

CABINET – 3rd March 2015

EXECUTIVE SUMMARY OF AGENDA ITEM 5

Report title: Libraries for the Future – Proposals for Consultation

Wards affected: All

Strategic Director: Alison Comley

Report Author: Kate Murray, Head of Libraries

RECOMMENDATION for the Mayor’s approval:

- 1. To agree the updated service design principles and proposed model of service delivery based on a new core and local offer for the future library provision in the city.**
- 2. To agree the proposed timescale for decision making and implementation of the future shape of the service.**
- 3. To approve 3-month public consultation from March to May 2015 on the proposals relating to specific libraries across the city**

Key background / detail:

a. Purpose of report:

This report outlines the proposed future model for the Library service, based on an extensive consultation, national research and an assessment of the needs of the city. The report sets out our strategic approach to developing the service offer at both the citywide and local level, and proposes how we will deliver our overall vision of a vibrant and sustainable network of libraries which respond to the needs of our citizens in the future.

It also seeks Cabinet approval for a full public consultation on the specific proposals for all the libraries across the city.

b. Key details:

1. The report sets out a vision and set of design principles for Bristol’s libraries. We are proposing a core content offer for the Library Service, which clearly states what will be available across the city in every library. This is the fundamental provision of books, materials and access to information and information technology. This will be complemented by a local offer in each branch library, which is the opportunity to shape the level and type of provision at the neighbourhood level to meet specific community needs.
2. We have proposed how we will deliver the future library provision based on a very successful public consultation, knowledge of neighbourhood needs, understanding of library usage and the proposed Medium Term Financial Plan expectations from April 2016. The proposals group our current libraries to show how we will target our investment to deliver the new service as follows:
 - a. Libraries already delivering to the level of quality which meets our new offer

b. Libraries needing development

There are some libraries which do not fit within these 2 groups, in terms of their potential to deliver the full core and local offer. The paper outlines a way forward for discussions about the future for these libraries within the consultation.

The rationale for the allocation of existing libraries to these groups is included in the report.

3. Some specific areas of provision have been identified which will need to change and develop to fulfil the potential of the new service:

- Opening hours
- Frontline staffing roles
- Developing a volunteering programme
- Developing quality library space with core and local offers
- Improved self-service and access to library buildings
- Improved ICT access via upgraded broadband
- Marketing and promotions

c. Next steps:

If agreed, the proposals will all be subject to a second phase of consultation from 4th March to 27th May 2015. Following the consultation, a further report will be provided to Cabinet with a final proposal for a future model for the Library Service in July 2015, for implementation in 2015 and beyond.

AGENDA ITEM 5

BRISTOL CITY COUNCIL CABINET 3rd March 2015

REPORT TITLE: Libraries for the Future – Proposals for Consultation

Ward(s) affected by this report: ALL

Strategic Director: Alison Comley, Neighbourhoods

Report author: Kate Murray, Head of Libraries

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Purpose of the report:

This report outlines the proposed future model for the Library Service, based on a wide ranging citywide consultation, national research and an assessment of the needs of the city. The report sets out our strategic approach to developing the service offer at both the citywide and local level, and proposes how we will deliver our overall vision of a vibrant and sustainable network of libraries which respond to the needs of our citizens in the future.

It also seeks Cabinet approval for a full public consultation on the specific proposals for all the libraries across the city.

Following the consultation, a further report will be provided to Cabinet with a final proposal for a future model for the Library Service in July 2015.

RECOMMENDATION for the Mayor's approval:

- 1. To agree the updated service design principles and proposed model of service delivery based on a new core and local offer for the future library provision in the city.**
- 2. To agree the proposed timescale for decision making and implementation of the future shape of the service.**
- 3. To approve 3-month public consultation from March to May 2015 on the proposals relating to specific libraries across the city**

1. The context for change:

- 1.1** The Cabinet paper in November 2014 outlined the nature and scale of the UK and worldwide debate about the way libraries could or should develop in the future. The

paper explained why we want to re-shape the library service and what the reasons for change are in Bristol:

- Low levels of use – 6% regular use of the lending service in a three month period
- Levels of use – 14% use by active members (library card used once a year)
- Model which has not kept up with the changing needs of our communities, or the changing way in which people now choose to access information and knowledge in their lives
- Demographic of users
- Poor condition of some of the existing buildings
- High number of libraries, some in close proximity to each other
- Ongoing financial challenges for local authorities

1.2 We have since looked at the national and international research and evidence about the future of libraries and have undertaken our own local 3 month consultation. The result is that we want to change the way we deliver libraries in the city, to deliver consistent quality across the library network and to open up the potential for innovation and local delivery in a way we have not been able to do previously.

1.3 Bristol's 21st century library service needs to be relevant to the city's goals and ambitions – the service does not and should not exist in isolation of everything else that is happening in the city. We want to celebrate what's great about our existing service and be honest enough to acknowledge what has to change. We want to develop a vibrant and sustainable service, which better meets and responds to the way more of our citizens live their lives and can provide additional benefits to communities, particularly those in our city who experience more challenges and have less access to opportunities.

1.4 The approach in this paper reflects what people in the city have told us through our consultation and the aspiration for a quality service for the future. However it is set squarely in the context of being sustainable, both in financial terms and in the level of relevance to our citizens. It is important to understand at this stage that the status quo is not an option and that the provision across the city needs to change; this will affect all libraries. A traditional building-based service, like our current delivery model, is not sustainable in the face of the financial challenge experienced by all local authorities. This model will also not serve the 85% of Bristol citizens who do not currently use the service.

1.5 The debate we have had in the city has been direct and honest and we are maintaining that spirit within this report. We have taken on board professional advice, public consultation feedback and expert analysis – what we are now proposing is a way to deliver the best service for the future, without compromising the quality of the service or avoiding some of the difficult choices we have to make.

1.6 This report demonstrates how and why we propose to take the service forward in a way which is respectful of the history and current value invested in it by library users and supporters, but also challenges the current provision where we need to develop and grow beyond our traditional boundaries, to ensure that our network of libraries in the future is of the quality that the city and our citizens deserve.

2. Where are we now?

- 2.1 The local authority has a statutory obligation under the Public Libraries and Museums Act of 1964 to deliver free books, access to information and trained staff to facilitate the public. In Bristol we have 28 libraries with a mixed level of provision across the city. There are some excellent services and some where more could be provided to attract more use.

3. What have we learned?

3.1 National:

We have been fortunate to be formulating our consultation and proposals at a time when there is considerable recent research on libraries:

- The Carnegie Trust, a charity continuing the work of Andrew Carnegie (a library philanthropist), has produced a number of initiatives and pieces of research since 2013.
- Arts Council England took over responsibility for supporting and developing libraries as part of the functions they inherited from the Museums, Libraries and Archives Council (MLA) on 1 October 2011. They published the Envisioning the Library of the Future report in 2013.
- The Independent Library Report chaired by William Sieghart was published in December 2014.
- The Society of Chief Librarians nationally endorsed four main offers that all libraries approved – Health, Reading, Information and Digital offers.

The main themes that emerged from the national research are listed below and a more complete summary is provided in Appendix 1:

- Libraries need to develop to build and/or retain their place as the hub of their local communities by developing a broader remit and appeal and creating a more social and welcoming ambience
- Libraries have a role in delivering against the social, economic, educational and cultural agendas, and that these need to be more explicit, more multi agency/ community informed and relevant to the neighbourhoods/areas of the city they serve
- Communities should be encouraged to take a more active role in shaping and delivering their local libraries
- Libraries need to make the most of digital technology and creative media, including delivering against the digital inclusion agenda for their cities
- Libraries need to be resilient and sustainable and we need to develop the right skills for staff to deliver this future
- A library offer should in part be focussed around the broad headings of Reading, Health, Information, Digital

These themes have been echoed in our own consultation findings.

Local:

- 3.2 The consultation began in Bristol on November 11th 2014. It was a three-month

period of consultation about what citizens know and like about the service, what could be improved and how the service may be more relevant to Bristol citizens in the future. The consultation was designed to be an extensive, open and honest dialogue about the service in advance of any specific proposals being developed.

- 3.3 We used a variety of different communication channels to ensure that the consultation was as accessible as possible. We know that many citizens in Bristol do not use the library service at all and we needed to find a way of reaching those citizens. To achieve this we worked closely with our colleagues in the Neighbourhood Partnership and Community Development Teams to organise the public meetings. We have also worked with the Citizens' Panel, which is a specially created panel of 2000 people for consultation that is designed to represent the diversity of Bristol (and is therefore a mix of library users and non-users).
- 3.4 8000 people took part in this consultation, which is a record level of involvement with a Bristol City Council consultation. It is important to note that the demographic make-up of the people who have responded to the consultation is not necessarily representative of the diversity of the city. For example, we know that over 90% of people who completed the main survey are library users with a very similar demographic profile. It is therefore very important that we give appropriate consideration to responses from the Citizens' Panel and the meetings carried out with Neighbourhood Partnerships and equalities/ community groups to ensure that feedback is as representative as possible of the city as a whole. Further detail of the approach taken can be found in Appendix 2.

Consultation Findings:

- 3.5 Analysis of the consultation was carried out by an external research consultancy, CX Partners, and their detailed analysis report is included as Appendix 3.
- 3.6 We now have substantial current information about the views of the service, many ideas that could be put into action over the short and longer term and a wider understanding of the role of libraries in people's lives. We have reflected the extensive findings in our proposals, whilst recognising that we could not respond to every idea, within the timescales, budget or resources available. We have been very clear where the consultation has helped us formulate proposals for the future. Some of the headline themes from the consultation are set out below:
- **Gap between Beliefs and Behaviours** – there is a gap between citizens' beliefs and views of libraries and the role they play in society, and the reality of library usage. There is a clear gap between the passionate views expressed about the service and the number of people visiting libraries.
 - **Ease of Access** – Ease of access is a repeated theme; respondents want more consistent, clear and convenient opening hours, locations that can be easily accessed and improved facilities in libraries (for example, toilets and baby changing facilities).
 - **A library as a Community Space** – There is demand for libraries to provide flexible spaces for community groups to access, as well as for local news and

community information to be shared through libraries.

- **Network of services** - Whilst the Central Library is the most visited in the city, there was consistent feedback about the value of the local branch libraries and their role in communities.
- **Books and other activities** – The consultation survey proved that borrowing, browsing and reading books are still the most popular activities within libraries. However, there is evidence that a wide range of other services are accessed in libraries.
- **Cultural and Social Activities** – Respondents want libraries to play a greater role in hosting, supporting and promoting community and cultural activities.
- **Awareness of Current Services** – There is a lack of awareness of the services currently offered by the library service.
- **Young People** – There is demand for more dedicated activities to engage children and young people. The general perception of libraries amongst young people is positive and they primarily use libraries to read, do homework and borrow books, rather than to use computers or socialise.
- **Specific feedback from equalities groups** - There is a demand for more diverse stock in different languages as well as an increased emphasis on supporting learning for children. There are also key points to consider in relation to accessibility of libraries for people with a disability (equipment, signage etc.).

