

Library Consultation for City of York Council

1 Background

As part of the tendering process for a new contract for the library service in 2019, City of York Council contracted Andrews Associates to help facilitate a consultation with stakeholders and different user groups. The consultation sessions ran from 12 December 2017 to 14 February 2018. In parallel to the consultation sessions with local stakeholders, a public questionnaire (online and paper base) process was undertaken by the City Council, and a series of focus group sessions with non-users of the library services.

The brief from the City Council was for the independent consultant to facilitate discussion around each library on the issues and opportunities in that community, along with focus groups on particular groups, such as young people, who are unlikely to respond to the questionnaire, produce a summary of each meeting, and provide a final report which summarises all the feedback from the consultation sessions.

2. Consultation Process

The engagement meetings with stakeholders focussed around each library. A pen portrait was developed for each library to provide some background to the local community and the service that the local library provided. All attendees to the stakeholder group meetings were circulated with the pen portrait of the local library along with the public questionnaire prior to the meeting to help generate a degree of knowledge about library service and the key issues going forward.

A total of 20 sessions were facilitated, 16 based around a local library and 4 focused around young people and adult learner groups, running from 12 December 2017 until the 14 February, 2018. The sessions were coordinated by Andy Laslett, City of York Council, who also attended the meetings along with Sarah Garbacz of York Explore, the current library service provider to provide any additional insight or expertise that may arise from the discussions with stakeholders. The sessions normally lasted around 1.5 hours and were recorded only to assist with the production of the session summaries.

The consultation sessions with the community stakeholders started with introductions by the participants, followed by a presentation by Andrews Associates which outlined the key aspects of the library services consultation. This highlighted that the library service is starting from a good position, with good visitor numbers and book issues, offering many services, excellent value for money and a space for the community to come together. The current library service has a high number of branches for its population, with usage in the upper quartile for English unitary authorities, and the cost per visit ranging from £0.32 (Rowntree Park Reading Café) to £2.82 (mobile library), and the book stock works hard with an average of 5 times per year.

To help focus the discussion the presentation covered the need for continue innovation and build on the success to date, along with the requirement for the library service continues to

meet the changing needs and expectations in the years ahead. Some of the challenges that the library service faces going forward were outlined including the financial pressure of the local authority budgets, the continued need for better value for money, along with the desire to see improvement in the fabric of the library buildings.

The presentation then outlined the vision for the future of the library as presented in the questionnaire consultation to help ensure the basis of the sessions aligned with public consultation. The headline of the vision was for the library service to be centres of learning and opportunity for all, providing a broad range of books and material to promote reading and literacy, and support people with the information they need in their everyday lives. The aspirations for the library service to become increasingly fit for purpose, fully accessible, flexible spaces that meet the needs of everyone, shaped by local need with community involvement, along with well trained and excellent customer focused staff. A range of libraries, that provide creative space that encourage innovation and sharing of knowledge, utilise the latest digital technologies, with a range of learning programmes and opening times that reflect the needs of the community.

To assist stakeholders to think beyond current needs, and consider the needs of the future, an exercise called Cover Story Vision Canvas was carried out by participants which asked them to pretend it was 2022 and a reporter from the York Press was interviewing them on the success of your local library. What is the story they want reporting, why it is important and how did it happen? Participants provided their thoughts on the headline, the picture on the front page, the key quotes, the bottom line of the interview, along with possible tweets, hashtags and Instagram pictures.

The feedback/discussion on the Cover Story Vision Canvas, then led onto a series of questions which were similar to those areas in the public consultation, for the group to discuss and give views on.

3. Findings

The engagement by the stakeholders was very positive. The attendance varied from session to session but averaged around 10 people. Stakeholders represented a number of community groups such as Friends of the library, reading clubs, Scouts, Parish council, local City councillors, Ward teams, library volunteers, local church, police service, local businesses and others who were involved in the local community. They presented views on behalf of the stakeholder as well as themselves.

3.1 The Vision for the Library Service

There was universal support for the headline vision for the library service of being Centres of Learning and Opportunity for All. Every group was asked if they supported the vision which had at its heart the library service being centres of learning and giving opportunity for all. Not one person spoke up against it. Even when further tested by later questioning, there was continued support for the vision and that libraries should continue to provide broad range of books and materials that promote reading and literacy and support people with the information they need in their everyday lives.

The Cover Story Vision Canvas generated lots of views and discussion. Almost every stakeholder linked their Cover Story Vision to the local library rather than the library service as a whole. This was expected and encouraged as a key area for the consultation was to generate insight into what were the views of stakeholders on the issues and needs of their community and the library service, currently and in the future. The exercise focused their minds on the future, the changing environment, and what role does the library service provide to the community. Headlines such as:

- “Library becomes hub for residents living alone”
- “Fun for all at local library”
- “Investment in library service bring big rewards”
- “Every under 11 holds library card”
- “Local library expands into community”
- “New state of the art digital centre opens”
- “Centre of the community for 172 years”
- “Local library user wins Booker Prize”
- “Library moves to redundant surgery”

The key finding is that almost everyone saw the local library providing an important community hub. The role of that community hub varied depending on local needs, but in general there was strong recognition of the key role that the local library provides in the broader context of social inclusion, a place to meet people and engage in activities centred around learning and literacy.

There was also the desire and aspiration for the local library to expand its community hub status, through improvements to the library buildings. This ranged in options depending on the local community needs, constraints and opportunities. There was recognition and support of the vision of moving away from stand-alone buildings to co-located buildings with a wider partnership would likely be required due to the financial restraints. The example of the new library facility at Burnholme and the range of partners and services provided was often highlighted as a possible way forward. The specific details of the local opportunities to move away from stand-alone library buildings to co-located buildings with possible partners are detailed in the individual session summary notes. This includes discussion on the most convenient place for the library in the community, which in many cases was near to the existing location, but for some communities, there was consideration of alternatives, often linked with possible partnerships.

3.2 Community Involvement

There was strong support for the community-based approach for the local library service being a good way forward. This support for a ‘bottom up’ approach where the local communities have a voice and involvement through their Friends Groups, volunteers or partnering organisations in identifying their community needs, and building a library service based around that input, was also seen as a being positive in positioning the library as a community hub. The strength of the current volunteering at the library service and the large percentage of those attending the sessions linked to volunteering or the Friends

groups may of influence this level of support, but only a few comments were raised when the question was asked, usually focusing on the issue of financial and sustainability of the service.

The library service was seen as a critical service for community involvement and tackling social exclusion. For some members of the public, the library (especially the mobile library) was often the only time they met up or interacted with people. This led to suggestions how the library service could do further outreach work in partnership with social care and the NHS to provide engagement with house bound patients or care homes.

As part of the community hub focus, discussion at the sessions normally raised the possibility of other possible partners or users of space (if available) at the library. Organisations such as Citizen Advice Bureau, health care services, youth clubs/Scouts, post office, arts/theatre clubs, drop in sessions for the police or other community groups who want to engage with the community. The desire for the flexible, community space was a common wish for the stakeholders, with one group wanting the library in the future to be the “cathedral of public space” in the community.

3.3 Network of library buildings

The five types of libraries outlined in the consultation, with York Explore remaining the flagship facility where all services are available, Explore Library Learning Centres, Explore Gateways, Virtual Libraries (online service) and Reading Cafés were generally received well. There was some confusion to which level their local library was in some instances. This links to the term ‘library’ which for many is the term they use rather than ‘Explore Gateways’. There was support/acceptance that there would be differing sizes and level of services for libraries depending on the needs of the community.

3.4 Café Culture

A strong theme, especially for the parents of the younger users, was the provision of a café. The growth of the café culture, along with the social interaction it provides was seen as an important element to generate library usage/growth. The Rowntree Park Reading Café was raised at a number of meetings something that enhanced their visit to the park, and a number of suggested alternative parks that could offer a similar experience. The concept of book availability and places/time to read raised the possibility of books being available on buses or into the future with driverless car technology, reading while travelling in the car. There was recognition that technology could change reading habits and the library service needed to be flexible to adapt to changing needs.

3.6 Branding and marketing

The term library did provide some debate at a number of the sessions. For some the term ‘library’ was seen as being old fashion or creating an impression of places where you couldn’t speak and had to be quiet, rather than representing the changes to the library in recent years to be more of a hub of the community where people interacted. The ‘Explore’ brand was seen by some as a positive, as it better represented the broader role that

libraries provided, but for others they still use the term library as that represents the core function of providing access to books and learning material.

There were a number of comments made of being unaware of some of the services or activities provided by the library service and the need for more marketing activity. Communication is often the biggest issues for any organisation, and the broad range of customers that the library service has, makes this more challenging to get the right message, to the right person at the right time. Marketing and communications to existing customers and non-customers is important to raise awareness of the services available and engage them, so they consider using the services and become loyal customers.

3.7 Quality of Staff

The importance, impact and value that the stakeholders had for the professional staff was highlighted at every session. There was concern raised by a few about future and the ability to maintain the staffing level, but universally there was nothing but the highest praise for the library staff, the professionalism, the service and the friendly welcome they provide. They are seen as one of the key people in the community and a key reason that libraries are referred to the community hub.

3.8 Younger Users

Three focus groups were carried out on the young users, 0-5 and 6-11year olds, plus we had responses from teenagers in some of the other sessions. The children parents as well as the children made a number of points regarding what the youngsters enjoy currently plus what they thought they would want when they get older. The range of activities at the libraries for children was a common theme, along with the café enabling them to meet up with friends and their children supporting the view it was a focal point of the community to meet. The flexible space at (sessions carried out at York and Acomb libraries) enable the children to do what they wanted to, offering something not available at home. Especially for the 0-5 parents, a key aspiration was to get the children use to coming into the library and doing stuff, whether it was story time, or Lego, it was seen as important family time together.

When asked what they may want to see in the future, especially when they are teenagers, the importance of technology and things they don't have at home such as 3D printers, film night for teens, competitions, able to produce things that they are proud to show, extension of the coding club, or anything that makes/maintains the visiting the library a habit. When asked what they might like to see more of, less of, or something else, the responses included books in different languages for children, reading support for parents with children, messy play and coding clubs.

For the teenagers there was recognition that this was a difficult segment to engage and generate visits to the libraries. A range of ideas were raised from the use of revision clubs for exams, tutoring sessions by volunteers on exam subjects, to utilising those libraries with flexible space for youth activities. There were comments that the term library wasn't always seen as being 'cool' by the teenagers, and the branding Explore was better. There

was also a view that the provision of space/activity where teenagers felt they had some degree of autonomy from adult supervision would be more likely to engage teenagers.

