for surgeries because of the lack of a separate room and the single staffing aspect. Would also love a cafe!

Clifton Library

This is a purpose built, half time library. There is one big room with the children's library differentiated. There is a separate room (staff area) used by Adult Ed as a Learning Centre. The bookshelves are not moveable so it is difficult to make the most what could be a large space. No private meeting rooms. They have 5 part time staff but there are only ever 2 on at a time. Occasionally they will single staff but only if there is someone in the Learning Centre. Some anti social behaviour after dark from play park next door.

Community links - There is links with 5 primary schools, 18 nurseries and the children's centre, and support is given to the family groups at Burton Green School. The Staff tend to go out as the location of the library is poor and difficult to access by bus.

When the Central Library was closed they picked up a lot of customers who liked the fact there is parking, and some have stayed. They also get customers who work in the area so find it convenient. They have a number of regular elderly users.

Activities - 3 reading groups; Adult Ed classes in library; 121 computer support; story times - popular, up to 30 at a time; after school club; police surgeries; activities for children in holidays; support for Home Book service; Runs classes when library closed; play group visits.

Volunteers - 1 who does story time and 3 who do shelving. Could use more but only if they can commit to a regular weekly slot.

Development ideas - Could develop reading groups if there were more resources. People do come in to ask about other council services. If building is being used when library not open, public still come in to try and take out books. Shelving system is v inflexible. If the shelves were moveable there would be more scope to use the building out of library hours, but with no separate room there is little that could be done when it is open. There are no facilities' to make even basic refreshments.

There are basic information leaflets available but there is little scope to develop this or use the building for surgeries because of the lack of a separate room.

The Manager does not feel that a cafe would be successful partly because of the poor location. Not on public transport route. Long way from schools. "If we were starting from scratch we would not put a library here!"

Library Consultation 2012

Highlight Report

This report presents the findings from the 2012 Library Consultation. A total of 1601 surveys were completed:

- 1340 by postal survey in library
- 84 by online survey
- 177 from children/young people

Of these there were 1340 responses from adults (83%) and 177 from children. It was not possible to categorise the 84 online responses.

The Business Intelligence Team project managed the survey and the fieldwork was carried out during November by an independent market research agency.

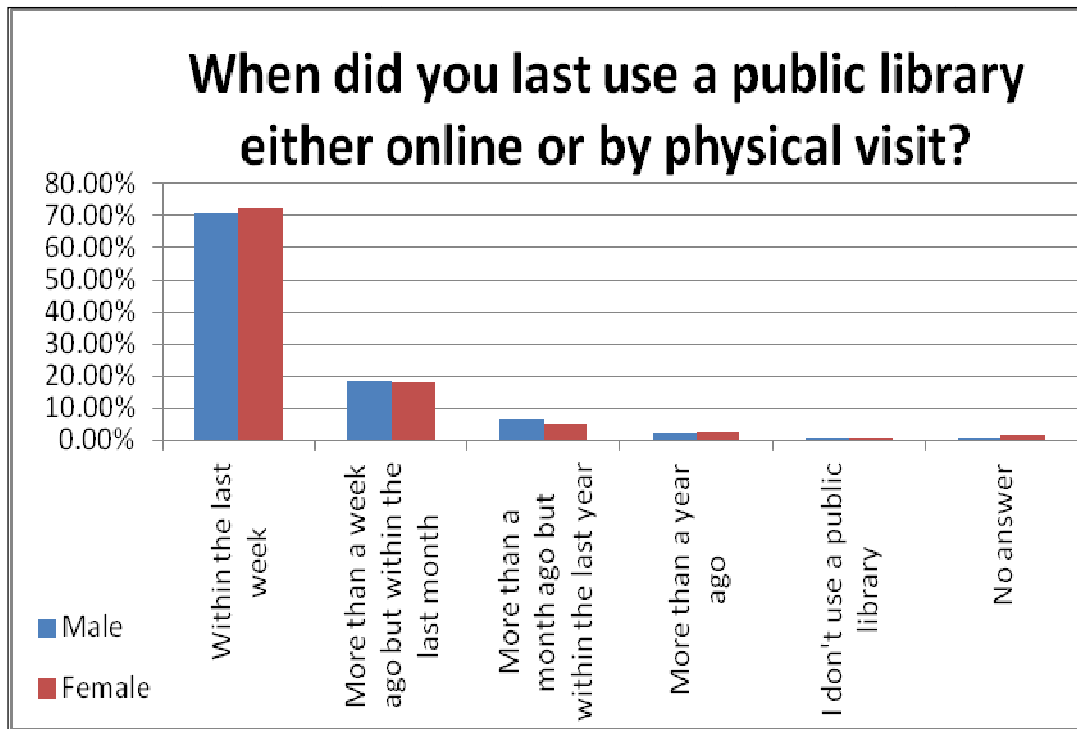
Of those who answered any equalities questions 946 people (65%) of adults disclosed their gender – 69% were female and 31% male.