4. Our Design Principles:

4.1 The previous Cabinet paper in November 2014 agreed a clear set of design principles which we have used and enhanced to support our developing approach:

- A defined core service ensuring access to information, books and information technology for all of Bristol's citizens, available through all Bristol's libraries
- A sustainable network of high quality libraries with local community focused branch libraries complemented by a Central Library offering more specialist resources
- 24/7/365 access to online library services and resources. This includes specialist material from Bristol Libraries and access to catalogues and stock of other library services through the Libraries West consortium website
- Good geographical access across the city with all residents being within 1.5 miles* of a library and libraries located, where possible, near the locus of community activity in that area and on public transport routes.
- Delivery tailored to local community need with special focus on those who are disadvantaged, vulnerable and socially isolated.
- Opening hours which are designed to match the local demand and usage

- Digital inclusion access for the city through the free library computers, complemented by trained staff offering mediated access to online information and services during opening hours.
- Creative and innovative ideas to enhance the delivery and content of library services, including shared services with other partners.

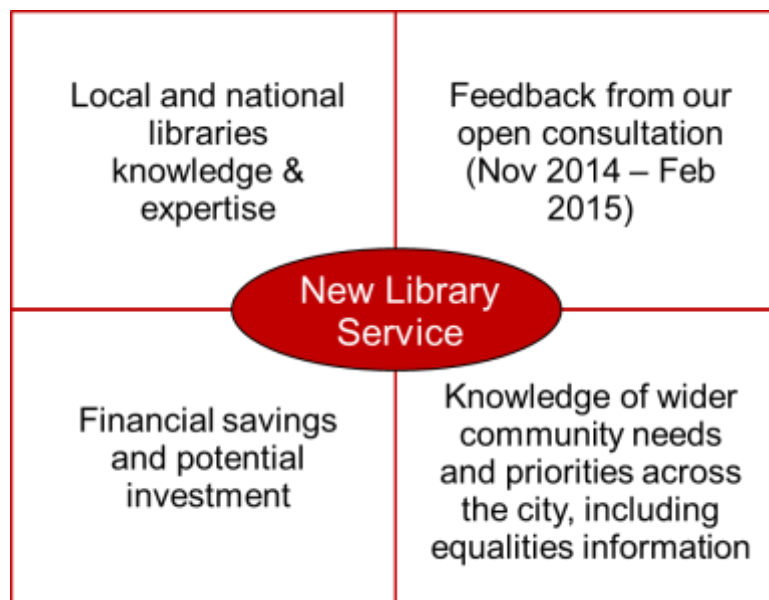
**2 mile access was the recommended minimum distance advised by the Secretary of State response to Bolton MBC following a local inquiry – CMS 231060/DC 31 May 2013*

4.2 Our vision for the future service is:

“To provide a vibrant and sustainable library service designed with the citizens of Bristol, for all our diverse communities, that supports reading & learning, health & wellbeing, employment and free access to information.”

5. How have we designed the new service?

5.1 We have used the various sources of research and intelligence outlined above to help us to shape our approach, in the context of the financial/savings proposals which have been agreed as part of the Council’s Medium Term Financial Plan for 2016/17. We have also taken into consideration Department of Culture, Media and Sport recommendations of how a library service should be designed (details on recommendations available in Appendix 4).



6. The Service – a Core and Local Offer

6.1 We will have a **core content offer** for the library service, which clearly states what will be available across the city, of a consistent quality, in every Bristol City Council

library. This is the fundamental provision of books, materials and access to information and information technology.

6.2 We have based this offer around the nationally researched model developed by the Carnegie Trust in their 2014 publication, “Speaking Volumes”, which highlights the role for libraries in contributing to the health and wellbeing of their communities; becoming an effective social and learning hub, an economic enabler and a cultural centre. Delivering this offer will combine the content as laid out in the table below, with an appropriate space and appropriate levels of staffing. This offer will enable us to improve what we already deliver and to develop more targeted services to meet wider community needs.

Below is an overview of the proposed core content offer, outlining priorities aligned to 4 outcome areas: Education, Social, Cultural and Economic.

EDUCATION	SOCIAL	CULTURAL	ECONOMIC
<p>What?</p> <ul style="list-style-type: none"> • Supporting literacy • Digital inclusion and literacy • Lifelong learning • Learning for early years and school age <p>How?</p> <ul style="list-style-type: none"> • Access to books for loan in a variety of formats and languages to meet diverse customer needs and literacy levels • Access to national library networks • Access to digital services through free public computers • Reading development work for children 	<p>What?</p> <ul style="list-style-type: none"> • Tackling social isolation by providing quality, welcoming community space and connecting citizens • Supporting health and wellbeing <p>How?</p> <ul style="list-style-type: none"> • Access to community information to support Bristol residents being active citizens • Community space for hire • Changes to design and layout of libraries • Closer links with voluntary and community partners • Promoting health and wellbeing e.g. books on prescription • Volunteer opportunities 	<p>What?</p> <ul style="list-style-type: none"> • Promoting literature • Creative spaces • Local history resource • Cultural activities designed for local interest (e.g. cultural diversity/identity) <p>How?</p> <ul style="list-style-type: none"> • Promotions and events • Resources linked to local community • Author events • Signposting to other cultural events in the city • Library as a cultural venue • Volunteer opportunities 	<p>What?</p> <ul style="list-style-type: none"> • Access to employment • Providing a work and study setting • Digital access <p>How?</p> <ul style="list-style-type: none"> • Access to information on public sector and partner services • ICT support • Flexible space for work / study
<i>24/7 digital access to the library network (Libraries West) and all resources</i>			
<i>Facilitated by access to helpful and knowledgeable staff with excellent community skills</i>			

6.3 This core offer reflects other key Council initiatives across the city. For example, all libraries will be members of the Learning City partnership and contribute to identified priorities and challenge groups to increase learning, social inclusion and employment outcomes for all

6.4 **The local offer** is the opportunity to shape the level and type of provision at the neighbourhood level. The balance of the core offer will need to change depending on the communities the library serves, to enable a more tailored approach. Communities vary, as do the needs of the area. Designing a more localised offer is

an opportunity for local communities to shape and to influence their library service, and encourage the provision of other partners in the space.

7. What are the main elements of the new service?

There are key elements of our provision which will need to change and develop to fulfil the potential of the new service:

- **Opening hours**
- **Frontline staffing roles**
- **Developing a volunteering programme**
- **Developing quality library space with core and local offers**
- **Improved self- service and access to library buildings**
- **Improved ICT access via upgraded broadband**
- **Marketing and promotions**

Opening hours:

- 7.1 The consultation told us that the current opening hours are unclear and confusing for our library users, and often a barrier to access for potential new users. For example, libraries are often closed at lunchtime and at weekends, when many people have expressed that they would want or prefer to use them, particularly in the context of their other local activities, such as shopping. We propose to make some reductions to opening hours to match local usage, but ensuring that no library closes at lunchtime.
- 7.2 We are proposing a specific change to the Central Library: Central Library opening hours will be revised to close on a Monday, but open consistently Tuesday to Friday 9.30 – 7.00 and open on both Saturday and Sunday (hours unchanged). This reflects how other central libraries operate and will provide an enhanced offer both to local library users, citywide user and visitors to the city. We are also proposing indicative hours in each library which will be included in consultation documentation.

Front line staffing roles:

- 7.3 The consultation was clear that library staff and their role in supporting access to the service are highly valued. We have also heard from people both locally and nationally about how they would see the staff roles developing and changing to meet the needs of a future service.
- 7.4 The core and local offer proposed creates a different requirement from our staff. In the future we need all staff to develop an outward-facing, community focus to support the development of the local offer. We will also need some new roles within the service, which will bring in specific skills around community development, partnership working, supporting and developing volunteering. This will support the development of relevant and quality local offers which reflect the need of the wider neighbourhood and communities of interest. This is an essential part of the development of the service for the future; it will provide local communities the opportunity to engage with and shape their local provision, and maximise the

benefit that the service offers the neighbourhood. We will be seeking a balance of existing and new skills and will offer the opportunity to all staff to move into new roles.

- 7.5 We will also need to address some of the working patterns and practices in some of our service to modernise terms and conditions and ensure that the new service can be delivered flexibly and effectively. Staff will be fully consulted on any proposed changes to terms and conditions or working arrangements through the Council Managing Change policies and procedures.

Developing a volunteering programme within the service:

- 7.6 The library service is regularly asked if we can provide volunteering opportunities to local people, however we have never had the right structure or support to develop a quality programme across the service. We do have library users who have formed “friends of library” groups who run activities such as book groups, or special events with library staff which are highly valued. However, there is a wide array of possible opportunities for volunteering which would relate to the local offers. We are committed to offering these opportunities, recognising that volunteering roles will vary, depending on the local interest and activity. We will not expect volunteers to fulfil specific roles which have previously been filled by paid staff.
- 7.7 To support all our volunteering approaches, we will seek to employ a volunteer coordinator for the service and would include supporting and developing volunteering locally in the new roles within the frontline service.

Developing quality library space

- 7.8 We recognise that our current buildings and library spaces vary considerably and some are much more flexible and attractive than others. We want to develop a welcoming and flexible space with layout and shelving changes to make the customer experience far more similar to a bookshop experience. The current traditional way of organising the books will change to be based on subjects and headings that people are more familiar with e.g. hobbies rather than a Dewey Decimal number (with the exception of Central Library). This will enable easier self-service. The welcoming atmosphere will be achieved with furniture, layout and changes where possible to toilet provision. We will aim for a quality space that is attractive to current and new customers.

Improved self-service and access to library services

- 7.9 Self-service has been very successful for the service and we will install self-service machines in all supported libraries to enable borrowing and return of library items.
- 7.10 We will also explore technology to assist access to our library buildings. This would enable customers to use the library for longer periods, outside the staffed opening hours. A swipe card access for library card holders is possible and being trialled in a number of authorities, with accompanying security measures.
- 7.11 We will also improve the broadband provision in some of the branch libraries, to ensure that a consistent standard is available.

Marketing and promotion of the library service

7.12 The consultation told us that awareness of the service across the city is poor, demonstrated by the fact that some of the ideas that came into the Ideas Bank relate to things already offered in some libraries. Whilst recognising that there is a cost attached to advertising and promotion which may restrict the options available, we are committed to developing the following channels:

- Improved website - outlining the full offer and events diary
- Social media – building on the momentum developed during the consultation on Facebook and Twitter
- Email bulletin – promoting events and activities across all branches
- Press & PR strategy – publicising bigger events throughout the service

8. What will the new network of libraries look like?

8.1 There is not one single model which will deliver a library service that can be applied to Bristol. We have developed an approach which will protect and enhance those things most highly valued by our current users, and acknowledge where we need to focus our service and reducing resources to deliver the best possible service to the widest group of people.

8.2 We have considered the geographical spread of our services throughout the city. As the network of 28 libraries has developed over the last 100 years, as the city has grown, there has been an organic spread of development, not planned or strategic. We know that many of Bristol's citizens currently live within one mile of a library and there is considerable over provision in some parts of the city. However, we are committed to ensuring that everyone will have access to a library within a 1.5 mile radius from where they live. This is an excellent standard, well above that set by many other local authorities.

8.3 Bristol Central Library plays an important role in the geography of the city and the region. It is a community library for the city centre, but also a valuable resource for specialist information, material and local studies. It sits at the centre of a transport hub and is accessible for many citizens. It offers facilities that other buildings do not – in the size of the children's library, café, public toilets and exhibition space. Therefore the Central Library will support the network of branch libraries by having a simple and easy to remember pattern of opening hours.

8.4 We have identified 2 groups of provision to show how we will target our investment to deliver the new Council library service. In addition, there is a further group of libraries which do not currently fit in to Groups 1 and 2 (see page 18 for details).