3.9 Adult Learners

For some of the adult learner users, such as those with special needs, the library is a vital social interaction where they are able to learn. Whether it is for practical life skills or just being able to interact, have a drink in the café and do the word search, the library was seen as an important resource to help them in their daily lives. For others, the learning centres offered the opportunity to learn new skills or expand their knowledge at a local venue with easy access (that they could walk to or take public transport). Some commented on the opportunity of newer facilities, such as Burnholme because of the wider partnership and the wider range of partner services, to provide practical life skills such as cooking, music or crafts, rather than focusing on reading, writing or technology.

3.10 Library Partnerships

There were comments raised about the opportunity for the citizens of York accessing other libraries in the city, such as school libraries, university libraries, or even private business libraries. A couple of the stakeholder sessions did comment on the strong linkages with the local school, and whether there were opportunities for greater partnerships amongst libraries, which could potentially offer a wider network and possible economies of scale.

Conclusions

The level of passion for the library services was very evident at all the stakeholder sessions. There is a general recognition that the service has to continue to evolve and adapt to the changing environment. There was a strong desire for the local library to continue to be the hub or focal point of the community and engage with the whole community, with recognition that some libraries may need to move to co-located buildings with partners, in order to provide an enhance service that meets local needs such as being open longer and be more accessible. There is a need for the library service to reach out to those who find it difficult to visit and promote the service more widely to engage with those who don't realise what opportunities there are available. The strong volunteering programme and Friends Groups, is a solid foundation to build upon, to provide a library service that is shaped and supported by the local community.

There were many suggestions on possible improvements to the library service which are detailed in the individual summary notes, along with views on opportunities for possible developments to improve the library space to meet the needs of future library users. The current library service was seen as being very good by the stakeholders, especially the staff who go the extra distance to help customer and enhance their experience. There is a need to improve the communications and marketing, to ensure the public are aware of the services as there were a number of examples where a suggestion on a new service was made, for it only to be highlighted that that service already exists. Partnerships was seen as the way forward, however, there may be a leadership role for the library service to help bring partners together.

The stakeholders and focus groups were pleased to be asked for their views and welcome the opportunity to input into the consultation on the future of the library service. There was a strong support to build upon the success of the libraries and make them Centres of Learning giving Opportunity for All.

Appendix 1 - Stakeholders Consultation Session Slides

York's Libraries: Centres of Learning and Opportunity for All

CONSULTATION

LOCATION

DATE

House Rules

- Everyone will have the opportunity to express their views
- We respect peoples views and will listen and will not interrupt
- Recording of conversation is for assisting in the summary of discussion only and will be destroyed at end of consultation
- Summary of the discussion will be prepared and be available

Introductions

NAME

REPRESENTING

Background to consultation

What do we know

- New contract for library services in 2019
- York's libraries are successful
- The provider, Explore York, has introduced many new services
- Visitor numbers and book issues are good
- Service offers excellent value for money
- A space for the community to come together

Coverage

- 1 mile radius radius from static libraries

The current performance

- High number of library branches for its population
- Upper quartile for usage of English unitary authorities
- Cost per visit ranges from £0.32 (Rowntree Park) to £2.82 (mobile)
- Good support by volunteers
- Book stock works hard (average of 5 times per year).

Cannot stand still

- Need to continue to innovate
- Build on the success to date
- Ensure the service continues to meet changing needs and expectations in the years ahead
- See improvement in the fabric of the library buildings

The challenges

- CYC budget consultation
- Capital vs revenue
- Better value for money

Pen Portrait

NAME OF LIBRARY

[Name] Pen Portrait

- The building
- Community assets
- Population profile
- Current usage

The future

Vision for the future

- Centres of Learning and Opportunity for All
- Continue to provide broad range of books and material to promote reading and literacy
- Support people with the information they need in their everyday lives
- Plus...

Increasingly...

- Fit for purpose, contemporary spaces meeting the needs of everyone
- Fully flexible with spaces easily transformed to other purposes
- Fully accessible – information, reading, research and learning
- Outward looking, linking with the community and creating a sense of place, welcoming all
- Open all times that reflect the needs of the community

Increasingly...

- Creative spaces that encourage innovation and sharing of knowledge
- Shaped by local need, promoting community involvement
- Transparent and visible from the outside, encouraging people to come in
- Staffed by well trained staff with excellent customer focus

State of the art learning spaces

- Latest digital technologies
- Flexible spaces for formal and informal learning
- Study space and creative spaces
- Range of learning programmes
- Digital inclusion programmes to get people online for free

What network of library buildings

- Range of libraries that meet the needs of different users
- Some larger offering all services, some small to meet local needs
- Council suggesting five types:
 - York Explore
 - Explore Library Learning Centres
 - Explore Gateways
 - Virtual Libraries
 - Reading Cafés

Cover Story Vision Canvas

- The year is 2022
- York Press reporter is interviewing you on the success of your library
- What story do you want reporting?
- Why is it important?
- How did you make it happen?

Your views

Questions to consider

- What would you like to see for the future of your library service?
- Is the Vision for the service and ideas for the buildings on the right lines?
- Where do you consider the most convenient place to access the library service in the future?
- What kind of community involvement do people want to have in their local libraries
- Any other specific aspects or issues you want to raise about the library service in the future?

Burning issues

- Anything not discussed regarding the future delivery of your local library services?
- Is the community based approach for the local library services right for your community?
- Any barriers or issues that could impact on greater community involvement?

Next steps

- Thank you for your participation
- If there were things you didn't get to raise, please speak to me afterwards or email me David.Andrews@AndrewsAssociates.co.uk
- Summary of the key points raised will be available and will be fed into the consultation process
- Other workshops taking place with each library stakeholders, user groups and non-users.
- Individual consultation on library service available at [web site link]

Thank you for your attendance

Appendix 2 Individual Consultation Summary Notes

Stakeholders Consultation Notes

LOCATION: 0-5 YEARS, Acomb

DATE: 1 FEBRUARY 2018

Attendance – 10 people (plus lots of children)

Background to consultation

- New contract for library services in 2019
- York's libraries are successful
- The provider, Explore York, has introduced many new services
- Visitor numbers and book issues are good
- Service offers excellent value for money
- A space for the community to come together

What do the children/parents like most about the library?

- Story telling
- Open space for the children to play and learn
- Café – child friendly
- Staff – fantastic and enthusiastic
- Books – big letter books
- Sharing books
- Easy access to shelves with books for children to browse.
- Garden
- Colouring activities
- Soft toys

What would you like to see more of? Less of? Something else?

- Café slightly bigger
- Regular activities
- Books in different languages
- Clubs such as the Lego session on Saturday
- Able to bring in pack lunches and have picnic area
- Parking – easy to access compared to other libraries
- More story time sessions
- Key fab of library card details to Nanny can use it
- Public areas – more flexible space

Any additional services that would library service could offer or partner with?

- Partnership with the parks to create more synergy of activity and learning. Could have reading cafes at West Bank park/Homestead Park. Rowntree Park reading café is quite small.
- Linkage with midwifery and Book Start so every child has library card as right, as currently it can be hit or miss depending where you are.

- Publicise the activities and services more with other community groups.

Vision for the future

There was support for the outlined vision in the consultation document for a library service that are the Centres of Learning and Opportunity for All, which continue to provide a broad range of books and materials to promote reading and literacy, and support people with the information they need in everyday lives.

What would you like to see for the future of your library service?

- Getting children loving books and reading.
- For libraries to be like a home from home for the children as an extension to their home (the library room).
- Activities/courses such as art or other crafts
- Creating a destination for social interaction and meet friends

Where do you consider the most convenient place to access the library service in the future?

- Current location is great access
- Space to expand garden at back

Anything not discussed regarding the future delivery of local library service?

- Some views of ensuring that the strength of the current library isn't lost in any change. The size was preferred by some parents compared to the larger Explore York as it was smaller and brighter.

Is the community-based approach for the local library services right for you community?

- Generally it was thought as a good way forward

Any barriers or issues that could impact on greater community involvement?

- Cost of public transport if on low income
- Awareness of services and access to them.

Next steps

- Summary of key points will be available
- Individual consultation on library service available at <https://www.surveymonkey.co.uk/r/CYCLibraries17> (until the 14 February)
- Can email any comments to David.Andrews@AndrewsAssociats.co.uk

Summary – the parents and children love story telling time and the facilities at Acomb Library. The staff are held in high regard and make the library very welcoming (a home from home feel) for the children. Any changes to the library service needs to ensure it keeps its strengths.

Stakeholders Consultation Notes

LOCATION: 0-5 YEARS, York Explore

DATE: 29 JANUARY 2018

Attendance – 8 people

Background to consultation

- New contract for library services in 2019
- York's libraries are successful
- The provider, Explore York, has introduced many new services
- Visitor numbers and book issues are good
- Service offers excellent value for money
- A space for the community to come together

What do the children/parents like most about the library?

- Story time (it is easy and creates a routine)
- Space for the children (play and learn)
- Café – child friendly
- Staff – fantastic and enthusiastic
- Reading room – where there is activity and learning
- Changing facility

What would you like to see more of? Less of? Something else?

- Messy play
- Books in different languages
- Overnight stays
- Reading support for parents with children
- Coding clubs

Any additional services that would library service could offer or partner with?

- Safe learning environment where activity and learning can work together. So, partnerships with parks (more reading cafes) or reading in the woods at Museum Gardens.

Vision for the future

There was support for the outlined vision in the consultation document for a library service that are the Centres of Learning and Opportunity for All, which continue to provide a broad range of books and materials to promote reading and literacy, and support people with the information they need in everyday lives.

What would you like to see for the future of your library service?

- Getting children loving books
- Café culture
- Social interaction

Where do you consider the most convenient place to access the library service in the future?

- Current location is central and great access
- Outreach with other agencies

Anything not discussed regarding the future delivery of local library service?

- Technology and Apps to link learning and activity
- Support the upgrading/use of technology

Is the community based approach for the local library services right for you community?

- Generally, it was thought as a good way forward

Any barriers or issues that could impact on greater community involvement?

- Getting Dad's more involved with child and reading as sometimes they can feel excluded or uncomfortable in female dominated session.
- Awareness of services and access to them.

Next steps

- Summary of key points will be available
- Individual consultation on library service available at <https://www.surveymonkey.co.uk/r/CYCLibraries17> (until the 14 February)
- Can email any comments to David.Andrews@AndrewsAssociats.co.uk

Summary – the session worked well with the parents engaged and the children being looked after by library staff. The facilities at the library makes the 0-5 year service accessible and welcoming.

Stakeholders Consultation Notes

LOCATION: ACOMB (6-11 YRS)

DATE: 10 FEBRUARY 2018

Attendance – 9 people

Background to consultation

- New contract for library services in 2019
- York's libraries are successful
- The provider, Explore York, has introduced many new services
- Visitor numbers and book issues are good
- Service offers excellent value for money
- A space for the community to come together

Current Performance

- High number of library branches for its population
- Upper quartile for usage of English unitary authorities
- Cost per visit ranges from £0.32 (Rowntree Park) to £2.82 (mobile)
- Good support by volunteers
- Book stock works hard (average of 5 times per year).