Age grouping was disclosed by 64%, the majority who answered this question were in the over 55 age group (63%), other groups were 45-54 (15%), 35 -44 (12%), 25 -34 (8%), 16 -24 (2%).

However there is a need to be cautious with some of this data as over a third of those who completed the questionnaire did not give gender or age information. In terms of any other equalities profiling the numbers are too small to be useful.

Q 1 Public library usage

72% of respondents had used a library within the last week, 19% within the last month and 6% within the last year. Children and online respondents stated a slightly lower percentage in terms of use in last week but almost 30% of children had used a library within the last month.

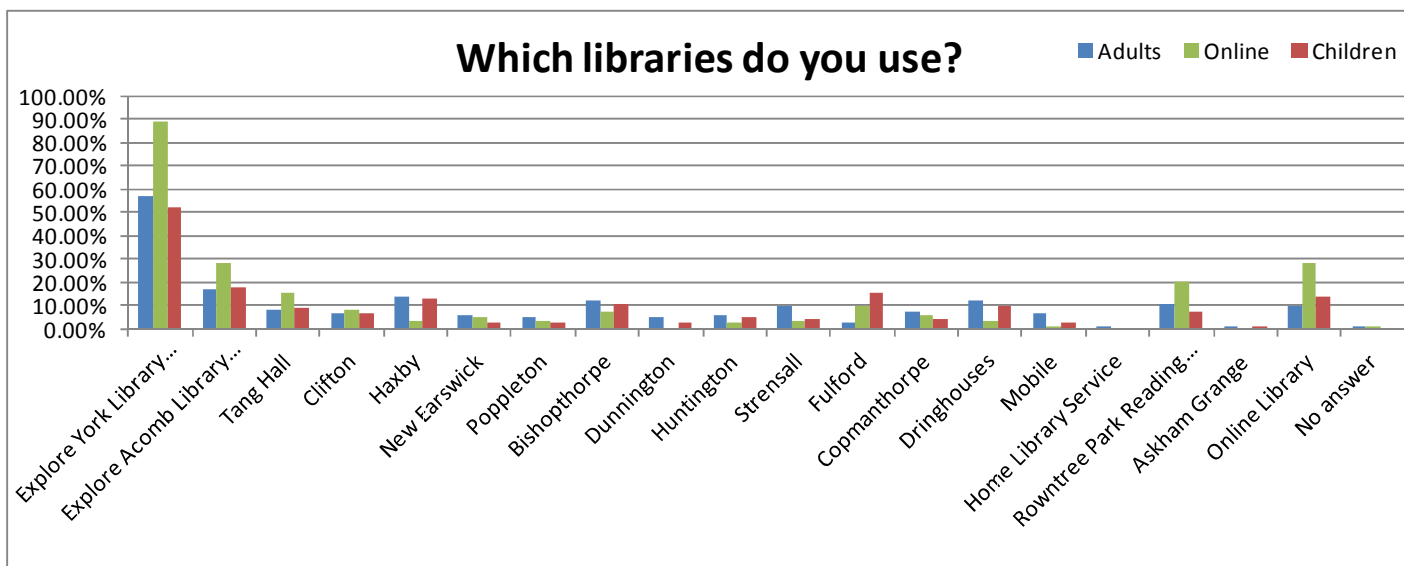


Q2 Which libraries used

Explore York and Explore Acomb were the most used by all groups

Explore York by 58% and Explore Acomb by 17%.