- Group 1: Libraries already delivering to the level of quality which meets our new offer
 - These libraries can immediately fulfil the core offer and rapidly develop their local offer. They are located in the right place to serve their communities and are based in a good quality space.
- Group 2: Libraries needing development
 - These libraries have potential to deliver to the core and local offer, but may not be doing so currently. They are located in the right

geographic areas, though not necessarily in exactly the right location or in the best quality building or space. These may need capital investment or there is the potential to move in the future to meet the right standard of space.

8.5 The rationale for assessing how our existing libraries fitted within these groups was based on the following:

- Ability to deliver a quality library service; a place that inspires, motivates, informs and enriches an individual's quality of life and community life; in the right place to serve the community
- Whether it does or can deliver the core library service
- Contribution to wider community needs that can be delivered by the council through the library service (particularly in areas of greater need)
- How its location works locally, for example if it is near to the local retail offer
- Current services, usage and trends
- Geography and location – proximity to other libraries*
- In a building that can or could offer a welcoming atmosphere and flexible community space which attracts new people to the service
- Whether it is a Bristol City Council owned or leased site in a good physical condition, and the potential for shared services or space
- Location of other community buildings or demand from communities for community run/owned space
- Future development opportunities in some areas

**A map showing the details of the spread of libraries across the city, and how the proposals meet the design principle of all residents being within 1.5 miles of a library, is shown as Appendix 5.*

Tables showing the detail of how our existing libraries are proposed to fit in to these 2 groups can be found below.

Group 1: Libraries already delivering to the level of quality which meets our new offer	
Typical Features for Group of Libraries	<ul style="list-style-type: none"> • Fully staffed service, supported by technology • Full core service offer available • Changed opening hours to deliver consistency and reduced costs • Accessible building and location
Why are these libraries in this group?	This group applies to libraries which currently support the core offer and can be enhanced by a local offer. They currently serve the geographic and community need in each area. It includes the main 'hub' in each area of the city.
Which libraries fit in this group?	
Library	Explanation
Bedminster	<ul style="list-style-type: none"> • Full core service available – widest offer to south of city. • Good location, next to retail, easily accessed • Changes to opening hours which reflect usage patterns; closing Sundays
Bishopston / Cheltenham Road	<ul style="list-style-type: none"> • Full core service available – meets geographic and community need • Right location and facilities, easily accessed • Changes to opening hours • New library, due to open in 2015.
Central	<ul style="list-style-type: none"> • The city's largest library with widest range of resources and full core service offer • Central location so easily accessed. • Changes to opening hours; open more evenings but closed Mondays.
Fishponds	<ul style="list-style-type: none"> • Full core service available • Appropriate location, easily accessed. • Staffing levels reduced during quieter morning session. • Shared council service with Citizen Service Point offers efficient delivery and good access to council information
Henleaze	<ul style="list-style-type: none"> • Full core service available – widest offer to north of city. • Good location, next to retail, easily accessed • Changes to opening hours; open on Sundays but closed Wednesdays. • Potential for expansion
Junction 3	<ul style="list-style-type: none"> • Full core service available and good opportunities to develop local offer– widest offer to east of city. • Right location and facilities, easily accessed • Changes to opening hours to make them more consistent based on usage. • New library, recent investment.

Group 2: Libraries needing development	
Typical Features of Libraries in this Group	<ul style="list-style-type: none"> • The library service may be standalone, but will typically look to work in conjunction with other services or a community organisation, either now or in the future. There may be potential opportunities to share locations. • Supported service (either by Council or partner); this could be Council staff, partner staff or volunteers. Staffed hours and staff roles will vary from regular daily staffed hours to occasional management and infrastructure support (e.g. training, supporting events, stock management). • Changed opening hours to deliver consistency and reduced costs; where there is a reduced staffed service of five hours a day e.g. 11 – 4 or 12 – 5 (this will be subject to consultation). • Option to use technology where appropriate to increase access to the services and building outside of staffed hours. Commitment to upgrade all relevant libraries to 100MB
Why are these libraries in this group?	<p>This group of libraries form part of the supported libraries network, but need development to deliver a quality local offer. They are currently in the right geographic area, but many of them are not in the ideal location / building; there is potential for future investment to deliver a better service, which may be delivered more efficiently or effectively by sharing a building with another service or community organisation. This group ensures a continued library provision, but also offers potential for the buildings to be available for wider community use. The library service helps ensure sustainable use of a building where community services may still be in development. It also balances the need for library provision with a more cost-effective model.</p>
Which libraries fit in to this group?	
Library	Explanation
Avonmouth	<ul style="list-style-type: none"> • Geographic need for a library provision but a tailored local offer would better serve the community. • Most appropriate location in area with potential to unlock use of current building with some investment. • Known opportunity to work with community centre to build an integrated service with increased accessibility, opening hours and a more welcoming, open environment. • Small change to staffed hours to make them more consistent
Bishopsworth	<ul style="list-style-type: none"> • Geographic need for a library provision but a tailored local offer would better serve the community. • Staffed library, although reduction in staffed hours
Filwood	<ul style="list-style-type: none"> • Clear need for provision in this geographic area – although opportunities for relocation, development and investment will be pursued to improve offer to local community. • Changes to staffed hours to make them more consistent and reflect usage patterns. One more closed day per week.
Hartcliffe	<ul style="list-style-type: none"> • Geographic need for library provision in this area, but current offer not meeting local needs. Alternative locations / buildings to be considered to improve offer. • Shared building, but no joint delivery of services currently • Changes to staffed hours, reflecting usage patterns. One more closed day per week.
Henbury	<ul style="list-style-type: none"> • Geographic need for a library, but current provision needs improvement • Appropriate location, but opportunity to introduce a different community offer more tailored to local need. Opportunity for investment. • Staffed library, although reduction in staffed hours

Hillfields	<ul style="list-style-type: none"> • Geographic need for a library, but current provision is not suitable or sustainable. • Current site not fit for future or suitable for investment so opportunity to consider use of other buildings • Staffed library, although reduction in staffed hours • Opportunities exist to work with community organisations to enhance the offer for the local area.
Horfield	<ul style="list-style-type: none"> • Geographic need for library provision in the wider local area, but opportunity to consider more suitable location in the longer term (which may be developed in partnership with community). • Current provision is not suitable, actively looking for alternative locations / local offer. • Staffed library, although reduction in staffed hours
Knowle	<ul style="list-style-type: none"> • Good geographic location although could be made easier to access • Staffed library, although reduction in staffed hours to reflect usage patterns • Current lease in Broadwalk retail centre limits short term opportunities
Lawrence Weston	<ul style="list-style-type: none"> • Geographic need for library provision - although opportunities for relocation, development and investment will be pursued to improve offer to local community. • Current offer will be continued in short term - unstaffed and in the customer service point
Shirehampton	<ul style="list-style-type: none"> • Geographic need for a library but a tailored local offer would better serve the community. • Most appropriate location in area with potential to unlock use of current building with some investment. • Different model of staffing; council staff support to be agreed rather than regular staffed hours. • Known opportunity to work with community centre to build an integrated service with increased accessibility and opening hours and a more welcoming, open environment.
Southmead	<ul style="list-style-type: none"> • Clear need for provision in this geographic area – although opportunities for relocation, development and investment will be pursued to improve offer to local community. • Staffed library, although reduction in staffed hours to reflect usage patterns. One more closed day per week.
St Pauls	<ul style="list-style-type: none"> • Good location – multi-use of space in centre, but library access / space could be improved • Meets geographic and community need – but opportunity to develop more tailored service for local community • Staffed service, although small reduction in staffed hours linked to patterns of usage • Co-located services with Ethical Property Company
St George	<ul style="list-style-type: none"> • Geographic need for library provision, but opportunity to develop more tailored local offer. • Appropriate location with space and potential for investment • Staffed library, although reduction in staffed hours • Local demand for increased access to community space, although community interest not yet established. • Also known need to develop early years' provision in this area.
Stockwood	<ul style="list-style-type: none"> • Geographic need for library provision, but opportunity to develop more tailored local offer. • Appropriate location with space and potential for wider use. • Staffed library, although reduction in staffed hours • Local demand for increased access to community space, although community interest not yet established. • Also known need to develop early years' provision in this area.
Whitchurch	<ul style="list-style-type: none"> • New library in right geographic location. • Current provision needs to be more tailored to the local community. • Staffed library, although reduction in staffed hours

Libraries outside Groups 1 and 2

8.7 There are some libraries which do not fit within our 2 groups, in terms of their potential to deliver the full core and local offer. The reasons for this are a combination of factors including:

- Whether the building is in the right place to serve the community
- Whether the building offers a welcoming atmosphere and flexible community space to a variety of current and potential customers
- The proximity of other libraries within a reasonable distance in each area (geographical spread of our provision)
- Whether there is known community demand for using a current building in a different way, for example, more as a community centre than a library
- Whether there is a potential contribution to wider community needs that can be delivered by the council through the library service (particularly in areas of greater need)
- Whether the condition of the building is poor and subject to high maintenance costs (NB: this aligns with the approach of the Council's Corporate Land Policy, which seeks to recognise the limitations of our budgets to support buildings which require high levels of maintenance and are not fit for purpose).

8.8 The libraries in this group are as follows:

- Clifton
- Eastville
- Marksbury Road
- Redland
- Sea Mills
- Westbury
- Wick Road

8.9 A specific focus for the next 12 week phase of consultation will be to work with local communities in these areas to explore if there are viable potential alternative opportunities for these libraries in the future. There are already ideas that have come up through meetings in localities as part of our Phase 1 consultation, including:

- The potential for the library setting to be developed by other council or partner services relevant to the local community. This could include services focused on children and families, older people etc. where that is the local need.
- The potential to develop wider community-led facilities to meet local need, such as developing a community centre, rather than a library. This could be facilitated through a Community Asset Transfer, subject to an appropriate business plan.

The Council commits to support these conversations in localities and will provide a clear route into these discussions as part of the consultation process.

9. Phase 2 Consultation

- 9.1 The information in Section 8 outlines the Council’s proposals for delivering the future service, which will all be subject to consultation. Pending Cabinet approval to the recommendations in this report, the next phase of consultation will run from 4th March to 27th May 2015. This will be a 12 week period that will enable the public, as well as interested community groups and partners, to respond to the proposals contained within this report.
- 9.2 We will use a range of communication channels to make the consultation as accessible as possible to Bristol citizens. There will be particular focus on areas of most change.
- 9.3 The consultation will focus on the following main themes:
- Whether each library is in the right grouping
 - Opening hours
 - Access through technology

It will also focus discussions on libraries outside of groups 1 and 2.

Further detail on the plans for the next phase of consultation can be found in Appendix 6.

10. Finance

- 10.1 The proposals in this report are designed within the parameters of the proposed revenue budget for the service from April 2016, including the Medium Term Financial Plan proposal of a reduction of £1.1m.
- 10.2 As part of the budget setting process for 2015/16, a capital budget provision of £1.2m was agreed to support the cost of change required to ensure the success of the new service. Priorities for this funding will be established once the new service is agreed.