The Challenges

- CYC budget consultation – resources are tight
- Capital can sometimes be easier than revenue
- Continuously seeking better value for money

6-11 Year Olds

- A number were at Acomb 6-11 Lego activity for the first time
- A small fee is charged which parent were happy to pay
- Staff were supporting the children in their activity.

What do the children like about libraries?

- Freedom of space and ability to do what they want to
- Offering something not available at home
- Range of Activities – e.g. Lego
- Family time together – activity linked with books and reading.
- Doing stuff
- Reading challenge & certificate – creates pride.
- Nice environment – noise and fun
- Interactive stories

What do you as parents like about the library service linked with your child?

- Café, meeting up with friends and their kids
- Flexible space
- Wifi

- Latest books available
- Focal point of the community, place to meet
- Accessible
- Engaging the children for low cost or no cost.
- Get them use to coming into the library and doing stuff.
- Activities such as singing or reading clubs.

What would you like to see for the future of your library service – especially when in their teens?

- Help make the library a habit, so when older hopefully it will continue.
- Extension of the coding club
- Film night for teens
- Technology – things they don't have at home (e.g. 3D printer)
- Able to produce things, things that they are proud to show
- Competitions
- Gaming

Is the Vision for the service and ideas for the buildings on the right lines?

- Yes, parents supported it.

Any the children or yourself don't like about the library service?

- Limitation on the number of books (usually take out maximum number) and the number of times you can renew.
- Don't like bringing books back!

Anything not discussed regarding the future delivery of local library service?

- Reserve system is slow in terms of length of time to receive the book
- Opportunity to engage with House Bound patients (Social Care) and Care Homes
- Service to deliver to homes for those who can't get out to libraries or partner with delivery service.
- Raise awareness and marketing of service as only heard of Lego via word of mouth.
- Linkage with schools and other partnerships could expand the range/scope of service.
- Greater interconnection of the library network and other libraries or archives.

Next steps

- Summary of key points will be available
- Individual consultation on library service available at <https://www.surveymonkey.co.uk/r/CYCLibraries17> (until the 14 February)
- Can email any comments to David.Andrews@AndrewsAssociats.co.uk

Summary – great seeing the kids and parents interacting, having fun and learning as a family. Some excellent comments and views shared.

Stakeholders Consultation Notes

LOCATION: ADULT LEARNERS, YORK

DATE: 30 JANUARY 2018

Attendance – 7 people

Background to consultation

- New contract for library services in 2019
- York's libraries are successful
- The provider, Explore York, has introduced many new services
- Visitor numbers and book issues are good
- Service offers excellent value for money
- A space for the community to come together

What do you like most about the library?

- Social interaction
- Accessibility
- Able to learn
- Wifi
- Word searches
- Sport magazines

What would you like to see more of? Less of? Something else?

- Games
- Able to send emails (voice recognition assistance – Siri)
- Café slightly bigger
- Google Documents
- Simple sign on of computers or tablets
- Better access via buses (everything on one level)
- Unlike the Council Offices, no need to sign in.

Any additional services that would library service could offer or partner with?

- Partnership with schools (Millfield School) to create more synergy of activity and learning.
- Practical skills such as cooking, writing, spelling.

Vision for the future

There was support for the outlined vision in the consultation document for a library service that are the Centres of Learning and Opportunity for All, which continue to provide a broad range of books and materials to promote reading and literacy, and support people with the information they need in everyday lives.

What would you like to see for the future of your library service?

- Low cost vending machine as option to café.
- Creating a destination for social interaction and meet friends

- Audio books as some find it difficult to read.
- Toilets on each level of building (disabled toilet)
- Online classes (if easy to sign in) as can't always make it in.

Where do you consider the most convenient place to access the library service in the future?

- Current location provides access by buses.

Anything not discussed regarding the future delivery of local library service?

- Nothing raised.

Is the community-based approach for the local library services right for you community?

- Generally it was thought as a good way forward

Any barriers or issues that could impact on greater community involvement?

- Cost of public transport if on low income
- Awareness of services and access to them.

Next steps

- Summary of key points will be available
- Individual consultation on library service available at <https://www.surveymonkey.co.uk/r/CYCLibraries17> (until the 14 February)
- Can email any comments to David.Andrews@AndrewsAssociats.co.uk

Summary – the learners needs are linked to their specific needs and ability. They have different needs ranging from how to log into their phone (can't remember number) to wanting skills to be more independent. The library provides a space where they can have a routine to meet people and learn. Without this space and service it would be more likely that they wouldn't engage with the library.

Stakeholders Consultation Notes

LOCATION: ACOMB

DATE: 9 JANUARY 2018

Attendance – 11 people

Background to consultation

- New contract for library services in 2019
- York's libraries are successful
- The provider, Explore York, has introduced many new services
- Visitor numbers and book issues are good
- Service offers excellent value for money
- A space for the community to come together

Current Performance

- High number of library branches for its population
- Upper quartile for usage of English unitary authorities
- Cost per visit ranges from £0.32 (Rowntree Park) to £2.82 (mobile)
- Good support by volunteers
- Book stock works hard (average of 5 times per year).

The Challenges

- CYC budget consultation – resources are tight
- Capital can sometimes be easier than revenue
- Continuously seeking better value for money

Acomb Library

- The building – built in 1960, and major refurbishment & extension in 2007.
- Community assets – Explore Gateway library with strong community, with an active group of volunteers and partnerships with community groups/organisations.
- Population profile – some of York's more deprived areas, larger proportion of young children
- Current usage – 106,316 visits, significantly more usage from females and retired

Vision for the future

There was support for the outlined vision in the consultation document for a library service that are the Centres of Learning and Opportunity for All, which continue to provide a broad range of books and materials to promote reading and literacy, and support people with the information they need in everyday lives. Some debate regarding the terminology/names of the proposed network (library, learning, discovery), and the need for adaptability in the changing environment (noted how commercial bookstores are moving towards the Vision).

From the Cover Story exercise, the following comments/headlines were made:

- Coffee culture boosts Acomb library to the top of the world – came in for a café and left with a book

- Grace Perry & community design pot together
- Booker Prize winner a local library user. it all started with a short story at Acomb Library
- Family usage goes through the roof
- North Yorkshire Police library partnership rolled out across city
- York school wide Book Awards attract record numbers & international authors
- Local library provides venue for community choir
- More libraries open to serve growing community demand
- Acomb Explore connects the community
- Information centre for Acomb

What would you like to see for the future of your library service in Acomb

- A comfortable and friendly place to try things
- A safe space for people/community
- Use of themes and link to events such as Open Galleries
- Multiple use, neutral, informal community space, flexible space
- Local information, what is going on, reflect local heritage/history
- Things that attract people such as the café, art on the walls, signage to make it clear library is open

Is the Vision for the service and ideas for the buildings on the right lines?

- Yes, full support for it.

Where do you consider the most convenient place to access the library service in the future?

- Current site is the centre of the village
- Partnership opportunities to support the community hub vision and offer a wider range of services
- Land at back purchased by Council for library could be used to enable expansion of building and garden
- Parking is an issue

What kind of community involvement do people want to have in their local libraries?

- Become the community hub and focus
- Outward looking and welcoming all
- Volunteers – excellent support already
- Greater publicity and marketing to create awareness of service, word of mouth promotion

Any other specific aspects or issues you want to raise about the library service in the future?

- Being a one stop shop for other Council or community services
- Talks/events to engage wider community (e.g. York Literature Festival)
- Skills exchange (York Time Bank) and object exchange opportunities
- More space – flexible space, such as meeting rooms
- Scheduling things that is relevant to the audience – may need flexible opening times

- Staff are the key resource, that welcome people, and who can ask questions about anything!

Anything not discussed regarding the future delivery of local library service?

- Opportunity to develop “Bishy Road” festival feeling. Need leadership to drive it
- Partnership to help generate additional revenue and/or share costs
- Opportunity to make borrow resources easier – topic box
- Layout of library – possible to make it more relax and places throughout for reading and café culture

Is the community-based approach for the local library services right for you community?

- Strong support for community based approach for Acomb
- Library being the hub of the community and wider range of partners is the way forward
- An active community with lots of groups

Any barriers or issues that could impact on greater community involvement?

- Resources are finite and need to work together with other partners to become self-efficient.
- The need to get the right people involved is critical to any partnership
- Flexible lending to meet needs of range of users (e.g. longer lending period for those who are dyslexic)

Next steps

- Summary of key points will be available
- Individual consultation on library service available at <https://www.surveymonkey.co.uk/r/CYCLibraries17> (until the 14 February)
- Can email any comments to David.Andrews@AndrewsAssociats.co.uk

Summary – a more corporate feeling to discussion as people were raising issues on behalf of stakeholder organisation and less as individuals compared to previous sessions. Strong support for the community approach and building on the success of the Acomb Explore to further develop the library as the hub of the community.

Stakeholders Consultation Notes

LOCATION: BISHOPTHORPE

DATE: 12 DECEMBER 2017

Attendance – 13 people

Background to consultation

- New contract for library services in 2019
- York's libraries are successful
- The provider, Explore York, has introduced many new services
- Visitor numbers and book issues are good
- Service offers excellent value for money
- A space for the community to come together

Current Performance

- High number of library branches for its population
- Upper quartile for usage of English unitary authorities
- Cost per visit ranges from £0.32 (Rowntree Park) to £2.82 (mobile)
- Good support by volunteers
- Book stock works hard (average of 5 times per year).

The Challenges

- CYC budget consultation – resources are tight
- Capital can sometimes be easier than revenue
- Continuously seeking better value for money

Bishopthorpe Library

- The building – opened in 1968
- Community assets – Explore Gateway library with community usage outside opening hours
- Population profile – relatively affluent, educated but aging
- Current usage – 26,532 visits, high female usage

Vision for the future

There was general support for the outlined vision in the consultation document for a library service that are the Centres of Learning and Opportunity for All, which continue to provide a broad range of books and materials to promote reading and literacy, and support people with the information they need in everyday lives.

From the Cover Story exercise, the following comments were made:

- Bishopthorpe Library – the vibrant centre/hub of the community
- Café brings people in together
- Attractive modern open space
- Sharing of the archive service to the village
- Shared building with other community services

- Engagement with young people – wider range of services beyond the “screen”
- The people who visit reflect the whole community
- Social cohesion of all ages
- Space for events
- Operationally sustainable
- Need to bring in the next generation in and

What would you like to see for the future of your library service in Bishopthorpe

- Greater awareness/promotion of services offered, such as ordering books
- Improved facilities – e.g. access to toilet
- Things that attract people such as a café, film night,
- Hours possibly extended but the staffing costs may be prohibitive

Is the Vision for the service and ideas for the buildings on the right lines?

