

## **Library Consultation Feedback**

### **Summary**

1. This report presents the background to the Council's consultation on its vision for the future of its library services and explains the approach taken. The analysis of the results will be completed in time for the meeting and will be presented on the evening. The committee will be invited to discuss amendment of the vision to reflect the views expressed in the consultation.

### **Background**

2. On 19 September 2017 this committee received a presentation on the proposed public consultation on the vision for the city's Library Service and subsequently took an overview of the consultation documents before they were released to the public. Comments received from committee members on the draft vision, online survey and background documents were integrated into the final version used.
3. The library consultation was launched on 9 November 2017 and closed on 14 February 2018, allowing 14 weeks for engagement.

### **The Vision**

4. The vision developed in consultation with this committee and titled '**York's Libraries: *Centres of Learning and Opportunity for All***' is set out in Annex A. The vision set out the council's view of how the library service should evolve in the future and what network of library building York should have.

### **Consultation Approach**

5. The consultation approach was designed to ensure the broadest views were reached with a mixture of approaches supported with a communications plan to raise the profile of the consultation across all forms of media.

6. **Online survey** – This was managed by the council’s business intelligence unit and published on the consultation pages of the council’s website. The vision and background information documents were available to view before completing the online survey. Paper copies of this survey were available at all libraries, recognising from previous library surveys this was needed.
7. **Non-user survey** – This was managed by QA Research and was delivered through an on-street survey. Various locations were used including the city centre and other shopping areas like Acomb, seeking individuals who had not used the library service in the past 12 months. If someone had used the service, they were directed to the online survey. This survey was conducted between 22 January and 3 February 2018.
8. **Stakeholder and focus group workshops** - These were independently facilitated by Andrews Associates. The brief for the stakeholder workshops was to facilitate discussion around each library against the vision. The focus group workshops were aimed at reaching a particular audience, such as young people who were unlikely to respond to a survey. A total of 20 sessions were facilitated, 16 around a local library and 4 focused around young people and adult learner groups, running from 12 December 2017 to 14 February 2018.
9. **Specialist interest groups** – The Assistant Director for Communities and Equalities wrote to over 17 special interest groups to seek feedback on the vision and offer an opportunity to meet face to face to discuss any specific needs. This approach was to ensure the council properly understands the needs of all our communities and is able to commission services accordingly.
10. **Council’s budget consultation 2018/19** - This was managed by the council’s business intelligence unit and published on the consultation pages of the council’s website from 13 October to 15 December 2017. The survey included questions about future capital investment and future revenue funding for library services.

### **Results from the consultation**

11. The analysis of the results will be presented at the meeting and will draw conclusions from the outputs of all the different approaches.
12. In terms of engagement, the following table shows the level of response the Council has had broken down by approach.

<b>Consultation Method</b>	<b>Responses</b>
Online survey	1,329 (736 online, 593 paper)
Non-user survey	125
Stakeholder & focus groups	200
Specialist interest groups	2 groups
Budget consultation	828
<b>Total</b>	<b>2,484</b>

### **Next steps**

13. The vision and consultation results will be used to form the council's "comprehensive statement of need" for library services. This will be presented to the Executive in June as a key element in initiating the necessary procurement process to secure a library operator by 1 April 2019.

### **Recommendation**

14. The Committee is asked to note the results of the consultation and to agree a vision for the future of the Council's library services to reflect the views expressed in the consultation.

Reason: To inform the forthcoming procurement of the Council's Library Services.

### **Contact Details**

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	<b>Report Approved</b>	✓	<b>Date</b>	15.3.2018
<b>Wards Affected:</b>	<b>All</b>			✓
For further information please contact the author of the report				

**Background Papers:** None

**Annexes:**

**Annex A** – Vision