11. Next steps and timelines:

- 11.1 Subject to a cabinet decision on March 3rd, the next steps will be:

Consultation	March 4 th – May 27 th
Cabinet – 7 th July 2015:	Final decision re new library provision and service for the future
Implementation of change:	From July 2015, subject to Cabinet approvals

(See Appendix 7 for a summary of decision-making timeline and public consultation timelines)

12. Consultation and scrutiny input:

a. Internal consultation:

Neighbourhoods Scrutiny Commission and Inquiry Day (January 22nd)
 Lucy Murray-Brown – Service Director, Integrated Customer Services
 Rachel Williams - Commissioning Manager Early Years
 Jane Taylor – Service Manager, Communities and Adult Skills
 John Bos – Community Assets Manager, Corporate Property
 Ian Gale – Service Manager, Service Delivery and Integration
 Lois Woodcock and Steve Matthews – Corporate Property
 Robin Poole – Finance Business Partner

b. External consultation:

Scrutiny Inquiry Day - Report included as Appendix 8
 Report on Phase 1 of Consultation (November 2014 – February 2015) included as Appendix 3

13. Other options considered:

- a) Do nothing: Rejected. The current service cannot be provided within the agreed Medium Term Financial Plan requirements.
- b) Alternative models of delivery e.g. Mutual, IPS and Trusts. None of the models could be introduced in the current timescales. Alternative models could be explored post 2016.

14. Risk management / assessment:

FIGURE 1							
The risks associated with the decision on the core service and consultation on proposals for “Libraries for the Future” are:							
No.	RISK Threat to achievement of the key objectives of the report	INHERENT RISK (Before controls)		RISK CONTROL MEASURES Mitigation (i.e. controls) and Evaluation (i.e. effectiveness of	CURRENT RISK (After controls)		RISK OWNER
		Impact	Probability		Impact	Probability	
1	The proposals will mean some degree of change for ALL libraries, including both reduced and modernised provision. It is therefore very likely that there will be objections from library users comfortable with a more traditional, fully staffed service.	M	M	The second phase of consultation, in particular the public meetings, will be used to engage the public and highlight why the changes are required. The reduction in staffing levels can be mitigated by the introduction of volunteers – a programme should be implemented at the earliest opportunity. Whilst it is still likely that there will be objection to the proposals, this should be reduced by the time proposals are implemented.	M	M	Kate Murray
2	If local communities become engaged in running and managing some of the Council’s library buildings, this will mean that BCC could still maintain the assets, so there will still be ongoing associated costs. In	M	H	A rigorous process is in place for approving a business case put forward by the community to run one of the Council’s buildings, to ensure that any plans are feasible, so buildings will only be retained where there is a good evidence base for doing so. Property	M	M	Robert Orrett

some cases the buildings are old and inflexible – so this may conflict with the Council’s asset strategy.			savings are not included in the planned service budget savings for all sites, so this would not influence any decision making. Ongoing discussions with Property are required throughout the consultation period.			
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FIGURE 2

The risks associated with not agreeing the decision on the core service and consultation on proposals for “Libraries for the Future” are:

No.	RISK Threat to achievement of the key objectives of the report	INHERENT RISK		RISK CONTROL MEASURES Mitigation (i.e. controls) and Evaluation (i.e. effectiveness of mitigation).	CURRENT RISK		RISK OWNER
		(Before controls)			(After controls)		
		Impact	Probability		Impact	Probability	
1	Risk of challenge if there is a lack of due consultation and a lack of informed debate about the future service with users and non-users of the service	H	H	Ensure the maximum period of consultation - recommended 12 weeks, working with the consultation team, communications and Neighbourhoods to reach all communities, groups, Members and residents who want to comment	M	M	Kate Murray
2	If the proposals are not subject to full consultation and a way forward is not agreed within the defined timescales, then it will not be possible to realise the required budget savings by April 2016.	H	M	Clear evidence and rationale for proposals to be provided to engage the public in meaningful consultation. Alternative plans to be considered as part of consultation period. Contingency planning to understand impact on budget if delays occur.	M	L	
3	If the principles and the approach for the core and local service offer are not agreed there is a risk that there is no service improvement and citizens will not benefit from a new offer tailored to their community.	M	M	Detail the benefits offered by implementing a new core service, tailored locally. Agreeing overarching principles provides the platform for developing the detail of the local offer with communities in each area.	M	L	Kate Murray

15. Public sector equality duties:

Before making a decision, section 149 of the Equality Act 2010 requires that each decision-maker considers the need to promote equality for persons with the following “protected characteristics”: age, disability, gender reassignment, pregnancy and maternity, race, religion or belief, sex, sexual orientation. Each decision-maker must, therefore, have due regard to the need to:

- i) eliminate discrimination, harassment, victimisation and any other conduct prohibited under the Equality Act 2010.**
- ii) advance equality of opportunity between persons who share a relevant protected characteristic and those do not share it. This involves having due regard, in particular, to the need to:**
 - remove or minimise disadvantage suffered by persons who share a relevant protected characteristic.**
 - take steps to meet the needs of persons who share a relevant protected characteristic that are different from the needs of people who do not share it (in relation to disabled people, this includes, in particular, steps to take account of disabled persons' disabilities);**
 - encourage persons who share a protected characteristic to participate in public life or in any other activity in which participation by such persons is disproportionately low.**
- iii) foster good relations between persons who share a relevant protected characteristic and those who do not share it. This involves having due regard, in**

particular, to the need to tackle prejudice and promote understanding.

A full and comprehensive EqIA has been produced, which includes an overall picture of what the service knows about the current customers' equalities profiles, and also includes wider information about citizens who are potential users of the service from the Neighbourhood Profiles, broken down into areas and individual libraries. This is available as Appendix 9. The EqIA also describes the community needs identified through consultation with 64 different groups representing equalities communities that took place throughout the first period of consultation.

This EqIA has helped to inform the consultation approach, the content of the core offer, and the design of the proposal that this report seeks to consult on. The EqIA is a living document which will be revised as each proposal is considered, and will help to inform the tailored neighbourhood offer in each area as these develop.

This EqIA will be reviewed in full during and at the end of the second period of consultation and will inform the final proposal to the July Cabinet meeting. A cumulative impact statement will also be produced on the service as a whole for the final report in July 2015.

16. Eco impact assessment – see Appendix 10 for full details

The significant impacts of this proposal are:

Positive:

- Reduction in energy consumption due to reduction in number of staffed branches
- Reduction in waste production due to reduction in number of staffed branches
- Enhanced digital provision may reduce travel, for example through increased downloads

Negative:

- Potentially, increased travel by service users due to reduction in number of staffed branches
- Increased energy consumption in libraries due to increased community access at evenings / weekends
- Potentially, buildings where no alternative use is identified falling into disrepair

The proposals include the following measures to mitigate the impacts:

- Libraries should reduce travel impacts by providing appropriate information and facilities for customers, such as bike racks and bus timetables
- Building Managers need to continue to use on-line energy management tools and facilitate comprehensive recycling facilities at all library branches.
- Proposed community involvement with libraries should include consideration of biodiversity opportunities in library grounds.
- The service should work closely with Corporate Property to carefully manage the condition of any building that becomes surplus to service requirements

The net effects of the proposals are:

The mix of positive and negative impacts are anticipated to largely cancel each other out,

so there is unlikely to be a significant change overall.

17. Resource and legal implications:

a. Financial (revenue) implications:

If approved the consultation would be carried out on proposals, relating to specific libraries across the City, that have been designed by Library Services to achieve the proposed revenue reduction of £1.1m in the Council's Medium Term Financial Plan (MTFP) for 2016/17.

At this stage these proposals are based on estimates of reductions from staff and premises budgets. If these proposals were implemented then, based on these estimates, the £1.1m budget reduction should be achieved by the Council.

The achievement of the MTFP revenue reduction in 2016/17 will require implementation of changed services following a further key decision for library provision and the future of the service, scheduled for July 2015.

Advice given by Robin Poole, Neighbourhoods Finance Business Partner
Date 13th February 2015

b. Financial (capital) implications:

As part of the budget setting process for 2015/16, as agreed on 17 February 2015, provision has been made in the Capital Programme of £1.2m to support the outcomes of the consultation and to facilitate investment in libraries as part of the Libraries for the Future Project.

Advice given by Janet Ditte, Service Manager – Finance Business Support
Date: 18th February 2015

Comments from the Corporate Capital Programme Board:

N/a

c. Legal implications:

The Council is seeking to develop a model for libraries for the future in the city. In doing so the Council needs to ensure compliance with the following:

1. Public Libraries and Museums Act 1964 ("PMLA 1964) - general duty of library authorities. Section 7 of the PMLA 1964 imposes a statutory duty on library authorities to "Provide a comprehensive and efficient library service to everyone who lives, works or attends full time education in the library area".

"When fulfilling its duty under section 7 the Council must have regard to the desirability:

- Of securing that facilities are available for the borrowing of or reference to books and other printed matter, pictures, gramophone records, films and other materials
- That these facilities are sufficient in number, range and quality to meet the general

and special requirements of adults and children

- Of encouraging children and adults to make full use of the library service”.

2. Consultation

The Council is also under a general Duty of Best Value to “make arrangements to secure continuous improvement in the way in which its functions are exercised, having regard to a combination of economy, efficiency and effectiveness (Section 3 of the Local Government Act 1999 “LGA”). To achieve the right balance and before deciding how to fulfil our Best Value Duty – authorities are under a Duty to Consult (Section 3(2) LGA) with relevant representative bodies etc. The Council should also follow Guidance published by the Department of DCLG when undertaking its review.

There is no statutory requirement as to the form the consultation should take but general principles require that consultation must be at a time when proposals are still at a formative stage; the Council must give sufficient reasons for any proposal to enable intelligent consideration and response; adequate time must be given for consideration and response; the product of consultation must be conscientiously taken into account in finalising any proposals; it must consider carefully who should be consulted and how (linked to those who are potentially affected by the decision and should include those who are likely to support the proposals as well as those who are likely to object).

The Council should also follow the BCC best practice guidelines on Consultation.

From the details set out in the report it appears clear that due regard has been had to the Councils general duties regarding the delivery of library services, Furthermore, the report details the nature and extent of the consultation exercise carried out to date, which arrangements, in their timing, the identity of the consultees and the due consideration of the results, appear to comply with the obligations on the Council in respect of an acceptable consultation process. Going forward the Council should again be mindful of these expectations in connection with any further consultation

Advice given by Eric Andrews, Team Leader, Legal Services

Date 11th February 2015

d. Land / property implications:

The majority of the Council’s Libraries are owned freehold with just 4 out of the 28 properties being leasehold. The Council is subject to a statutory fiduciary duty to obtain the best price reasonably obtainable upon disposal of any surplus property assets. Exceptions are permitted by virtue of the General Disposal Consents which includes the ability to dispose at under value for the purposes of health and wellbeing.

Disposal of surplus freeholds will ensure that the Council does not carry the risk of future liabilities. Disposal subject to lease should ensure that all repair and maintenance responsibilities are devolved to the tenant in order to minimise the risk of future liabilities. Any such proposals should have regard to the condition of the buildings and to the ability of any prospective tenant to undertake the necessary repairs, future maintenance liabilities and to meet the cost of all other outgoings.

The inclusion of a Service Agreement within any leasehold transfer proposal is considered advisable.

Advice given by Steve Matthews Project Leader - Property

Date 6th February 2015

e. Human resources implications:

These proposals will have an impact on staff and staff costs are over 80% of the overall budget. The service is currently comprised of 130 FTE (of which 104 are permanent, 26 fixed term contract posts). The roles that library staff carry out are also likely to be very different and there is likely to be a reduction in the overall numbers as a result of these proposals.

The current number of Fixed Term Contracts will enable the impact on permanent staff to be reduced. In addition, we would aim to redeploy staff into suitable vacancies across the council, wherever possible. However, a number of redundancies are still likely. An early voluntary severance offer would enable the service to manage the change in resource requirements more effectively, as well as support the service in its aim to meet the personal preferences of the permanent staff, wherever possible. It would also enable the service to meet their savings targets by April 2016.