- Yes, general support for it.

Where do you consider the most convenient place to access the library service in the future?

- Current location is ideal as between the two schools and is very visual as at the village cross roads
- Linkages with schools and other community groups
- The old school across the road is currently used as a nursery but could be redeveloped as community hall/hub
- May be partnership opportunities
- Some space to expand out at back or possibly upwards?

What kind of community involvement do people want to have in their local libraries?

- Volunteers – lots of energy, passion and aspiration by volunteers plus positive to change. Future volunteers and succession planning required as increasing retirement age could restrict uptake.
- Volunteers did not see it their role to take on more as it was probably Friends Group remit
- Friends Group of Bishopthorpe library like to put more events on but need more space, better access to toilets, etc.
- New doctor surgery proposed could be a possible partner

Any other specific aspects or issues you want to raise about the library service in the future?

- Operational aspect such as insurance to enable wider usage
- Archives service
- Ability to order books and other library services online for pick up or access to
- Partnership with other such as Universities libraries

Anything not discussed regarding the future delivery of local library service?

- How does the process go forward after the consultation? From the consultation, will come a vision, which a tender will go out based on that vision and specification based on quality and cost. Contract period will likely to be longer (15 years being discussed)

- Bringing in authors and other speakers for talks, linkage with events such as the literature festival
- Opportunity to link with other services such as counselling services (Citizen Advice Bureau),
- Space restricts the opportunity to offer other services

Is the community based approach for the local library services right for you community?

- Strong support for community based approach for Bishopthorpe

Any barriers or issues that could impact on greater community involvement?

- Want the library to be the central focus for the community
- Groups don't want to step on each other toes
- Need to help organise the other community groups

Next steps

- Summary of key points will be available
- Individual consultation on library service available at <https://www.surveymonkey.co.uk/r/CYCLibraries17> (until the 14 February)
- Can email any comments to David.Andrews@AndrewsAssociats.co.uk

Summary – positive discussion, with plenty of individual views. Support for the vision and direction of the consultation document and strong passion to improve and develop the library as key hub to the community.

Stakeholders Consultation Notes

LOCATION: Clifton

DATE: 22 JANUARY 2018

Attendance – 9 people

Background to consultation

- New contract for library services in 2019
- York's libraries are successful
- The provider, Explore York, has introduced many new services
- Visitor numbers and book issues are good
- Service offers excellent value for money
- A space for the community to come together

Current Performance

- High number of library branches for its population
- Upper quartile for usage of English unitary authorities
- Cost per visit ranges from £0.32 (Rowntree Park) to £2.82 (mobile)
- Good support by volunteers
- Book stock works hard (average of 5 times per year).

The Challenges

- CYC budget consultation – resources are tight
- Capital can sometimes be easier than revenue
- Continuously seeking better value for money

Clifton Library

- The building – built in 1969, and in a residential area it has not really changed since. It is open 30 hours per week,
- Community assets – Explore Centre with successful volunteering programme.
- Population profile - ranges from relatively affluent to areas of deprivation.
- Current usage – 37,279 visits, user profile more female, retired and people with disability or ill health. 2nd highest proportion of employed adults as customers

Vision for the future

There was support for the outlined vision in the consultation document for a library service that are the Centres of Learning and Opportunity for All, which continue to provide a broad range of books and materials to promote reading and literacy, and support people with the information they need in everyday lives. A question regarding whether we were discussing Clifton Library or a library in Clifton was raised. This led to further discussion on the term “Explore” vs “library” and the economic, demographic variation in the ward and the various needs that may be required. The focus of the consultation is what library service does the community want.

From the Cover Story exercise, the following comments/headlines were made:

- Place that the community goes to and they find what they need and want.
- Clifton Community Library celebrates 50 years of reading, learning and exploring.
- New Library creates a destination for the whole community. Could be at current location or perhaps at Clifton Junior School site.
- Multi use learning centre triples users in 3 years.
- Books leads the way in learning

What would you like to see for the future of your library service in Clifton

- Hub of the community, community centre, creating a destination
- Multi-use centre that brings partners together to provide range of community services (playgroup, food bank, dance/fitness, etc.)
- More than just books, a learning space,
- Marketing the service more to improve awareness and usage
- Flexible space
- Celebrate the community and encourage integrational activity

Is the Vision for the service and ideas for the buildings on the right lines?

- Yes, full support for it.

Where do you consider the most convenient place to access the library service in the future?

- General agreement that current site is in the right area as there is no natural high street in the ward area.

What kind of community involvement do people want to have in their local libraries?

- Need to engage all, especially the more deprived areas which is often the hardest to reach.
- The role of the staff, friends group and volunteers are vital to the success of the library

Any other specific aspects or issues you want to raise about the library service in the future?

- Outward looking and transparent to engage the community
- Use of social media to generate engagement, especially with the harder to reach segments such as teenagers.
- Space where groups can meet and use, including outside library hours.

Anything not discussed regarding the future delivery of local library service?

- Partnership opportunities between schools/library

Is the community based approach for the local library services right for you community?

- Yes, very strong passion for library to be the community hub
- Pride in existing support by the community and desire to expand this further

Any barriers or issues that could impact on greater community involvement?

- The sustainability and the long term financial input of the library. This led to a discussion about the need for wider range of services that use the space to generate additional revenue.

Next steps

- Summary of key points will be available
- Individual consultation on library service available at <https://www.surveymonkey.co.uk/r/CYCLibraries17> (until the 14 February)
- Can email any comments to David.Andrews@AndrewsAssociats.co.uk

Summary – strong passion and pride for the library and the belief it can develop further to be a true community destination. Strong support for the community approach and building on the success of the Acomb Explore to become a library learning centre for the community.

Stakeholders Consultation Notes

LOCATION: COPMANTHORPE

DATE: 13 DECEMBER 2017

Attendance – 4 people

Background to consultation

- New contract for library services in 2019
- York's libraries are successful
- The provider, Explore York, has introduced many new services
- Visitor numbers and book issues are good
- Service offers excellent value for money
- A space for the community to come together

Current Performance

- High number of library branches for its population
- Upper quartile for usage of English unitary authorities
- Cost per visit ranges from £0.32 (Rowntree Park) to £2.82 (mobile)
- Good support by volunteers
- Book stock works hard (average of 5 times per year).

The Challenges

- CYC budget consultation – resources are tight
- Capital can sometimes be easier than revenue
- Continuously seeking better value for money

Copmanthorpe Library

- The building – built in 1985, long term lease
- Community assets – Explore Gateway library with strong community, with an active Friends Group.
- Population profile – one of York's most affluent, educated but aging
- Current usage – 24,702 visits, usage more female and retired

Vision for the future

There was support for the outlined vision in the consultation document for a library service that are the Centres of Learning and Opportunity for All, which continue to provide a broad range of books and materials to promote reading and literacy, and support people with the information they need in everyday lives.

From the Cover Story exercise, the following comments were made:

- Library users visits doubles for Copmanthorpe library
- Relocation to new prominent, accessible and visible premise in village
- Becomes a proper community hub at the heart of the village both inward and outward looking
- An attractive and open space that brings people in, together and delights them

- Shared building with other community services (e.g. post office/pub) providing the wider offer, hence longer opening hours, shared costs, etc.
- The current library location is in the wrong place
- Space for events
- Operationally sustainable
- “Not just only books” – a place with a range of services, where people meet and interact

What would you like to see for the future of your library service in Copmanthorpe

- “Place where people can play”, try things, communal experience
- Community space, flexible space, “cathedral of public space”
- Local information, what is going on, safe space
- Local historical & archives services
- Helps bring people and groups together, opening new opportunities
- Things that attract people such as a café

Is the Vision for the service and ideas for the buildings on the right lines?

- Yes, general support for it.

Where do you consider the most convenient place to access the library service in the future?

- Current area is the centre of the village
- Linkages with schools and other community groups
- The old school across the road is currently used as a nursery but could be redeveloped as community hall/hub
- May be partnership opportunities
- Some space to expand out at back or possibly upwards?

What kind of community involvement do people want to have in their local libraries?

- Volunteers – future volunteers and succession planning. Increasing retirement age will restrict uptake
- Parish Council is very active and could help bring groups together and drive forward partnership
- New doctor surgery proposed could enable current building to become available as community hub.
- Scouts, drama groups, charities, theatre, play groups, Post Office, pub, WI, local businesses (yoga, well-being, etc.), AgeUK (drop in service)

Any other specific aspects or issues you want to raise about the library service in the future?

- A space where teenagers can hang out and there are no grown-ups (age after Youth Club)
- Mid age life crisis group – having company where you can have a chat, café culture, having events such as talks.
- Zoning/scheduling things that is relevant to the audience
- More flexible opening times
- Meeting rooms

Anything not discussed regarding the future delivery of local library service?

- Finance and making service sustainable/self-sustaining
- Partnership to help generate additional revenue and share costs
- Local Authority funding will be from Council tax, Business rates and car parking revenue (or its replacement)
- Service needs to be paid for and if the service is valued the public would support it

Is the community based approach for the local library services right for you community?

- Strong support for community based approach for Copmanthorpe
- Sharing facilities is the way forward
- An active community with lots of groups

Any barriers or issues that could impact on greater community involvement?

- Want the library to be part of the “Cathedral community hub”
- The need to get the right people involved is critical to any partnership

Next steps

- Summary of key points will be available
- Individual consultation on library service available at <https://www.surveymonkey.co.uk/r/CYCLibraries17> (until the 14 February)
- Can email any comments to David.Andrews@AndrewsAssociats.co.uk

Summary – a positive discussion with many ideas and suggestions on ways to develop the library service to create a vibrant community hub for Copmanthorpe. Support for the vision and direction of the consultation document and strong desire to improve and develop the library in partnership with other community groups/organisations.

Stakeholders Consultation Notes

LOCATION: DRINGHOUSES

DATE: 17 JANUARY 2018

Attendance – 11 people

Background to consultation

- New contract for library services in 2019
- York's libraries are successful
- The provider, Explore York, has introduced many new services
- Visitor numbers and book issues are good
- Service offers excellent value for money
- A space for the community to come together

Current Performance

- High number of library branches for its population
- Upper quartile for usage of English unitary authorities
- Cost per visit ranges from £0.32 (Rowntree Park) to £2.82 (mobile)
- Good support by volunteers
- Book stock works hard (average of 5 times per year).

