


ANNEX 1

Stakeholder	Date	Event	Outcome
Citizens panel	2009	Talkabout survey 2006	<ul style="list-style-type: none">• 68% of people prefer paperbacks to hardbacks (now buy 70% paperbacks)• 71% said self issue is a good idea (implemented in 2011)• A third expressed interest in our family history service (plans to transform City Archive through HLF bid)• 76% wanted us to extend the wellbeing collection (partnership with Sport and Active Leisure to promote health information)• Over half were interested in after work learning classes• More people wanted longer opening hours at the weekend (Sunday opening introduced in 2010)•

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Citizens panel	2009	Talkabout survey 2009 Before the York Library closed for transformation	<ul style="list-style-type: none"> • 64% said that a cafe would encourage them to use the library more often (cafes at Ac and YO now) • 62% said that a wider range of adult education courses would encourage them to use the library more often • 56% said a dedicated family history space would make them use the library more often • 55% said more adult events and activities would encourage them to use the library more often (programme of author events and BCR programme) • 47% free WiFi – especially men • Demand for more books (WiFi at every library) • 95% Libraries are where people feel part of their community and as somewhere they can relax and spend time (improving spaces) • Different ages use the library in different ways. Older people more traditional book borrowers. Young people to learn, find jobs and enjoy the space • 17-34 year olds are positive about using the library more following the transformation • Disabled people would like more staff to talk to • Families with young people value the space and socialising elements as well as the books • 25% of people felt the recession would encourage them to use the library more because it is free and they can borrow books rather than buy them •

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	2011	Talkabout survey 2011	<ul style="list-style-type: none"> • 69% of users borrow books • People want more books especially adult fiction and non fiction and ebooks (ebooks launched) • 51% want more flexible loan periods (bestsellers on shorter loan) • 40% want easier ways to renew books e.g email/text (moving to this in 2012) • 33% want no fines • People don't know what is available to them in libraries • 62% of people would prefer adult education classes in the evenings • Only 18% know where the Archive is

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Adult readers	2010	Big City Read evaluation Chocolat by Joanne Harris	 <p data-bbox="909 555 1314 580">This diagram demonstrates the words</p> <p data-bbox="842 694 2168 861"><i>It's such a wonderful thing for the city. It felt great to see other people on buses all reading the same book, it brought a feeling of a strong community experience to my summer. It was great to be able to spot other library users and exchange a surreptitious glance that said "comrade!"</i></p> <p data-bbox="1543 866 2168 908">Book recipient using the online survey</p> <p data-bbox="842 951 2168 1034"><i>Made me feel happy to be part of a city that would go to so much trouble to promote reading & culture</i></p> <p data-bbox="1543 1038 2168 1080">Book recipient using the online survey</p> <p data-bbox="842 1123 2168 1252"><i>I listened to Chocolat on CD and was thrilled by it. I read it in book form some time ago but I have since lost my sight. Listening to it seemed to bring back all the enjoyment</i></p> <p data-bbox="842 1257 1615 1299">Mrs Murphy, a Home Library Service customer</p>

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			<p><i>My local library has drawn me back in and I am a regular user again</i></p> <p>Book recipient using the online survey</p>
Children 8-12	2011	Summer Reading Challenge evaluation	<p>"Just to say thanks to you all for making the kids feel so welcome. And what a success! They became real little bookworms. I was finding them curled up around the house trying to finish their books in time and the iPad - amazingly - was forgotten. Mum and Dad were well impressed. So thanks again!"</p> <p>"...she was absolutely wonderful and great with the children encouraging them to sign up and talking about the prizes they would get. She also listened to them say what stories they had read and enjoyed. She would love to volunteer for other events in the library."</p>
Parents/carers of children under 5	2011	Bookstart annual evaluation	<p>"I have come in because we had a visit at Mum & Babies Group at HY&CC by manager from Haxby Library."</p>

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All	Ongoing	General case studies	<p><u>Reference & Information</u> SB showed a mum how to locate and download a Yo Zone application form. SB also ran through the guidance information with the mother. The mother told SB that she was "wonderful" and that the village could never be without Strensall Library.</p> <p>Customer wanted information on Queen Victoria's children for a talk she was giving to her local woman's group the next day, so holds not an option as would not arrive in time. We sourced some surprisingly informative childrens non-fiction on Victoria and her life, as well as introducing customer to online reference resources. Customer was very pleased and said would use the online resources in future.</p> <p><u>Community Spaces</u> Talk by local author, Rosemary Cook One reason the event was so successful according to those who attended was that people appreciate events happening at their local library - on their doorstep, relevant, and involving the local community.</p> <p><u>Getting Online</u> Mr O first came to Clifton Library about 5 years ago when he was in his early 80s. He had no experience of using computers, but was keen to learn. we arranged some of our starter sessions for him. Following this, he did an IT taster session in the Flexible Learning Centre. Soon he started coming into the library to practice and before long he was happily e-mailing, typing letters and scanning photographs.</p> <p><u>Reading</u> A resident at Askham Grange today completed the Six Book Challenge. She is an Urdu speaker with very little English who has not been in employment prior to being in prison, having been a full-time mother to a large family.</p> <p>Customer enquired about books for her 11 year old dyslexic daughter who found it difficult to engage with reading. We suggested Barrington Stoke publications which are particularly dyslexia-friendly (yellow paper, wide-spacing and more young-person appropriate themes in this format). Mother returned the following week asking for more titles as her daughter had found them really good.</p>

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All	2011	Experian data results for library membership and equalities information on members since re-registration in 2011	<p>Data shows that library members are broadly representative of York's communities. However, the following target groups have been identified as low membership and need targeting:</p> <ol style="list-style-type: none"> 1. People over 80 years of age who are housebound 2. Younger adults 15-34 yrs 3. Indian/Pakistan/black African 4. Faith groups 5. Disabled
	2011	<p>The Children's Society A Good Place to Be Key points from The Children's Society PACT Project</p>	<p>Attitude "One young person using a Pathfinder communication aid was especially impressed with Anthony's attitude ... ensuring that he understood the question and gave a clear and informed answer"</p> <p>Awareness Acomb Library excels, as an organisation they have an informed and substantial awareness of the needs of disabled young people</p> <p>Activity The young people felt that a wide range of activities were provided at Acomb Library, all of which were 'safe' and 'fun'</p> <p>Access Specific computers can also be adapted for a wheelchair user suggesting that all areas of the library are fully accessible</p> <p>Summary Overall the comments about Acomb Library were extremely positive, one young person even enquired about becoming a member of the library after learning about the large amount of support is available for those with additional needs</p>