Advice given by Sandra Farquharson People Business Partner, Neighbourhoods

Date February 3rd 2015

Appendix 1: Libraries - The National Context

Arts Council England - Envisioning the Future, research 2012/13

Main recommendations:

- Place the library as the hub of the community
- Make the most of digital technology and creative media
- Ensure that libraries are resilient and sustainable
- Deliver the right skills for those who work in libraries

Society of Chief Librarians - Four Universal Library Offers

- **Reading offer** - focuses on promoting reading and literacy
- **Health offer** - emphasizes the contribution libraries can make to health and well-being in communities
- **Digital offer** - free internet access for customers, plus access to services online.
- **Information offer** - help users to get online and direct them to relevant resources on job seeking, health, and finance

Independent Library Report – William Sieghart (Dec 2014)

Main recommendations:

- National task force to help develop library services to make them fit for the 21st century.
- Increased digital resources
- Reinvention of libraries as social community hubs, with refreshments and facilities adding to a more social ambience
- Encourage more community involvement in the management of libraries
- Increase of e-lending

Carnegie Trust UK

Public libraries have enormous potential to improve wellbeing in four broad areas of public policy:

- At the heart of strong communities
- Promoting economic wellbeing
- As cultural centres
- By supporting learning

Appendix 2: Consultation Methodology

The Bristol Future Libraries consultation began in Bristol on November 11th 2014. It was a three month period of consultation about what citizens know and like about the service, what could be improved and how the service may be more relevant to Bristol citizens in the future. The consultation was designed to be an extensive, open and honest dialogue about the service in advance of any specific proposals being developed.

We used a variety of different communication channels to ensure that the consultation was accessible to all. We know that many citizens in Bristol do not use the library service at all and we needed to find a way of reaching those citizens. To achieve this we worked closely with our colleagues in the Neighbourhood Partnership and Community Development Teams to organise the public meetings.

A consultation programme was designed including:

- **Face to face** - Meetings at libraries, discussions through Neighbourhood Partnerships and forums, attendance at equality forums, meetings with community groups, and research visits to other libraries.
- **Digital** - In addition a strong digital offer was designed, including dedicated web pages, online surveys, an interactive Ideas Bank where individuals could submit, comment on and rate ideas, and a social media presence.
- **Printed** – Hard copy versions of the different surveys, postcards to submit ideas, posters to raise awareness.
- **Citizens' Panel** - the consultation survey was issued to the Council's Citizens' Panel, as this is an established research group designed to be representative of the diversity of the city.

The response rate to the consultation, via the different channels, was :

Method	Number of responses/attendees
Survey – hard copy, online and Easy Read	4760
Postcard comments	820
Young People survey	482
Ideas Bank	138
Neighbourhood Forums attended	17
Neighbourhood Partnerships attended	5
Library Meetings	28
Equalities/communities of interest meetings	60 (involving 847 individuals)
School / Young People workshops	4
Research visits	3 (Exeter, Weston and Bristol)
Citizens' Panel survey responses	910

Appendix 3: Consultation Analysis Report

Bristol Libraries

What citizens want

Introduction

Bristol City Council is redesigning its library services for the future, in line with the changing needs of citizens. At the same time, the council needs to make significant savings to many services, including libraries.

At present, only 14% of Bristol's citizens use libraries. In order to continue to provide a service which continues to serve these citizens, but also addresses the needs of current non-users, a **thorough understanding of citizens' needs and preferences** is required.

This report communicates the findings of a research and consultation exercise conducted from November 2014 to February 2015. The report is intended as **an input to the ongoing conversation about the future of Bristol's libraries**, providing evidence for all parties to refer to.

Objectives

The consultation set out to answer two questions:

“what do Bristol’s citizens need from their libraries?” and **“what ideas do they have for improving the service?”**

This report presents an analysis of the responses to these questions received during the consultation. It also highlights differences between groups of special interest within the Bristol population, including those specified in the Equality Act (2010):

- Users and non-users of libraries
- Different age groups
- Different genders
- Lesbian, gay and bisexual people
- Transgender people
- Parents
- Members of black and minority ethnic (BME) groups
- Disabled people
- People who live in households with a low income (less than £25,000 per annum)
- People with religious beliefs

Methodology

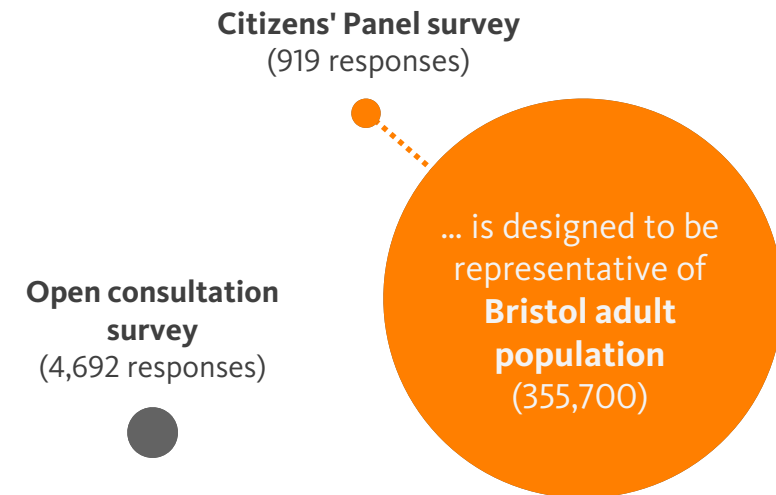
The report references findings from a range of activities, which drew on various data-gathering methodologies. More detail on the methodology can be found in Appendix 3.

What	Where and how	Who
Consultation meetings	Meetings in libraries, with Neighbourhood Partnerships and with special interest groups	Interested citizens and members of community groups
Idea postcards	Libraries, Neighbourhood Partnerships and Forums	820 ideas were posted in this way
Ideas Bank website	Online, with notices posted in libraries and on social media	Any interested citizen. 140 ideas were posted in this way
Citizens' Panel survey	Online, paper	Members of the Bristol Citizens' Panel. This sample consisted of 919 people
Open consultation survey	Online, paper (including Easy Read and young people's formats)	Any citizen. 4,692 people contributed their views in this way

The information in this report

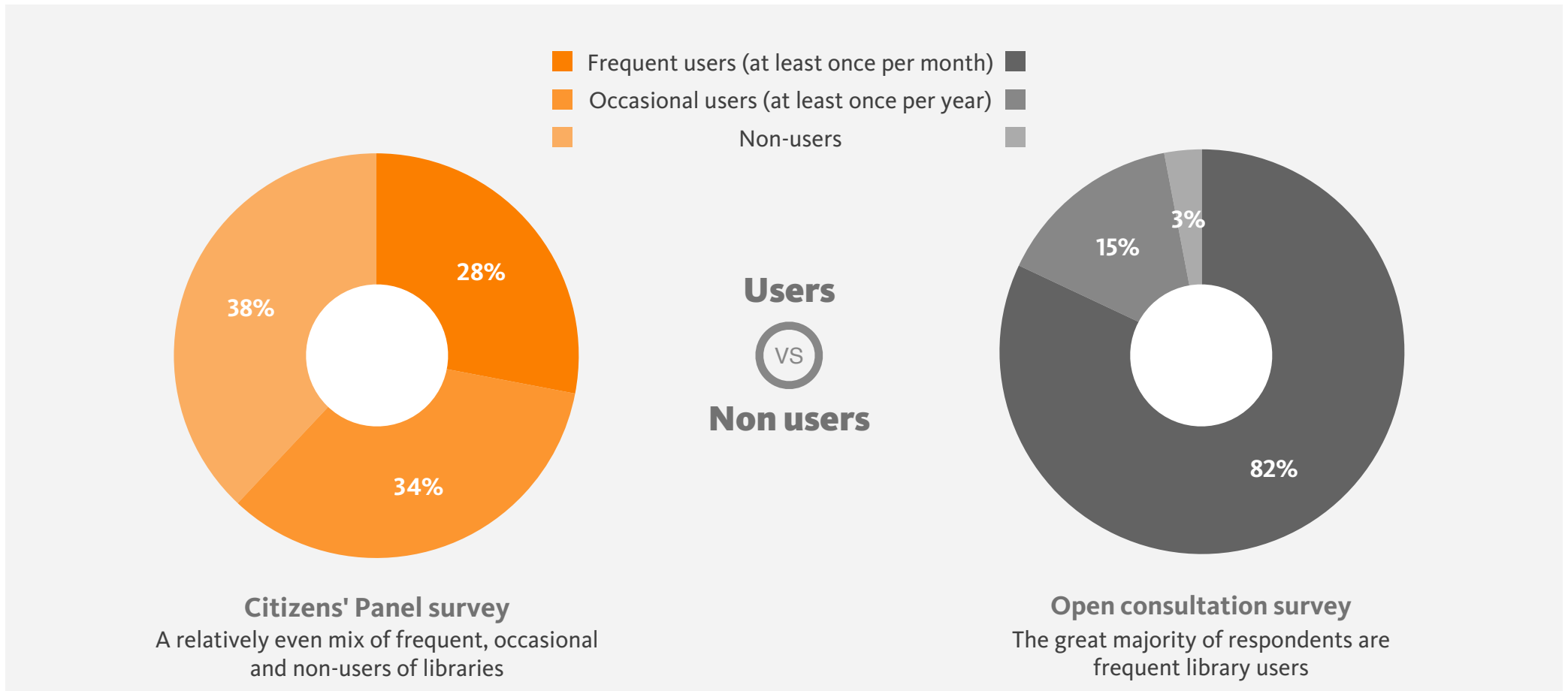
Given the range of data sources, we have needed to take decisions about how to prioritise the report and organise the presentation of findings.

- The report is divided into several sections:
 - An overview of demographic differences within the survey data
 - Key findings around library usage, perceptions of libraries and access to libraries, based around the areas covered in the survey
 - An overview of ideas, suggestions and comments made by citizens
 - Conclusions, summarising the main themes, the needs of particular groups, and parallels with Carnegie UK's Speaking Volumes report, which looks at similar questions around the future of libraries
- On each page, we have addressed a particular question from a range of angles. In doing so, we also highlight the contrasts that sometimes arise between the views and experiences of different groups
- Figures shown in the main body of the report reflect the results from the Citizens' Panel survey rather than the open consultation survey. This is because the Citizens' Panel has been recruited to reflect the full demographic range of the citizens of Bristol (see figure on right), and therefore allows us to treat the sample as representative of the city's adult population as a whole. In contrast, while the open consultation survey reflects the views of those who chose to participate, it cannot be used to extrapolate to the rest of the population with the same degree of confidence
- We believe it is useful to be able to see the results from the Citizens' Panel survey and open consultation survey side-by-side: these are shown in Appendix 2



Who took part?