The Challenges

- CYC budget consultation – resources are tight
- Capital can sometimes be easier than revenue
- Continuously seeking better value for money

Dringhouses Library

- The building owned by CYC – originally a school hall from 1849, with blue plaque from York Civic Trust. Limited parking but good public transport links. Open 24 hours per week but no evening openings.
- Community assets – library with strong Friends Group, with an active group of volunteers.
- Population profile – a range of neighbourhoods with different characteristics
- Current usage – 22,911 visits, significantly more usage from females and retired but in line with Explore's profile as a whole.

Vision for the future

There was support for the outlined vision in the consultation document for a library service that are the Centres of Learning and Opportunity for All, which continue to provide a broad range of books and materials to promote reading and literacy, and support people with the information they need in everyday lives.

From the Cover Story exercise, the following comments/headlines were made:

- It's not just about books – need to adapt to changing times and move ahead to engage with the community and get people through the door. Incorporate the

needs of the community, such as providing space for community groups, adopting technology and raise its profile.

- Past, Present, Future – need to build upon the success of the library, develop new (or re-engage) audiences, be ready and adapt for digital literacy.
- Library makeover success – develop partnerships to provide more flexible space within the same building. Hours longer and dedicates times for different users (e.g. revision groups for students).

What would you like to see for the future of your library service in Acomb

- Library as the hub of the community
- More usage by under representative groups (need research on this)
- More volunteering opportunities – Duke of Edinburgh Awards linkage, Reading Challenge.
- More courses/learning opportunities – such as flying a drone!
- Must continue to have the excellent staff
- Community events and library linkage with York College or University of York
- Partnerships to provide drop in base with other community agencies such as CAB, NHS, etc.

Is the Vision for the service and ideas for the buildings on the right lines?

- Yes, full support for the various types of libraries, and recognition that Dringhouses will be a local community library and if need further/wider services, then Acomb and York Explore easy to reach.

Where do you consider the most convenient place to access the library service in the future?

- General agreement that current area is the best area as good public transport links and nearby to other public services (church, pub, garage, previous post office).
- Some thought about how to extend the reach to Woodthorpe.

What kind of community involvement do people want to have in their local libraries?

- For the library to be a hub for volunteering in the community
- Accessibility by the community requires a member of staff.

Any other specific aspects or issues you want to raise about the library service in the future?

- The possible need to raise additional revenue streams could require the broadening scope of the library staff away from core service.

Anything not discussed regarding the future delivery of local library service?

- No one had anything further to raise.

Is the community based approach for the local library services right for your community?

- Full agreement for community based approach is right for Dringhouses Library

Any barriers or issues that could impact on greater community involvement?

- Resources and the need for professional library staff and concern about stretching staff from core services. Need for staff for external organised events due to insurance reasons but could be ways to overcome this if necessary.
- Need to understand what will attract new users. Bring a horse to water, but what is the water?
- Sustainability of small libraries and the need for revenue sources
- Perception regarding Library Card and York Card, and the £5 charge (for York Card but often linked to Library card which is free).

Next steps

- Summary of key points will be available
- Individual consultation on library service available at <https://www.surveymonkey.co.uk/r/CYCLibraries17> (until the 14 February)
- Can email any comments to David.Andrews@AndrewsAssociats.co.uk

Summary – Local stakeholders have strong support for the Dringhouses library and key role it plays as the hub of the community. There was passionate support for the community approach and the desire to maintain the library at the current location but recognise the need for the service and the building to adapt and be fit for the needs of the future.

Stakeholders Consultation Notes

LOCATION: DUNNINGTON

DATE: 25 JANUARY 2018

Attendance – 13 people

Background to consultation

- New contract for library services in 2019
- York's libraries are successful
- The provider, Explore York, has introduced many new services
- Visitor numbers and book issues are good
- Service offers excellent value for money
- A space for the community to come together

Current Performance

- High number of library branches for its population
- Upper quartile for usage of English unitary authorities
- Cost per visit ranges from £0.32 (Rowntree Park) to £2.82 (mobile)
- Good support by volunteers
- Book stock works hard (average of 5 times per year).

The Challenges

- CYC budget consultation – resources are tight
- Capital can sometimes be easier than revenue
- Continuously seeking better value for money

Dunnington Library

- The building – built in 1900, and is leased to the council and is open 13.5 hours per week,
- Community assets – smallest of the Gateway Libraries with very successful volunteering programme and a Friends Group
- Population profile – are relatively affluent areas with some areas of deprivation in the west
- Current usage – 20,696 visits, user profile more female, retired and people with disability or ill health. Highest proportion who walk, and long-term users.

Vision for the future

There was support for the outlined vision in the consultation document for a library service that are the Centres of Learning and Opportunity for All, which continue to provide a broad range of books and materials to promote reading and literacy, and support people with the information they need in everyday lives.

From the Cover Story exercise, the following comments/headlines were made:

- 95% of community are members of library
- We still like a book (plus)

- Teenagers are back as books make comeback (books are “cool”)
- Record number access library
- Local library still thriving

What would you like to see for the future of your library service in Dunnington?

- Space for local community
- Be walking distance for community
- Longer opening hours, hence more staff
- More books, audio, e-books
- Café (build upon the coffee mornings already offered by Friends)
- Learning activity
- IT equipment

Is the Vision for the service and ideas for the buildings on the right lines?

- Yes, full support for it.

Where do you consider the most convenient place to access the library service in the future?

- The current location is the best location by the audience.

What kind of community involvement do people want to have in their local libraries?

- Opportunity for more groups to work together such as having a police drop in session, space for CAB sessions,
- Youth club – opportunity to provide space for one?

Any other specific aspects or issues you want to raise about the library service in the future?

- Social inclusion – libraries provide opportunity to meet people and combat isolation and loneliness. Friends Group often bring in new users to library.
- Salary staff and the essential need for them

Anything not discussed regarding the future delivery of local library service?

- The library lease negotiations could possibly enable increase use of space of village hall.
- Access ramp needs improving
- Continued need for new books

Is the community based approach for the local library services right for you community?

- Definite support for community based approach and for it to be community driven
- With the village hall linkage, there are different spaces for different uses

Any barriers or issues that could impact on greater community involvement?

- Limited opening hours and awareness of opening times of library may impact on the level of volunteers.
- Sustainability and the insecurity of the revenue position as everyone wants the library still to be here.

Next steps

- Summary of key points will be available
- Individual consultation on library service available at <https://www.surveymonkey.co.uk/r/CYCLibraries17> (until the 14 February)
- Can email any comments to David.Andrews@AndrewsAssociats.co.uk

Summary –. Strong support for the community approach and the opportunity to further develop the library as part of the hub of the community along with the village hall.

Stakeholders Consultation Notes

LOCATION: FULFORD

DATE: 5 FEBRUARY 2018

Attendance – 10 people

Background to consultation

- New contract for library services in 2019
- York's libraries are successful
- The provider, Explore York, has introduced many new services
- Visitor numbers and book issues are good
- Service offers excellent value for money
- A space for the community to come together

Current Performance

- High number of library branches for its population
- Upper quartile for usage of English unitary authorities
- Cost per visit ranges from £0.32 (Rowntree Park) to £2.82 (mobile)
- Good support by volunteers
- Book stock works hard (average of 5 times per year).

The Challenges

- CYC budget consultation – resources are tight
- Capital can sometimes be easier than revenue
- Continuously seeking better value for money

Fulford Library

- The building – housed within St Oswald's School, and is open 11.5 hours per week.
- Community assets – offers range of activities and can run events outside of opening hours with agreement from Sewells, with quite successful volunteering programme
- Population profile – one of York's least deprived ward and most ethnically diverse
- Current usage – 25,931 visits, user profile is the most skewed towards women, students and employed users (even with no evening openings).

Vision for the future

There was support for the outlined vision in the consultation document for a library service that are the Centres of Learning and Opportunity for All, which continue to provide a broad range of books and materials to promote reading and literacy, and support people with the information they need in everyday lives.

From the Cover Story exercise, the following comments/headlines were made:

- Café opens at Fulford library
- Make new friends, talk to real people
- Friendly face of Fulford library

- Record number of users at Fulford library
- Police raid library – meet your police at local library
- Book club is only the beginning

What would you like to see for the future of your library service in Fulford?

- Welcome to everyone, accessible and the community hub
- Local business engagement with Big Read
- Display space for local artists
- Café (possibly in partnership with local operators)
- More events & activities
- Flexible opening times
- Zones times for activities – after school, teens offer (coding club)

Is the Vision for the service and ideas for the buildings on the right lines?

- Yes, full support for it.

Where do you consider the most convenient place to access the library service in the future?

- At or near to current location

What kind of community involvement do people want to have in their local libraries?

- Whole community (young to old) uses library
- Linkage to community groups and events, Fulford show, Fulford in Bloom, Battle of Fulford, archive open to community
- Story boards on local history
- Expansion of Friends of Fulford

Any other specific aspects or issues you want to raise about the library service in the future?

- Books at nearby cafes (outreach reading cafes)
- Making more people aware of what's on at library – advertising/marketing
- Open during school breaks (revision clubs, school links)
- Book stock reflecting trends or requests, and making public aware of stock on shelves is only the “tip of the iceberg”
- Linkage to the university

Anything not discussed regarding the future delivery of local library service?

- The importance of libraries to provide social interaction and meet new friends
- Signage and awareness of service
- Web site and Book Club catalogue – make easier/instructions how to use
- Having book reviews online
- Going out to retirement villages or nursing homes

Is the community based approach for the local library services right for you community?

- Yes, agreement that community approach was right for Fulford.

Any barriers or issues that could impact on greater community involvement?

- The name library and reflecting the broader range of services (Explore branding)
- Sustainability of service in era of budget cuts

Next steps

- Summary of key points will be available
- Individual consultation on library service available at <https://www.surveymonkey.co.uk/r/CYCLibraries17> (until the 14 February)
- Can email any comments to David.Andrews@AndrewsAssociats.co.uk

Summary – stakeholders and individuals which showed passion and good community support for their local library at Fulford. Many of the ideas/suggestions could apply to other Explore Gateway libraries.

Stakeholders Consultation Notes

LOCATION: HAXBY

DATE: 6 FEBRUARY 2018

Attendance – 12 people

Background to consultation

- New contract for library services in 2019
- York's libraries are successful
- The provider, Explore York, has introduced many new services
- Visitor numbers and book issues are good
- Service offers excellent value for money
- A space for the community to come together

Current Performance

- High number of library branches for its population
- Upper quartile for usage of English unitary authorities
- Cost per visit ranges from £0.32 (Rowntree Park) to £2.82 (mobile)
- Good support by volunteers
- Book stock works hard (average of 5 times per year).

The Challenges

- CYC budget consultation – resources are tight
- Capital can sometimes be easier than revenue
- Continuously seeking better value for money

Haxby/Wigginton Library

- The building – Currently using mobile library following evacuation of former building in 2016 with plans to move into extended Haxby Memorial Hall. Current mobile library stops at 4 locations across Haxby and Wigginton offering 34.5 hours per week.
- Community assets – has had good volunteering programme in past and has a new Friends Group.
- Population profile – relatively affluent ward and older age profile.
- Current usage – 43,818 visits, user profile is skewed towards women and retired users.