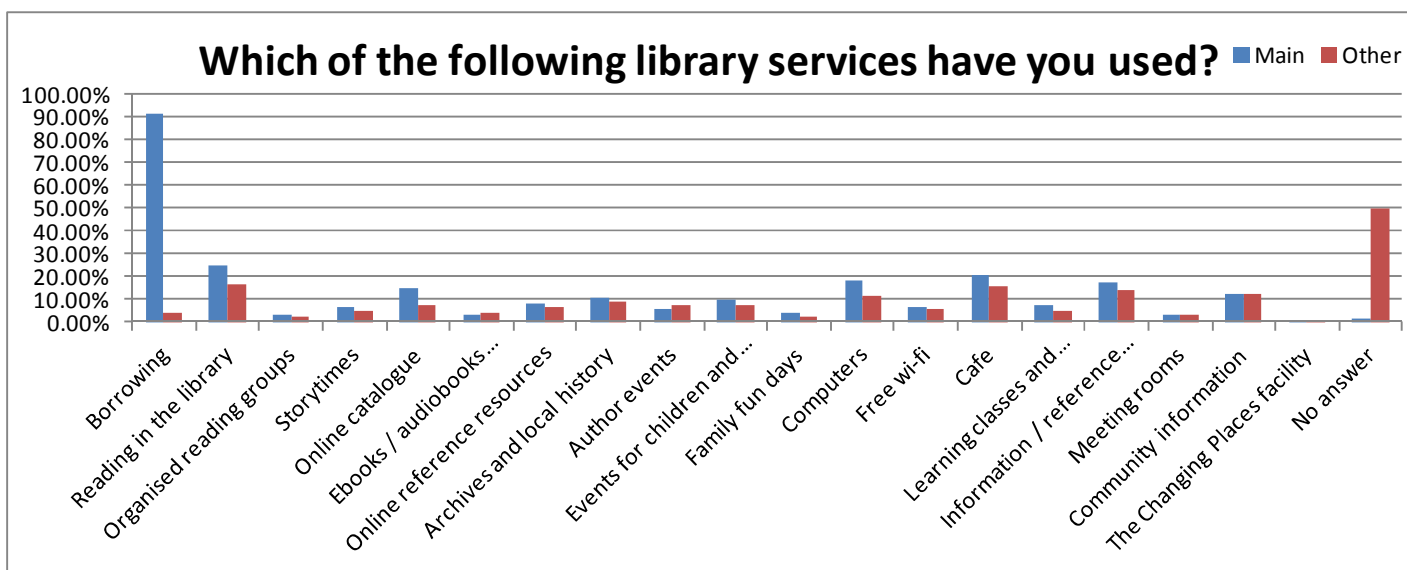
Other libraries with more than 10% of responses were Haxby 13%, Bishopthorpe 12%, Dringhouses 11%, Rowntree Reading cafe 10.5% and online 11%. Of those that made an online response around 29% used online library.



Q3 Services used

We asked adults and online survey respondents what services they used. Borrowing was the most common answer with over 90% listing this as the main service, around 25% mentioned reading, 21% the cafe, 18% using computers, 17% reference materials, 11% archives and local history, 15% using the online catalogue, almost 10% events for families, and 12% for community information.

When asked to list other services used the response were fewer but still highlighted reading in the library, cafe, reference usage, and computer usage and community information.



Q4 What would make people more likely to use library service if they don't currently use.

Over 80% of people did not answer the question. Better range of books and convenient opening hours were the most mentioned but still in quite small numbers, less than 10%

Q5 what types of information would you like to find

Looking at the adults and online responses the four most frequently mentioned were community information 52%, information about books and authors 49%, travel information 42%, learning/education opportunities 40%. Health information was mentioned by 30%, information about the council 26%, tourist information 25% jobs/careers information by 19%, national government services 10%.

Many respondents ticked several of these which indicate how libraries may be able to continue to develop to become more of a community hub in future.

Around 17% of people did not answer the question.

Q5b Linked question where do you get information from

Adults and online respondents highlighted libraries as a place where they get information 76%, Internet 69% - (although less among the over 55 group), local newspapers 58%, other local media 36%, council Publication 35%, Local radio 28%, Council website 28%, social networking sites 11%.

Again people may have responded to more than one option.

As a question on information was also asked in the recent Big York Survey some comparison is discussed later in the report.

Q6. Would any of the following encourage you to borrow more?

Around a quarter made no response. Adults and online views were; lots of copies of bestsellers and prize-winners 34%, staff or public recommendations 33%, easier renewal methods 27%, flexible loan periods 25%, themed displays 20% and no fines 15%.

Q7 Adult learning – what would you like to see

28% made no answer.

Those that answered highlighted: availability of books and other materials to support learning 46%, being able to sign up for courses 40%, specific study space in larger libraries 28%, full range of leisure based courses 28%, space where people can come together to learn from each other 21%, specific areas where you can get a wide range of information 18 %, support for making online applications and web searching 14%, course to help you prepare for work 11%.

Future

Q8 Where would you like to find in library/learning service

The majority of people selected the in current buildings option with 81% doing so. All the other options were far lower, the next most popular was in a community building e.g. community centre 28%. Online was selected by 14%, in building with other public services such as doctors surgeries 11% and In other building that you use such as supermarkets 7%.

This would indicate very strong support for the current buildings but combined with earlier questions would mean there is potential for expanding what is available in libraries. Options of having library services in new locations would need to be tested further to gauge support – for example among those who do not currently use libraries.