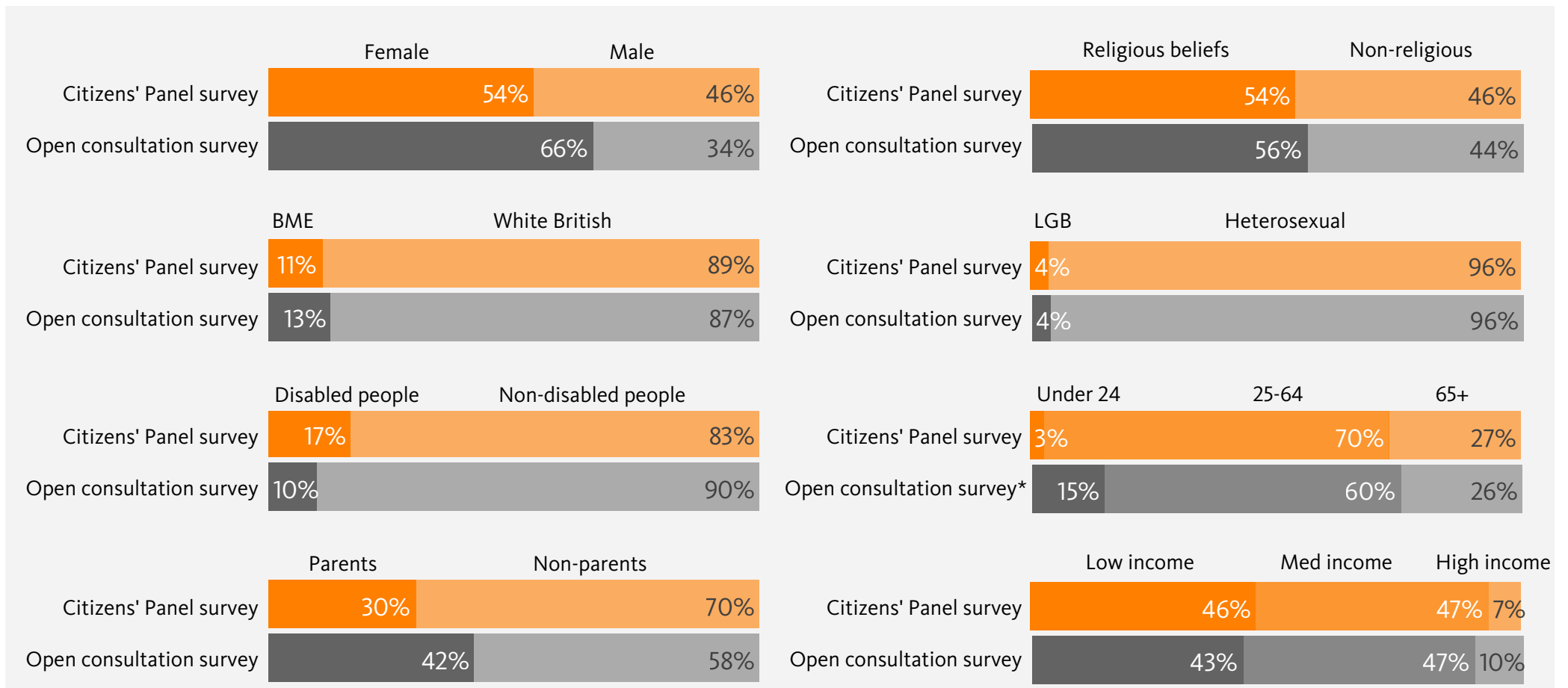
As can be seen below, the open consultation survey results are much more heavily weighted towards frequent library users, compared to the Citizens' Panel survey



Base: Citizens' Panel 919; Consultation 4,692 (all who answered)

Who took part?

The range of respondents from the Citizens' Panel survey and participants in the consultation are different in a number of other respects.



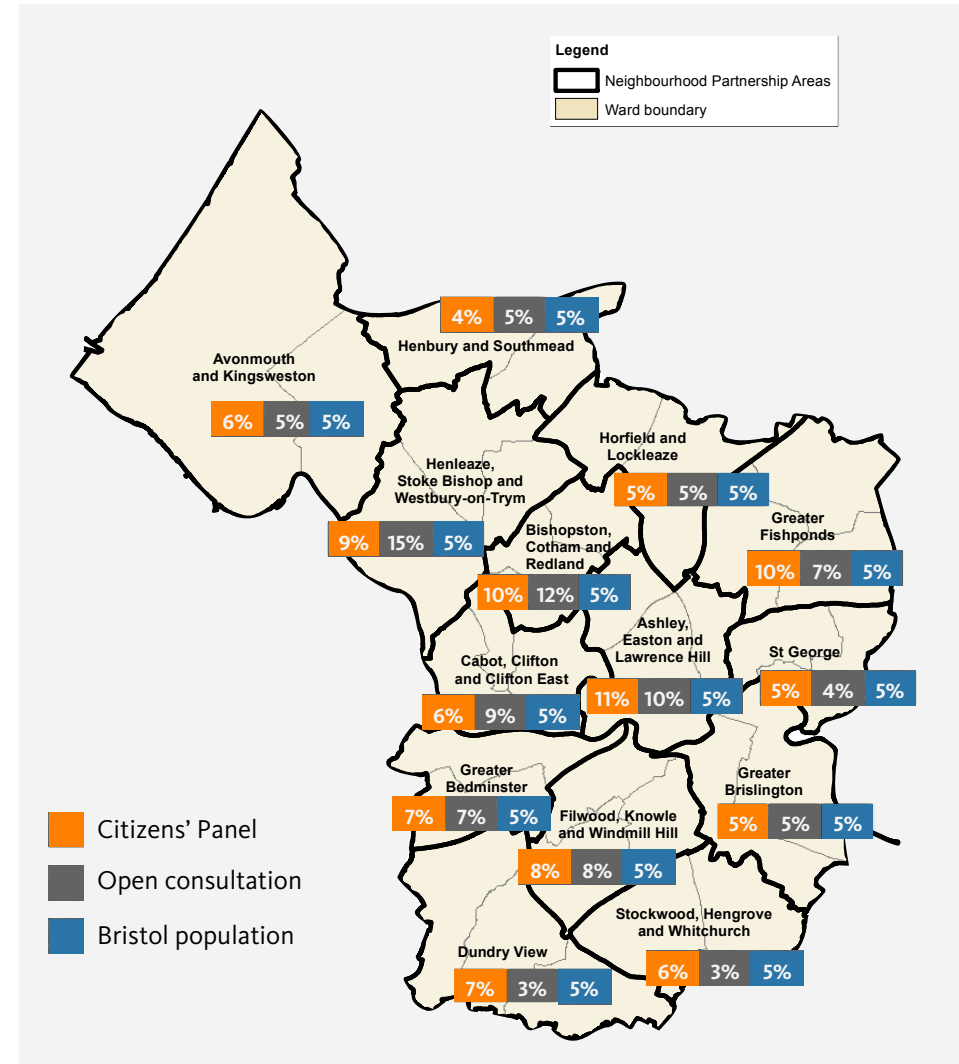
Base: Citizens' Panel 916; Consultation 3,798+ (all who answered)

* Under 24s representation shown for the open consultation survey includes respondents in the separate youth survey

Who took part?

The spread of participants across Bristol is broadly in line with the distribution of the city's population.

	Citizens' Panel survey	Open consultation survey	Bristol population*
Ashley, Easton and Lawrence Hill	101	370	39,318
Avonmouth and Kingsweston	55	187	18,156
Bishopston, Cotham and Redland	92	421	32,935
Cabot, Clifton and Clifton East	55	322	36,691
Dundry View Partnership	64	119	26,631
Filwood, Knowle and Windmill Hill	74	269	29,133
Greater Bedminster Community Partnership	64	252	22,103
Greater Brislington N'hood Partnership	46	179	18,655
Greater Fishponds	92	244	30,601
Henbury and Southmead	46	185	17,802
Hengrove and Stockwood	55	115	18,533
Henleaze, Stoke Bishop and Westbury-on-Trym	83	540	24,917
Horfield and Lockleaze	46	184	20,603
St George	46	123	19,619
Total	919	3,510	355,697



Base: Citizens' Panel 918; Consultation 3,510 (all who answered)

* Population over 16 years old, based on 2011 census

Using libraries

What users do in libraries

The importance of individual services

Accessing books

Using libraries for work and study

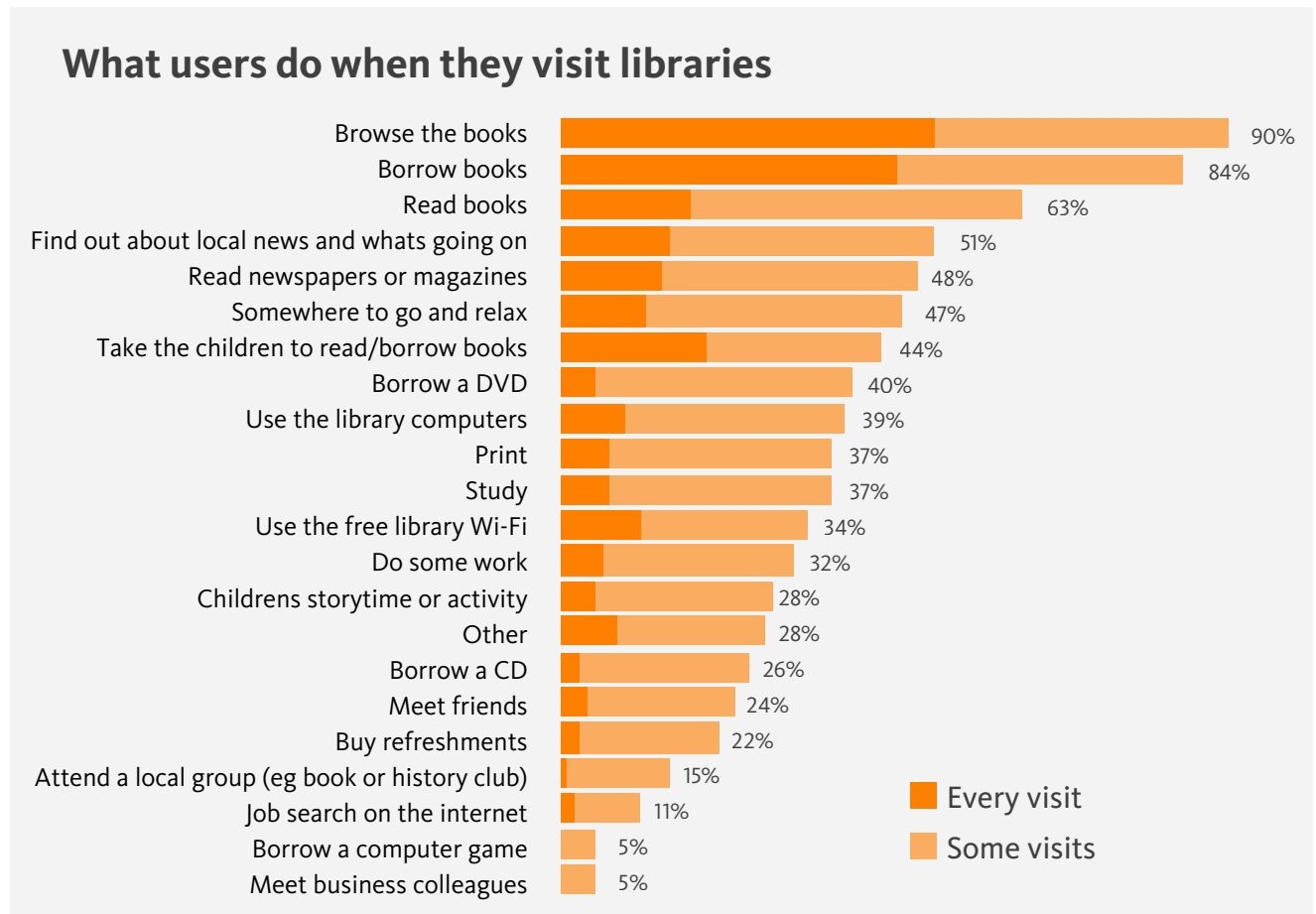
Increasing use of libraries

What do users do in libraries?

Books are still the main reason to visit libraries, but a range of other activities are taking place too.