Vision for the future

There was support for the outlined vision in the consultation document for a library service that are the Centres of Learning and Opportunity for All, which continue to provide a broad range of books and materials to promote reading and literacy, and support people with the information they need in everyday lives.

From the Cover Story exercise, the following comments/headlines were made:

- Access for All, library recognises hidden disability - welcomes hearing impaired & assistance dogs
- Children and Teens rediscover love of local library
- Young new author inspires the 3 & 4 year olds of Haxby.
- New library for Haxby! New library great success
- Bev the hologram librarian – she knows it all
- Wigginton/Haxby community opening their door to their new modern library after years of fundraising.
- 24 hours library access in Haxby

What would you like to see for the future of your library service in Haxby?

- Hearing loops, signing support for events in all libraries
- Technology – virtual library, robots helping shelving books!
- For the teenagers, music and art, space they feel they feel is their own
- Community hub
- Café & vending machines
- Meeting rooms
- History archive
- Car parking and also scooter, pram, bicycle
- Money/banking service
- Other agencies with drop in times – e.g. CAB

Is the Vision for the service and ideas for the buildings on the right lines?

- Yes, full support for it.

Where do you consider the most convenient place to access the library service in the future?

- Memorial Hall
- Wigginton Recreation Hall
- Health centre
- Where it is in/near to centre of villages and accessible by public transport and by walking.

What kind of community involvement do people want to have in their local libraries?

- Potential to expand pool of volunteers but need to engage and promote opportunities, develop the skills, and provide skills of future (digital leaders, coding, etc.)
- Linkage to schools and other groups/partnerships

Any other specific aspects or issues you want to raise about the library service in the future?

- Engaging and welcoming all parts of the community, providing/supporting the needs of specific needs, such as those with autism or with the aging population, those with dementia.

- Funding and making service sustainable. Partnerships with business (CSR) or those who want footfall (e.g. Coop in London). Need to earn/develop revenue streams. Grant & fundraising opportunities?

Anything not discussed regarding the future delivery of local library service?

- Housing expansion in/near to villages increasing the demand for library services
- Opportunity for Section 106 from developments for public services including the library
- Link library with public health services, drop in session or part of hub

Is the community based approach for the local library services right for you community?

- Yes, agreement that community approach was right for Haxby & Wigginton.

Any barriers or issues that could impact on greater community involvement?

- If new library located at one end of the villages
- The time limit on fund raising the match funds for the current proposal for a new library and what happens if target not reached.

Next steps

- Summary of key points will be available
- Individual consultation on library service available at <https://www.surveymonkey.co.uk/r/CYCLibraries17> (until the 14 February)
- Can email any comments to David.Andrews@AndrewsAssociats.co.uk

Summary – a range of views, suggestions, all linked with the vision of the library being the hub, or part of the hub of the community.

Stakeholders Consultation Notes

LOCATION: Huntington

DATE: 24 JANUARY 2018

Attendance – 8 people

Background to consultation

- New contract for library services in 2019
- York's libraries are successful
- The provider, Explore York, has introduced many new services
- Visitor numbers and book issues are good
- Service offers excellent value for money
- A space for the community to come together

Current Performance

- High number of library branches for its population
- Upper quartile for usage of English unitary authorities
- Cost per visit ranges from £0.32 (Rowntree Park) to £2.82 (mobile)
- Good support by volunteers
- Book stock works hard (average of 5 times per year).

The Challenges

- CYC budget consultation – resources are tight
- Capital can sometimes be easier than revenue
- Continuously seeking better value for money

Huntington Library

- The building owned by CYC – built in 1964
- Open 25 hours per week, no evening openings.
- Community assets – Explore Gateway library with active Friends Group and successful volunteering programme.
- Population profile – average profile and community cohesion
- Current usage – 24,750 visits, user profile more skewed toward female and retired than Explore's overall profile

Vision for the future

There was support for the outlined vision in the consultation document for a library service that are the Centres of Learning and Opportunity for All, which continue to provide a broad range of books and materials to promote reading and literacy, and support people with the information they need in everyday lives. The new additional space for library services at the new community football stadium and leisure provision at Monks Cross was outlined which was in the entrance area to the facilities. This was seen generally as a positive opportunity as it could help engage with some of the non-users of libraries.

From the Cover Story exercise, the following comments/headlines were made:

- Accessible for all – front door with electric door opening, ramp and turning area to get through door. Frontage of building is the same since it opened.
- New extension to offer space for children to explore books and technology.
- Libraries not just for books – a place where all people can meet and learn.
- New digital centre opens in Huntington library extension – new research facility that enables new skills to be developed and community and businesses involved in making it happen.
- A warm and welcoming community space for everyone. “The place to meet”

What would you like to see for the future of your library service in Huntington

- Encourage more children into the library and remain regular user throughout their lives
- Cafe that encourages more people to come in, have social interaction and learn.
- Accessible toilets, safe space
- Flexible space where groups can meet and hire out room(s).
- More iPads, talking books, more activities in holidays
- Longer hours – lunch time, Wednesday and Saturday openings

Is the Vision for the service and ideas for the buildings on the right lines?

- Yes, full support for it.

Where do you consider the most convenient place to access the library service in the future?

- Current location is the most convenient and central location, especially as there is space behind to expand, and a play area and a NHS surgery next door.

What kind of community involvement do people want to have in their local libraries?

- Volunteers are vital to the library service.
- To maximise the revenue opportunities there is a need to put in place the support to continue to develop and grow the service, just can't rely on volunteers so may need to someone (named key holder or partner) to open/close up when library staff not there.

Any other specific aspects or issues you want to raise about the library service in the future?

- Connect library network together more through events, music, local history. Library is not a silo but part of a wider network which needs communicating to users to raise awareness of opportunities.
- Flexible space for community events such as village cinema or music venue when library not open.
- Car parking can be issue. Working Men's Club has parking which could be a partner, but some felt it was a bit far away. Surgery car park is available in evenings (and is leased by library to them).
- Equipment to be kept up to date
- Marketing so greater awareness of services (screensavers at all the libraries to promote what is going on across the network.
- Quiet area or zoning of times to reflect users

- Training and evening classes

Anything not discussed regarding the future delivery of local library service?

- Building needs some TLC as not changed since its opening.
- More staff will be required if longer hours, but need to generate revenue to cover cost.
- Local businesses involved – Corporate Social Responsibility - to support projects. Portakabin has helped in past.

Is the community based approach for the local library services right for you community?

- Yes, as it helps reflect/adapt to the needs of the community.
- People felt community based approach is the only way forward to make sure the library survives and is sustainable.

Any barriers or issues that could impact on greater community involvement?

- People perception about times and users (i.e. when it is quiet times) may be out of date as opening times has changed numerous times.
- Access for motorised wheelchairs requires staff assistance which
- Need to reflect the community of the future, and possible competition with other libraries.

Next steps

- Summary of key points will be available
- Individual consultation on library service available at <https://www.surveymonkey.co.uk/r/CYCLibraries17> (until the 14 February)
- Can email any comments to David.Andrews@AndrewsAssociats.co.uk

Summary – the location was perceived as the right spot for the community hub and there is scope to expand this community based library to bring wider range of services/partners.

Stakeholders Consultation Notes

LOCATION: MOBILE

DATE: 12 FEBRUARY 2018

Attendance – 3 people

Background to consultation

- New contract for library services in 2019
- York's libraries are successful
- The provider, Explore York, has introduced many new services
- Visitor numbers and book issues are good
- Service offers excellent value for money
- A space for the community to come together

Current Performance

- High number of library branches for its population
- Upper quartile for usage of English unitary authorities
- Cost per visit ranges from £0.32 (Rowntree Park) to £2.82 (mobile)
- Good support by volunteers
- Book stock works hard (average of 5 times per year).

The Challenges

- CYC budget consultation – resources are tight
- Capital can sometimes be easier than revenue
- Continuously seeking better value for money

Mobile Library

- The vehicle – mobile library is 15 years old and increasingly costly to keep on the road. Offering 9 rounds per fortnight.
- Community assets – due to space there is limited amount of community engagement but does offer important social interaction.
- Population profile – a third of Mobile's time is in the Wheldrake ward (relatively affluent).
- Current usage – 13,285 visits, user profile is skewed towards women, retired and long term users.

Vision for the future

There was support for the outlined vision in the consultation document for a library service that are the Centres of Learning and Opportunity for All, which continue to provide a broad range of books and materials to promote reading and literacy, and support people with the information they need in everyday lives.

What would you like to see for the future of your library service from the mobile library?

- Wifi available on the mobile
- Information source for community

- Community interaction / social interaction – meeting room on mobile
- Linkage to events
- Weekend service & summer holidays
- Expand book stock on mobile
- Catering – probably in partnership with operators in villages.

Is the Vision for the service and ideas for the buildings/mobile on the right lines?

- Yes, full support for it.

Where do you consider the most convenient place to access the library service in the future?

- Some discussion on the stops in the Hopgrove Kingsway area. Highlight need for flexibility in routes, stops, timing, etc.

What kind of community involvement do people want to have in their local libraries?

- Friends of the various villages was seen as a better option than Friends of Mobile Library.

Any other specific aspects or issues you want to raise about the library service in the future?

- Linkage with schools, nursing/care homes, etc.
- Information source and support for CVs, jobs, digital technology.

Anything not discussed regarding the future delivery of local library service?

- Live update of mobile library progression

Is the community based approach for the local library services right for your community?

- Yes

Any barriers or issues that could impact on greater community involvement?

- Engagement of volunteers may be more challenging as specific time requirement

Next steps

- Summary of key points will be available
- Individual consultation on library service available at <https://www.surveymonkey.co.uk/r/CYCLibraries17> (until the 14 February)
- Can email any comments to David.Andrews@AndrewsAssociats.co.uk

Summary – small but detail discussion on mobile library service, with points that are relevant for static libraries.

Stakeholders Consultation Notes

LOCATION: NEW EARSWICK

DATE: 8 FEBRUARY 2018

Attendance – 7 people

Background to consultation

- New contract for library services in 2019
- York's libraries are successful
- The provider, Explore York, has introduced many new services
- Visitor numbers and book issues are good
- Service offers excellent value for money
- A space for the community to come together

Current Performance

- High number of library branches for its population
- Upper quartile for usage of English unitary authorities
- Cost per visit ranges from £0.32 (Rowntree Park) to £2.82 (mobile)
- Good support by volunteers
- Book stock works hard (average of 5 times per year).