Q9 Which would you most like to see in the future (ranking question diff of interpretation)

Many people did not actually rank this and lots several people did not answer. The highest number of answers were to:

- Keeping the library opening hours at current levels - very important 72 %
- Keeping all the current libraries - very important 69%
- Buying more books - very important 55%
- Children's activities - very important 23%
- More weekend opening - very important 24%
- Running more adult education courses - very important 17%
- Providing more computers/other technology - very important 15%
- Having more events in libraries - very important 14%, - not important 25%
- Creating new places to access library services -very important less than 10% with over 30% saying not important
- Improving cafe/refreshment facilities very important less than 10% - with 42% saying - not important

Q10 Willingness to get involved in development of services

Less than 1% reported that they already volunteered and 16% did not answer this question. While only 35% wanted to be involved as a user or customer. 9% would consider serving on a committee to help make major decisions about the future of the services and 24% would attend a meeting at local library to help make decisions on local opening hours, books to be bought or how the community uses the building. In addition 23% would consider volunteering to help with an event, read to children, or deliver books to housebound. A further 9% would join a Friends Group.

This does indicate a core of people who would be interested in getting involved – in some cases in more than one way.

Q10 a How much time would you be prepared to give (check number of answers linked to Q10)

33% did not answer and 21% said not at all.

Answers did not quite tie up with previous question as few highlighted a weekly commitment with only 8% saying they would consider a weekly commitment during the day and 4% a weekly commitment at evening/weekends.

More would consider a monthly commitment or specific times for a one off event both 15%. 19% would consider involvement on an occasional basis.

Q11. Volunteering opportunities

People ticked more than one option sometimes – not clear if they would take up more than one opportunity also 73% of people did not answer this question so it is difficult to gauge how much support is available.

Answers were; helping older people to get online - 7%, helping to archive - 11%, helping to run an event - 8%, reading stories to young children 12%.

Q12 Any roles you'd like to see set up

95% of people did not answer. The few that did, suggested reading to children or elderly or delivering books.

Q13 How could we use library buildings better

70 % gave no answer. Suggestions included range of events, better use by community groups, mother and toddler or children's groups, book clubs, longer opening hours, renting out space.

This suggests people may not be aware of all the events or opportunities offered by current libraries

Q14 Any other services you'd like to see delivered through local library

86% gave no answer. Suggestions included Citizens Advice, council service pay point, local information but all were very small numbers.

Children's Responses

177 responses from children were received, although we need to be cautious due to numbers as not really enough to base any decisions on. In the main children used the library for borrowing 92%, reading in the library 50% and 47% had taken part in the summer reading challenge.

The major factor that would make them use the library more would be a better range of books which just over 50% suggested. Around half did not answer what they'd like to see to help with homework but top answers were History, Maths and Science.

Children said they would like to see more information on books and authors, information on history, travel and buses, jobs and careers but these were small numbers.

64% said they got information from libraries, 73% from the Internet, 30% from newspapers, 20% from social networking, and 15% from Shine. Several answered with more than one response.

They could be encouraged to borrow more with better displays, lots of copies of bestsellers and prizewinning books, being able to return books when you want, no fines.

No enough answered about volunteering to use the information.

Commentary

The survey has had a good response rate with the majority of responses being collected from libraries. There is a possible issue about non-library users and whether they have been involved enough for us to find out why they don't use libraries and what would encourage them to do so.

There are concerns about the low level of equalities data which makes it difficult to draw conclusions about level of use for particular groups. The only group we can draw enough on is age profile of 55+ due to numbers but over a third did not give us and such information so it is difficult to generalise.

Comparison with Big York Survey - Summer 2012.

The survey which had 1117 respondents (equality profiled) asked a question about library usage and found that 20% had never used a public library, 22% had used it within the last year, around 16% within the last month and a similar percentage within the last week.

In asking why people did not use the library the majority of those responding said it was because they did not need the services (57%), other response included opening hours (12%) or lack of transport (13%)

The survey also asked a question on volunteering just over half had done no volunteering in the last year but 16% volunteered at least once a week and 10% at least once a month. The main reasons given were not enough time two thirds or never thought about it 19%.

In terms of how people get information the BYS found that for the 55+ age group less than 4% used social media. Overall one in three people used the council website to find information and three in five used local newspapers. The evidence from library users does suggest that although the 55+ plus group do not use online or internet as much as other groups they are using at a level way above what was suggested by the Big York Survey. As library users they may well be more sophisticated users.

Recommendation - need to get a view from groups that may have not responded/been excluded?

Some people have given us postcodes we could possibly look at these to see which libraries people use which might flag up where people use one of the explore libraries as well as their local library.

We could run any of the questions against the 55+ age profile

In future in order to encourage more people to fill in the equalities questions the sheet need to be attached to the questionnaire in some way as frequently gets lost from the main questionnaire which has reduced our data here.