Commentary

Frequent users engage with an average of 5 non-book services (from the list on the right), while occasional users make use of 3 services. The range of services used is mirrored in the range of services which citizens think libraries should offer (see page 11). Only 62% browse, borrow or read books on every visit. Only 3% of people (mostly men) never do anything with books when they go to the library, while 6% use book-related services alone. Also noteworthy is the contrast between the importance of libraries in signposting local news and events, and participation in events at libraries, which is much lower. This implies that libraries could be doing more to deliver events, as well as making citizens aware of them. Visitors are most regularly engaging in cultural activities (56% on every visit, with a further 24% on some visits), followed by social activities (20% & 43% respectively), and work /study (15% & 36%).



Question: Thinking about your visits to Bristol libraries in 2014, how often have you done the following?

Base: all who answered (909, Citizens' Panel)

What do users do in libraries?

Many Bristol residents see an opportunity for libraries to do more. In particular, they could be combining with, or taking ideas, from other services and organisations.

Differences between groups

- BME users, teenagers, parents, those from lower-income households and social users of libraries use more services overall
- Parents, older people, women and frequent users are the most likely to use book-related services
- BME, LGB and people from lower income households are most likely to make use of ICT services

Comments & suggestions

Suggestions for change around library usage focus on several themes: enhanced book services, increased promotion of the services already on offer, and new directions based new kinds of lending, ICT services or events.

Example comments & suggestions

“[Libraries need to offer] space that can be used flexibly by a range of people. For example: yoga, book club”

“I personally use the library after hours to rehearse with my band (although not within Bristol Council)”

“Lend the place to third parties to organise cultural events/exhibitions/lectures about local history etc. Make the place [a] cultural centre”

“Have more ideas meetings in the Library... They sometimes happen at St George's or University buildings, why not the library?”

How important are individual services?

Apart from book-related services, there is a consensus that libraries have an important role to play within communities and as an ICT resource. Other services are more niche.

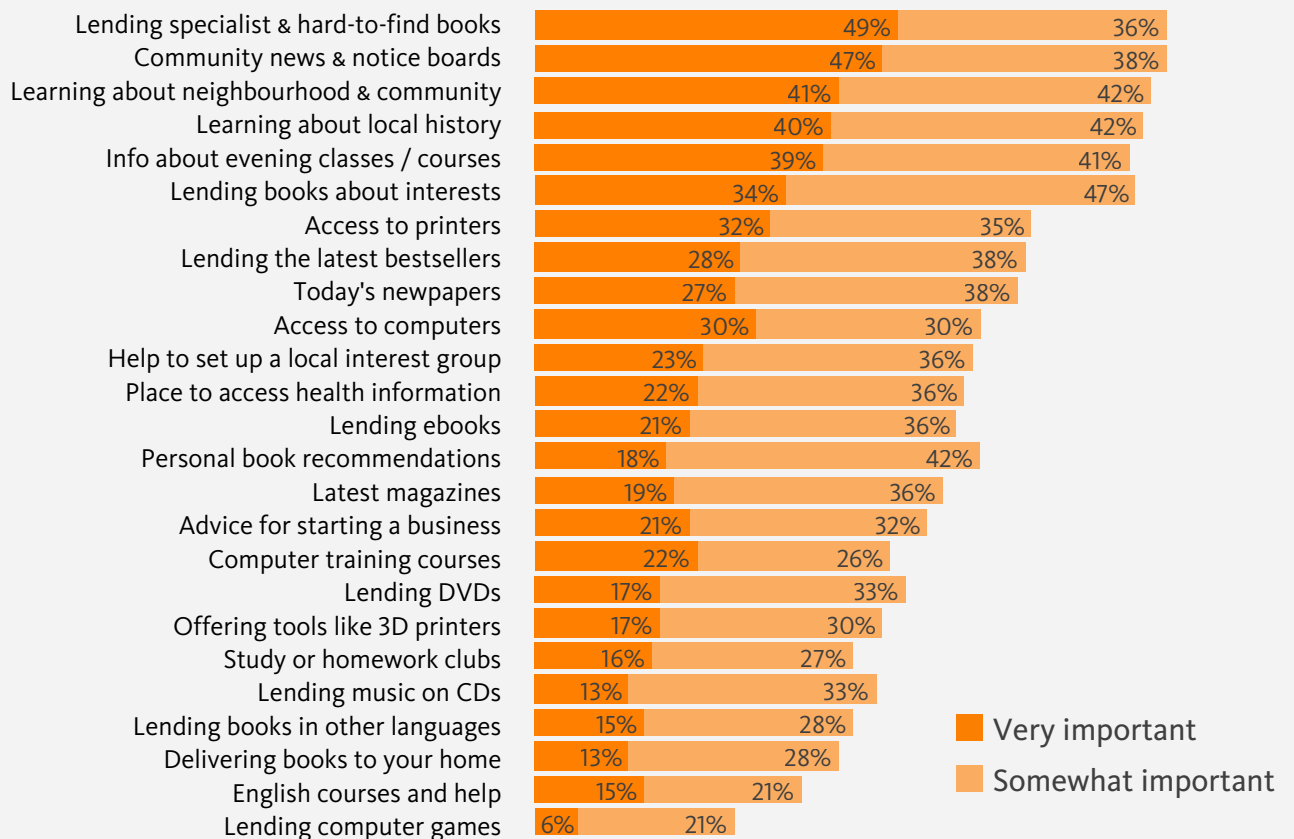
Commentary

Only a small proportion (5%) of respondents regarded all of the services mentioned as important; in contrast, 16% regarded none of them as important. The average number of services rated as important was 12, of which 3 were book-related services and 9 non book-related.

People who are active in their neighbourhoods (e.g. attending classes or community events) place particular emphasis on the importance of news and notices. Even those who are less engaged feel that this is important - however it raises the question of why they are not used more often. Young people, while positive about the importance of book-related services, also want more ICT facilities.

There is, unsurprisingly, less importance placed on services which individuals don't themselves use. However, each service has its advocates with, for example, English courses being relatively popular among BME people and those on low incomes. This suggests that the services lower down the list are more niche, but still appreciated by a smaller constituency of users.

Importance of services to me



Question: How important are each of the following library services, to you?

Base: all who answered (909, Citizens' Panel)

Accessing books

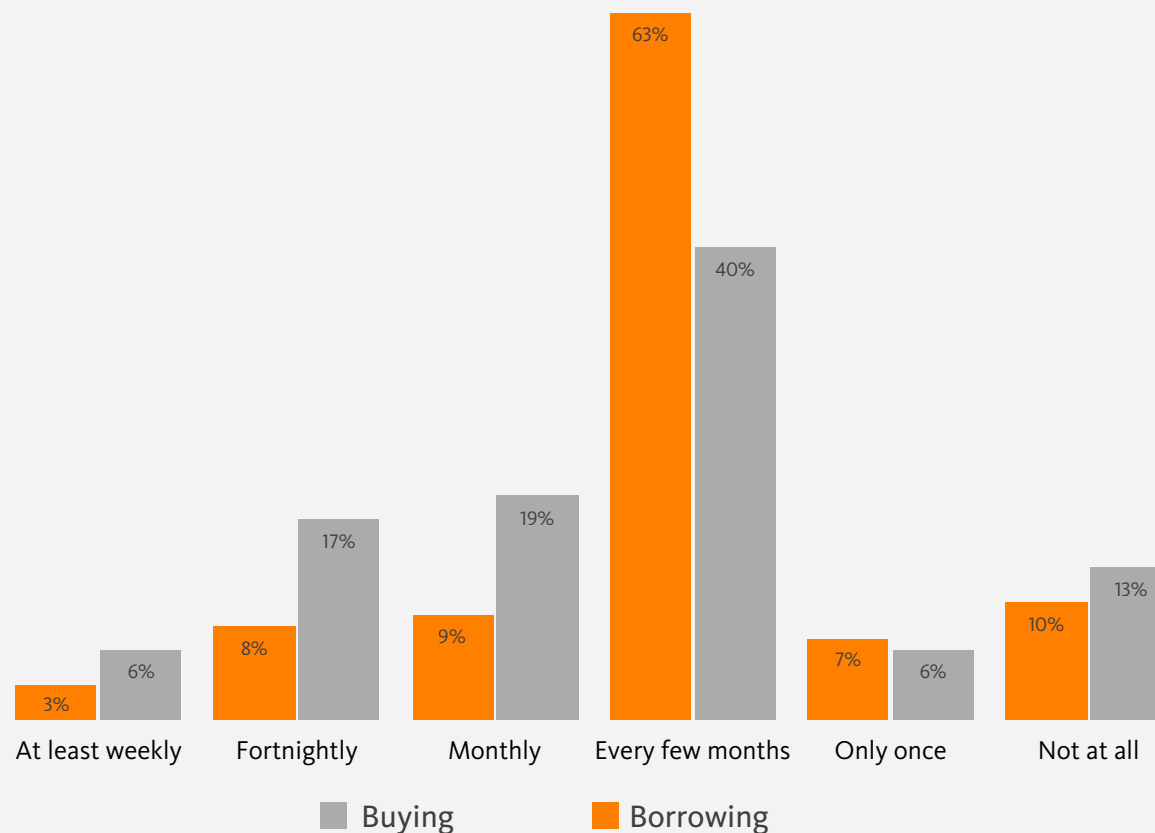
Most Bristol citizens buy books more frequently than borrowing them from libraries.

Commentary

Perhaps surprisingly, there is no difference between frequent library users, occasional users and non-users in terms of book buying (either in terms of frequency or money spent). This suggests that book buying does not take place at the expense of book borrowing, but rather that the two are complementary for some people.

Comments from respondents suggest that book buying is driven by a greater range, convenience / the ability to impulse buy, availability, and the desire to own a particular book. Those who buy books are particularly interested in libraries lending specialist or hard to find books, suggesting that the range offered by libraries is a factor for them. However this also implies that book sellers are complementary to libraries, rather than in competition.

Buying & borrowing books



Question: In 2014, how often have you bought books (either for yourself or your family)?;
In 2014, how often have you borrowed books from the library?
Base: all who answered (909, Citizens' Panel)

Accessing books

While traditional book lending is regarded with fondness even by most non-users, there is a recognition that library services need to adapt to changing patterns of living and technology use.

Differences between groups

- Women, older people, parents, BME people borrow books more frequently
- Women also buy books more frequently, as do adults and those living in higher-income households
- The pattern of book borrowing differs by library, with users of Central Library being less regular borrowers of books (27% borrow at least monthly) compared to other libraries (36%)

Comments & suggestions

A number of consultees want access to niche collections (e.g. specialist art books), or Bristol's university libraries. For others, improved book services are about convenience and accessibility: being able to borrow ebooks remotely, or being able to receive and drop off books in non-library locations. Finally, some would like a richer service around books (e.g. recommendations, book-related events, or online book clubs).

Example comments & suggestions

“Automated drop-off and pick-up points outside libraries... either within another shop (e.g. post office) or as its own little shop... or Temple Meads station”

“Have recommended reading lists along the lines of 'if you enjoyed reading books by McCall Smith have you tried M C Beaton?’”