The Challenges

- CYC budget consultation – resources are tight
- Capital can sometimes be easier than revenue
- Continuously seeking better value for money

New Earswick Library

- The building – forms part of school built in 2008, offering 18.5 hours per week. Moving to Folk Hall May 2018.
- Community assets – library has strong links with community groups. Successful volunteering programme.
- Population profile – some areas of deprivation, poorer education and childhood obesity profile.
- Current usage – 24,331 visits, user profile is skewed towards women, and retired users and highest level of new users.

Vision for the future

There was support for the outlined vision in the consultation document for a library service that are the Centres of Learning and Opportunity for All, which continue to provide a broad range of books and materials to promote reading and literacy, and support people with the information they need in everyday lives.

From the Cover Story exercise, the following comments/headlines were made:

- Library has more relevance than ever
- Teens take over

- Local library initiative helps people navigate through digital world
- 125 years and still going strong – library comes home
- New Earswick Folk Hall library spreads the news
- Investment in library service brings big rewards
- International Space Station has Library Explore

What would you like to see for the future of your library service in New Earswick

- Technology to be accessible, with inter-generational learning, digital skill transfer
- More collaboration and partnerships to strengthen community hub for the library, such as CAB, Health checks, police, parenting, youth club
- Greater teenage engagement, movie night, music/disco, peer support, etc. where they have “ownership” and space to do activities with friends
- Café, catering and comfortable chairs
- Longer hours
- Flexible space
- Range of services expanded such as learning opportunities, skills development

Is the Vision for the service and ideas for the buildings on the right lines?

- Yes, full support for it.

Where do you consider the most convenient place to access the library service in the future?

- Folk hall is the natural hub for the community

What kind of community involvement do people want to have in their local libraries?

- Meeting point, social interaction
- One stop shop for the community

Any other specific aspects or issues you want to raise about the library service in the future?

- Digital library card
- Coding club taken to next level, especially for teens, where they produce games or apps.
- Zoning of library (times/space) to meet varying needs (quiet time, story time, etc.
- Greater school users (after school reading/activity club)

Anything not discussed regarding the future delivery of local library service?

- Sustainability of library service
- Linkage with Open Shop and JRT.

Is the community based approach for the local library services right for you community?

- Agreement that community based approach was best for New Earswick.

Any barriers or issues that could impact on greater community involvement?

- Lack of awareness of opportunities for volunteers. Improve communication
- Skills in the future for volunteers may change and need to adapt to changing environment/needs by community

Next steps

- Summary of key points will be available
- Individual consultation on library service available at <https://www.surveymonkey.co.uk/r/CYCLibraries17> (until the 14 February)
- Can email any comments to David.Andrews@AndrewsAssociats.co.uk

Summary – with the upcoming move to the Folk Hall, an update on the plans and interaction with other groups to make library and the expanded services the centre of the community. Plenty of suggestions on future needs and the ability to adapt to changing needs of all the different community users.

Stakeholders Consultation Notes

LOCATION: POPPLETON

DATE: 13 FEBRUARY 2018

Attendance – 19 people

Background to consultation

- New contract for library services in 2019
- York's libraries are successful
- The provider, Explore York, has introduced many new services
- Visitor numbers and book issues are good
- Service offers excellent value for money
- A space for the community to come together

Current Performance

- High number of library branches for its population
- Upper quartile for usage of English unitary authorities
- Cost per visit ranges from £0.32 (Rowntree Park) to £2.82 (mobile)
- Good support by volunteers
- Book stock works hard (average of 5 times per year).

The Challenges

- CYC budget consultation – resources are tight
- Capital can sometimes be easier than revenue
- Continuously seeking better value for money

Poppleton Library

- The building – built in 1960, offering 21.5 hours per week but no evening opening.
- Community assets – range of services including regular reading group and children activities. Limited volunteering and new Friends Group. Next to Poppleton Centre offering café, sport and events.
- Population profile - relatively affluent and older.
- Current usage – 21,952 visits, user profile is least skewed towards women, but more retired users.

Vision for the future

There was support for the outlined vision in the consultation document for a library service that are the Centres of Learning and Opportunity for All, which continue to provide a broad range of books and materials to promote reading and literacy, and support people with the information they need in everyday lives.

From the Cover Story exercise, the following comments/headlines were made:

- Visitor numbers surge – young and old exploring together
- Poppleton Library becomes community hub and combat loneliness

- Poppleton Discovery Centre brings generations together
- It's all happening at Poppleton Library
- Integration – the library forms focal point of school & centres facilities
- State of the art village library opens in Poppleton
- Best librarian award goes to Debbie at Poppleton
- Accessible resources welcomes all
- Poppleton Library show the way to success

What would you like to see for the future of your library service in Poppleton?

- More books
- Opening times to reflect community need, weekend/evenings
- Digital and audio material, e-books
- Subscriptions to range of journals and magazines
- Local Information events and activities
- Access books from other sources – school and university libraries
- Fastest broadband
- Café (perhaps in partnership with other provides in village)
- After school clubs, links with school
- Warmer library
- Meeting room, for drop in activity (CAB, council services)
- Toilets (although can use staff facilities)

Is the Vision for the library service and ideas for the buildings on the right lines?

- Yes, support for it.

Where do you consider the most convenient place to access the library service in the future?

- Some debate about location, as ideally closer to village centre, but currently no space or sites.
- Current site is next to bus stop, and school and seen as a suitable location
- Other sites such as recreation facilities, was seen, as being slightly further out of village

What kind of community involvement do people want to have in their local libraries?

- Expansion of the volunteers, especially home library service, and linkage with community groups such as health, Rotary Club, social advice, church networks, etc.
- Friends group actively involved in library

Any other specific aspects or issues you want to raise about the library service in the future?

- Recognition that attracting teenagers will be a challenge with the current limited space.
- Any additional services, shouldn't impact on existing suppliers (e.g. café already 2 in village centre)
- Recognition of the fantastic welcome and assistance from the librarian
- Need to make reading a habit/love and the library the natural source of material, especially for the young.

Anything not discussed regarding the future delivery of local library service?

- Sustainability of the library service and whether local library was threatened with closure.
- Need to get more people through the door – marketing, creating awareness and changing perceptions. Linkage with other partners communication channels.
- Poppleton library needs some “TLC” and new Friends Group is raising funds for new carpet, furniture, etc.

Is the community based approach for the local library services right for you community?

- Yes support for the community approach.

Any barriers or issues that could impact on greater community involvement?

-

Next steps

- Summary of key points will be available
- Individual consultation on library service available at <https://www.surveymonkey.co.uk/r/CYCLibraries17> (until the 14 February)
- Can email any comments to David.Andrews@AndrewsAssociats.co.uk

Summary – the largest stakeholder group providing a good discussion on the community needs for their local library service. Recognition of the challenges and limitations that exists for the existing library but passion for its role and service to the community was very evident.

Stakeholders Consultation Notes

LOCATION: ROWNTREE PARK READING CAFÉ, WEST OFFICES

DATE: 1 FEBRUARY 2018

Attendance – 3 people

Background to consultation

- New contract for library services in 2019
- York's libraries are successful
- The provider, Explore York, has introduced many new services
- Visitor numbers and book issues are good
- Service offers excellent value for money
- A space for the community to come together

Current Performance

- High number of library branches for its population
- Upper quartile for usage of English unitary authorities
- Cost per visit ranges from £0.32 (Rowntree Park) to £2.82 (mobile)
- Good support by volunteers
- Book stock works hard (average of 5 times per year).

The Challenges

- CYC budget consultation – resources are tight
- Capital can sometimes be easier than revenue
- Continuously seeking better value for money

Rowntree Park Reading Café

- The building – housed in the park's renovated Edwardian teashop, opening hours change with seasons but open 7 days per week.
- Community assets – range of programmes and strong Friends Group.
- Population profile – beyond local wards as Rowntree Park has a wider appeal.
- Current usage – 90,174 visits.

Vision for the future

There was support for the outlined vision in the consultation document for a library service that are the Centres of Learning and Opportunity for All, which continue to provide a broad range of books and materials to promote reading and literacy, and support people with the information they need in everyday lives.

From the Cover Story exercise, the following comments/headlines were made:

- Jewel in the Crown – Rowntree Park Reading Café
- Favourite Community Hub
- Green Flag Award for Park celebrated at Huge Literature Festival

What would you like to see for the future of your library service in Rowntree Park Reading Café?

- Place where local people can meet and share experiences
- Self-funding / sustainable
- Linkage to other libraries as convenient for pick up reserve books
- Transition point for the Park
- Local artists displayed/based at Park
- Craft days to learn new skills
- Lectures of leading authors
- Superfast Wi-Fi so can be office base for business users

Is the Vision for the service and ideas for the buildings on the right lines?

- Yes, support for it.

Where do you consider the most convenient place to access the library service in the future?

- Current location as listed building. Opportunity to look at basement use (can flood though).
- Reading café is more than educational hub, but an experience hub using the park as the destination

What kind of community involvement do people want to have in their local libraries?

- Proud of community hub
- Existing groups include walkers' groups, reading groups, writing groups, etc. all play role in the reading café success
- Events such as RSPB bird watch, Big picnic, Super moon viewing – using the natural space with meeting room space.

Any other specific aspects or issues you want to raise about the library service in the future?

- 100th Anniversary of Park in 2021 – need for support (additional volunteers) to make it happen
- More evening events, but need improved lighting outside
- Could make improvements when refurbishment of flats to holiday lets

Anything not discussed regarding the future delivery of local library service?

- The quality of catering encourages more users and exposed to reading opportunity.
- Zoning of quiet time for students or those research/revising.

Is the community based approach for the local library services right for you community?

- Yes

Any barriers or issues that could impact on greater community involvement?

- Need for more volunteers as currently more ideas than man power
- Community feel it is "their" café/library.

Next steps

- Summary of key points will be available
- Individual consultation on library service available at <https://www.surveymonkey.co.uk/r/CYCLibraries17> (until the 14 February)
- Can email any comments to David.Andrews@AndrewsAssociats.co.uk

Summary – The reading café has a different feel to the normal library and hence its needs, opportunities are slightly different. The Friends of Rowntree Park have limited resources and would need help to coordinate/deliver more events which the public community desires.

Stakeholders Consultation Notes

LOCATION: STRENSALL

DATE: 7 FEBRUARY 2018

Attendance – 12 people

Background to consultation

- New contract for library services in 2019
- York's libraries are successful
- The provider, Explore York, has introduced many new services
- Visitor numbers and book issues are good
- Service offers excellent value for money
- A space for the community to come together

Current Performance

- High number of library branches for its population
- Upper quartile for usage of English unitary authorities
- Cost per visit ranges from £0.32 (Rowntree Park) to £2.82 (mobile)
- Good support by volunteers
- Book stock works hard (average of 5 times per year).

The Challenges

- CYC budget consultation – resources are tight
- Capital can sometimes be easier than revenue
- Continuously seeking better value for money

Strensall Library

- The building – Built in 1875 with flats above, offering 18.5 hours per week.
- Community assets – strong links with Parish Council and other community groups. Limited volunteering programme, and Friends Group.
- Population profile – relatively affluent ward and older age profile.
- Current usage – 13,957 visits, user profile is skewed towards women, retired, and people experiencing disability/ill health users.

Vision for the future

There was support for the outlined vision in the consultation document for a library service that are the Centres of Learning and Opportunity for All, which continue to provide a broad range of books and materials to promote reading and literacy, and support people with the information they need in everyday lives.

From the Cover Story exercise, the following comments/headlines were made:

- Over 50 computer literate
- Software and soft play
- Fun for all found at local library

- Strensall library delivers for its community
- Social isolation ended by library in Strensall
- Wonderful community hub
- Great find in Strensall
- Library usage doubles
- Library across the generations

What would you like to see for the future of your library service in Strensall?

- Flexible space
- Parking
- Café
- Meeting rooms/space
- Hours to meet community needs
- Fibre optic to give fastest broadband in village
- Zoning of times/space for different users
- Gaming activities linked to learning or exercise

Is the Vision for the service and ideas for the buildings on the right lines?

- Yes, full support for it.

Where do you consider the most convenient place to access the library service in the future?

- The closing of barracks and new housing will shift focal point of community
- Near to the cross road (The Ship pub)

What kind of community involvement do people want to have in their local libraries?

- Opportunity for more partnerships with library service to create community hub including CAB, mental health, police, tutors, local history group, local councillors, theatre, art, music, everyday needs such as baker, post office, GP/dentist, etc.
- Donation of books to library – need to promote more widely

Any other specific aspects or issues you want to raise about the library service in the future?

- Linkage with schools (after school clubs, parents meeting after school run)
- Other partnerships could include youth club, scouts, etc.
- Revision Club / Tutor support for teenagers' revision (GCSE, A levels)
- Provision of activities that Teenagers don't have at home
- Support for other community groups by providing meeting space, exhibition space, add to other events, informing the community

Anything not discussed regarding the future delivery of local library service?

- Web site and process of ordering books could be more flexible and explained more clearly
- Relationship with NYCC library service and possible links – look beyond the boundary
- The word library – issue of perception of past versus broader multi-function hub.

- Sustainability and need for revenue opportunities such as online sales, room hire, catering.

Is the community based approach for the local library services right for you community?

- Yes, as strong community focus on Folk Hall
- Volunteers online to help users

Any barriers or issues that could impact on greater community involvement?

- Library needs to be on public transport links
- If not walking distance to library

Next steps

- Summary of key points will be available
- Individual consultation on library service available at <https://www.surveymonkey.co.uk/r/CYCLibraries17> (until the 14 February)
- Can email any comments to David.Andrews@AndrewsAssociats.co.uk

Summary – a good session with plenty of views and ideas. Desire for improved facilities to work with other partners to provide a community hub. Location ideally near to the cross roads.

Stakeholders Consultation Notes

LOCATION: TANG HALL

DATE: 18 JANUARY 2018

Attendance – 10 people

Background to consultation

- New contract for library services in 2019
- York's libraries are successful
- The provider, Explore York, has introduced many new services
- Visitor numbers and book issues are good
- Service offers excellent value for money
- A space for the community to come together

Current Performance

- High number of library branches for its population
- Upper quartile for usage of English unitary authorities
- Cost per visit ranges from £0.32 (Rowntree Park) to £2.82 (mobile)
- Good support by volunteers
- Book stock works hard (average of 5 times per year).

The Challenges

- CYC budget consultation – resources are tight
- Capital can sometimes be easier than revenue
- Continuously seeking better value for money

Tang Hall Library

- The building owned by CYC built in 1958. Shared parking with health centre. Open 41 hours per week and one evening opening.
- Community assets – Explore Library Learning Centre with successful volunteering programme. Plans to relocate to new community centre at Burnholme.
- Population profile – a range of characteristics from relatively affluent to those with significant levels of need.
- Current usage – 57,463 visits, significantly more usage from females, retired, and people experiencing disability or ill health but in line with Explore's profile. Only 3% of library users are students.

Vision for the future

There was support for the outlined vision in the consultation document for a library service that are the Centres of Learning and Opportunity for All, which continue to provide a broad range of books and materials to promote reading and literacy, and support people with the information they need in everyday lives.

From the Cover Story exercise, the following comments/headlines were made:

- Young people come out of their bedrooms – the importance of socialisation that libraries offer in terms of face to face interaction of young people at the library via gaming or social media events to develop their social and interpersonal skills.
- Library continues to grow – new facilities enable over 100 groups to use the library and become the meeting point of the community and the development of new friends.
- Century of Local History – the evolution of the first local council estate as 2021/22 is the 100th anniversary of the estate.
- Community Hub for All – helping to tackle loneliness and isolation and promote social inclusion for all.

What would you like to see for the future of your library service in Tang Hall?

- An outline of the new facilities at the Burnholme site were outlined including:
 - Cafe
 - Learning kitchen where people can try cooking for individual living (linked to SMART).
 - More staff as library size will increase significantly
 - Longer hours

Is the Vision for the service and ideas for the buildings on the right lines?

- Yes, full support for it.

Where do you consider the most convenient place to access the library service in the future?

- New site.
- Need to have coordination with Tang Hall Community Centre to ensure linkages on services

What kind of community involvement do people want to have in their local libraries?

- Community hub and base for other services such as CAB, Local Area Coordinator, etc.
- Linkage on volunteering with SMART to expand programme.
- Invite the community to have a look around (Hard Hat day) prior to opening and also put the plans on the website.

Any other specific aspects or issues you want to raise about the library service in the future?

- Local history archives link to main city centre library and have more of the archives digitalised in longer term.

Anything not discussed regarding the future delivery of local library service?

- Books are still core to the service and need to maintain full range of publications
- Digital books – license for journals, papers, etc.

Is the community based approach for the local library services right for you community?

- Unanimous support for community based approach.

Any barriers or issues that could impact on greater community involvement?

- The word library as they offer much more than just books to discover. Explore is a good step towards addressing this issue.
- The importance of out-reach activity in the community to break down any perceived barriers to get them to use the library services.

Next steps

- Summary of key points will be available
- Individual consultation on library service available at <https://www.surveymonkey.co.uk/r/CYCLibraries17> (until the 14 February)
- Can email any comments to David.Andrews@AndrewsAssociats.co.uk

Summary – with the new facilities opening later this year, the discussion by the stakeholders were often linked to clarification of what the new library would offer, before determining what needs/issues there could be for the library service. Strong support for the community approach and building on the success of the Acomb Explore to further develop the library as the hub of the community.

Stakeholders Consultation Notes

LOCATION: YORK

DATE: 30 JANUARY 2018

Attendance – 13 people

Background to consultation

- New contract for library services in 2019
- York's libraries are successful
- The provider, Explore York, has introduced many new services
- Visitor numbers and book issues are good
- Service offers excellent value for money
- A space for the community to come together

Current Performance

- High number of library branches for its population
- Upper quartile for usage of English unitary authorities
- Cost per visit ranges from £0.32 (Rowntree Park) to £2.82 (mobile)
- Good support by volunteers
- Book stock works hard (average of 5 times per year).

The Challenges

- CYC budget consultation – resources are tight
- Capital can sometimes be easier than revenue
- Continuously seeking better value for money

York Library

- The building – built in 1927, extension in 2014, and is open 66 hours per week.
- Community assets – York Explore is the flagship Centre, offering meeting rooms, archive and local history centre, ICT suite, café, garden, with very successful volunteering programme
- Population profile – beyond local wards, but quite affluent areas with some pockets of deprivation.
- Current usage – 437,009 visits, user profile is the least skewed towards women, but still skewed towards retired. High proportion of students.

Vision for the future

There was support for the outlined vision in the consultation document for a library service that are the Centres of Learning and Opportunity for All, which continue to provide a broad range of books and materials to promote reading and literacy, and support people with the information they need in everyday lives.

From the Cover Story exercise, the following comments/headlines were made:

- Community Arts, Media and Learning Centre

- Increase visits at Library (doubling)
- At least they didn't hang them – Archives provide life story of their relatives
- Library lead literacy
- Award winning artist unveils garden
- Every under 11 holds library card
- Two New Explore centres opened
- Fully integrated library goes live

What would you like to see for the future of your library service in York?

- Library card as an opt out option for babies
- Inter-library loans between schools, universities and Explore.
- Community Art being displayed and developed
- Flexible space where locals can access groups/agencies
- Inspiration of ideas
- More digital learning – teach on wider base
- Linked network so greater usage of resources (virtual access as well).
- Homework clubs for teenagers

Is the Vision for the service and ideas for the buildings on the right lines?

- Yes, full support for it.

Where do you consider the most convenient place to access the library service in the future?

- Current location has good access for locals as well as whole city.
- York Central development may create additional pressures on library.

What kind of community involvement do people want to have in their local libraries?

- Library should reflect the community and be bottom up approach.
- Need to get the community through the door (entrance can be intimidating)
- Learning in other public spaces (poem on the bus (like London Underground) or having Reading Buses (books available to read on buses).
- Linkage with the VIC across the road (could promote Archives & Local History)

Any other specific aspects or issues you want to raise about the library service in the future?

- Use the archives for possible revenue source
- Big Read linked to Henry VIII trip to York created learning with historical linkage that was real
- Flexible drop off, of books – like EBay using local shops, could there be other partners?
- Linkage with school libraries and university libraries.
- Engage in public art events & history
- Need to be more dementia friend in future

Anything not discussed regarding the future delivery of local library service?

- Need to recognise the benefit of social interaction provided by libraries and what cost it saves other agencies
- Community space available to other interested groups
- Issue of money and the importance of the staff. Need staff to provide staff, as all can't be done by volunteers.
- Quality of staff and the warm welcome provide is fantastic
- Awareness of services by the wider community – need for better marketing

Is the community based approach for the local library services right for you community?

- Yes, generally felt it was the right approach but remembering the wider role that the Explore York plays

Any barriers or issues that could impact on greater community involvement?

- Entrance square and conflict with cars going to new apartments
- Signage when open, what's on/where, screens

Next steps

- Summary of key points will be available
- Individual consultation on library service available at <https://www.surveymonkey.co.uk/r/CYCLibraries17> (until the 14 February)
- Can email any comments to David.Andrews@AndrewsAssociats.co.uk

Summary – a good session with lots of views and comments. The remit of Explore York in terms of being the flagship library gave it a wider community feel (not only local but city wide) so it needs to represent the views of a wider audience.