“[An] electronic storage system on each bus for a book / magazine selection... a mini mobile library service for commuters”

“Libraries need to strike a deal with Amazon to loan ebooks that can be read on Kindles but meanwhile they should loan ereaders”

Work & study

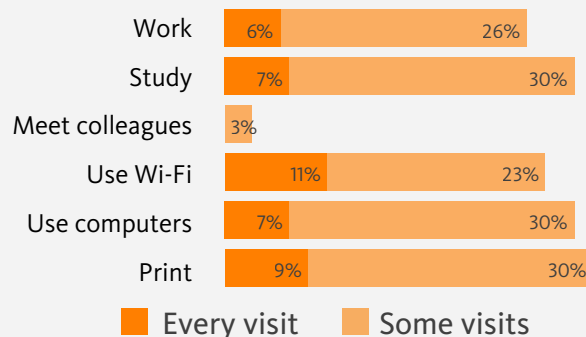
The library as place to work (or find work) is of importance to a small number of citizens.

Commentary

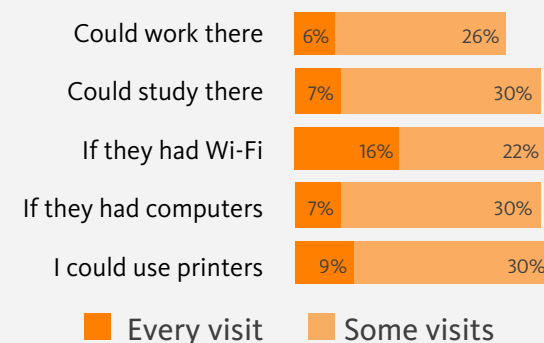
There is a high correlation between working and studying in libraries, suggesting that citizens regard them as similar activities. The proportion of respondents working in paid employment in libraries seems to be small; rather libraries serve as a 'working space' for a much larger group who make use of the atmosphere, ICT facilities and training for a range of non-leisure activities.

There is also a good deal of latent interest in working and using facilities, suggesting that access or awareness is currently limited for some. Unemployed citizens are particularly reliant on library services. Not only do they rate ICT services as important to a much greater extent than non-unemployed respondents, they also report using the library for 'work' or 'study' at a higher rate (59% and 61% respectively) vs non-unemployed people (39% and 40%). Those who work in libraries are also more likely to make suggestions or comments for improvements to ICT than are other visitors.

Activities undertaken in libraries

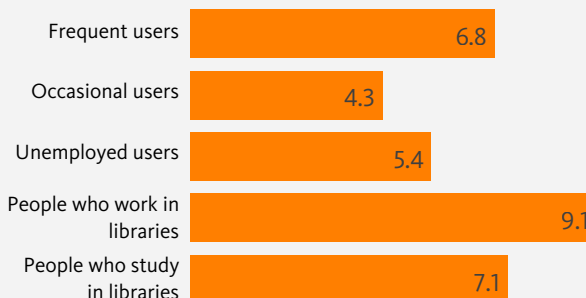


Would use libraries more if...

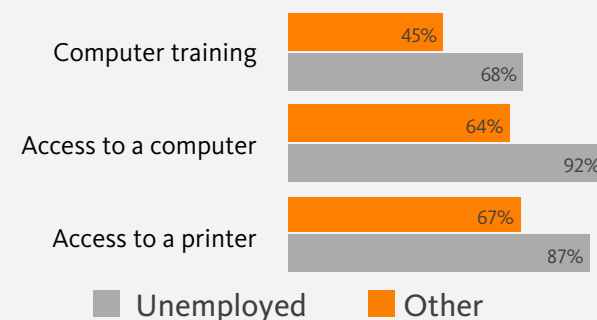


Range of library services used

Mean number of services used, from list on page 10



Services rated as important



Question: Thinking about your visits to Bristol libraries in 2014, how often have you done the following?; How important are each of the following library services, to you?
Base: all who answered (909, Citizens' Panel)

Work & study

Those citizens who use libraries to work or study are most interested in reliable basic facilities, however there are opportunities for libraries to offer more.

Differences between groups

- BME regard libraries as more of a place to work, as do those who regard libraries as more social spaces, and use more services in general
- Younger people and those on low incomes are more likely to use libraries to work or study

Comments & suggestions

Whether libraries were the primary work/study space, or an occasional backup, the core needs are the same: power, seating, Wi-Fi, quiet and (for some) access to a PC. Comments therefore centred on these facilities, which are not consistently available. Beyond the basics, citizens suggest that libraries could be offering more to workers: different kinds of lending (e.g. journals, tools, software), courses (notably in skills which go beyond the needs of novices, e.g. Photoshop rather than beginners' ICT training), and extended hours of access.

Comments & suggestions

“I need a library to be a place to work in when I'm 'working from home' ”

“More computers with programs and resources such a photoshop or logic”

“At least one very late opening or 24 hour library would be really useful for me”

“Lending and borrowing skills... someone who could build me a wall, for example”

“Education hubs for green best practice at home and in business”

“[More] Plug sockets so you can work on a laptop”

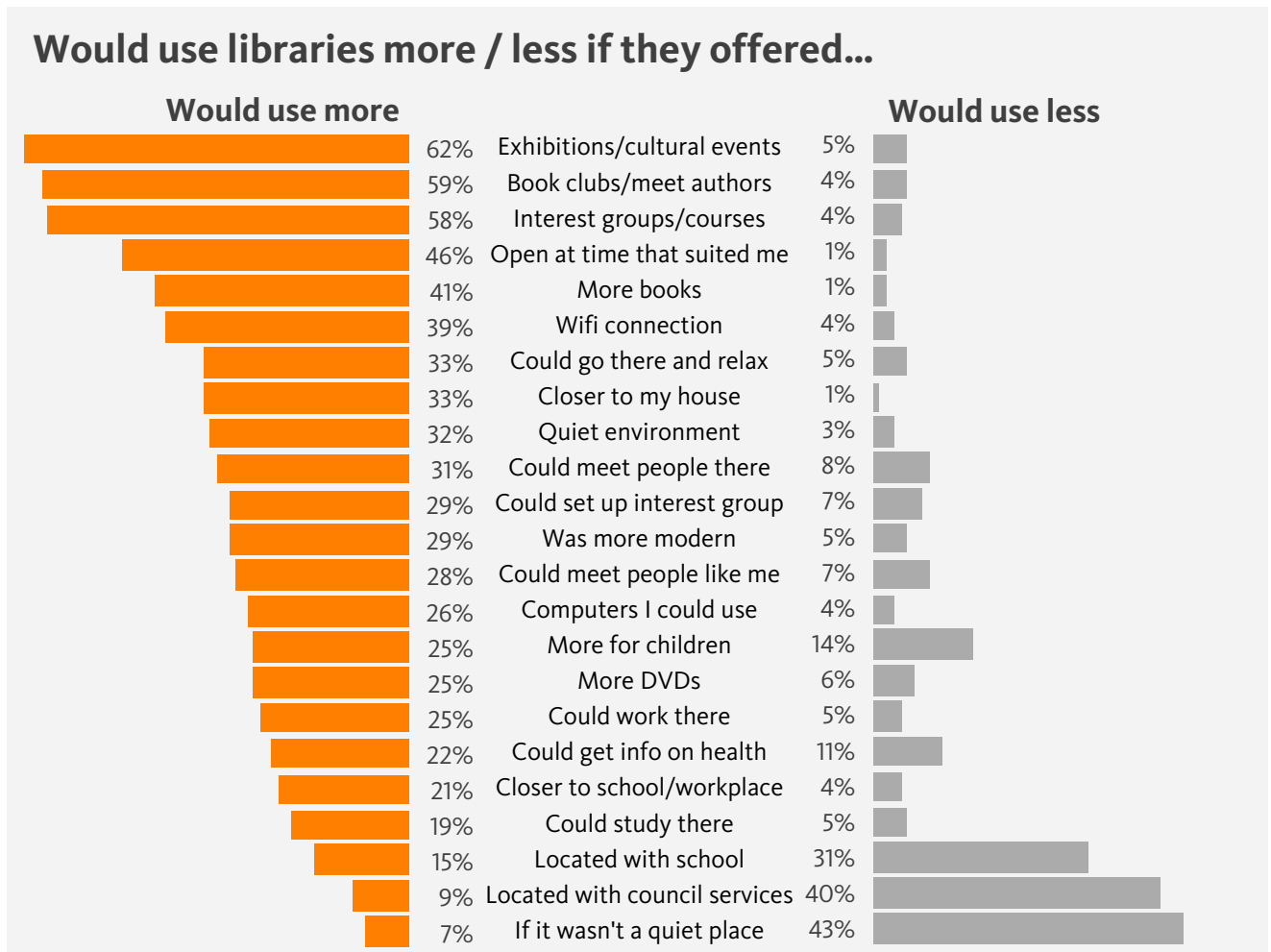
What could increase use of libraries?

Citizens want libraries to play host to cultural activities and events.

Commentary

There is a contrast between the level of interest in some of these activities, and current uptake (which is very low). This suggests that either awareness is low, the services are unsuitable or hard to access, or that respondents are over-rating their own willingness to make use of them.

Altogether, 76% of respondents are interested in one or more types of event, groups or cultural activities - this group are also much more likely to be willing to volunteer (36% vs 15%). Those who are interested in events or classes, but not currently participating in them, are more likely to see libraries as quiet and educational, but less likely to see them as welcoming or social, reinforcing the sense that these citizens do not feel comfortable visiting libraries for activities that they might otherwise be interested in.



Question: Which of the following changes would encourage you to use a library more often?

Base: all who answered (909, Citizens' Panel)

What could increase use of libraries?

Suggested improvements touch on a wide range of areas

Differences between groups

- Older people, and those who are already active in the community are most interested in further cultural events
- Frequent library users are particularly motivated by the suggestion of more books
- Non-users are engaged by the idea of Wi-Fi, computers and more sociable libraries
- Young people are less keen on events, and more motivated by convenience of access and ICT facilities

Comments & suggestions

Respondents' comments touch on a wide range of areas. Overall, there is a contrast between those who want to defend libraries essentially as they are, and those who want them to evolve into a new kind of service, reflecting changes in wider society (e.g. increased internet access and availability of e-readers).

Example comments & suggestions

(continued on next page)

“Volunteers to work with the library staff... There are a lot of people who have time and would enjoy helping others use libraries”

“28 different exhibitions on annual rotation around the city each year... injecting a fresh new idea or focus into the library for a few weeks”

“Open-mics... a wide variety of fun and inclusive performances from singers, poets, comedians, musicians, songwriters, storytellers, etc.”

“Host hack events to work on library data such as the library catalogue”

What could increase use of libraries?

(continued from previous page)

“Make sure all libraries have at least one toilet that can be used by the public. At the moment a few do have them, but most don’t”

“The combination of being very sensitive to localised needs for branch libraries and the support of bigger central library is the best way ahead”

“Some of the smaller Bristol libraries could be reconverted into specialised branches. I would love to see a Bristol library only devoted to film studies and music”

“You could scrap needing to be a ‘member’ as long as people give an address that could be checked”

“One library in Bristol could be dedicated to children, in particular age 0-5 and 6-11, with the whole space and design tailored to children low level displays, visual signage, accessible toilet and baby changing, cosy reading corners, space for nursing mothers, and interesting theatre, play and music groups. Could offer a specialist area for books on parenting too”

“Incorporating a post office”

“Stamps. Binder. Laminator.”

“A section of the library (either on a specific day or permanently) set up for people with dementia and their carers”

“React to what's current and grabbing people's attention e.g promote the genre of books that are popular in any given moment e.g. Scandinavian literature or book/film combos”

Perceptions of libraries

How citizens perceive libraries

Libraries as social spaces

Libraries as quiet spaces

Modernity of libraries

How citizens want libraries to change

How young people perceive libraries

How do citizens perceive libraries?

There is a good deal of agreement about most of the words used to describe libraries: almost everyone regards them as essential for society, helpful and educational

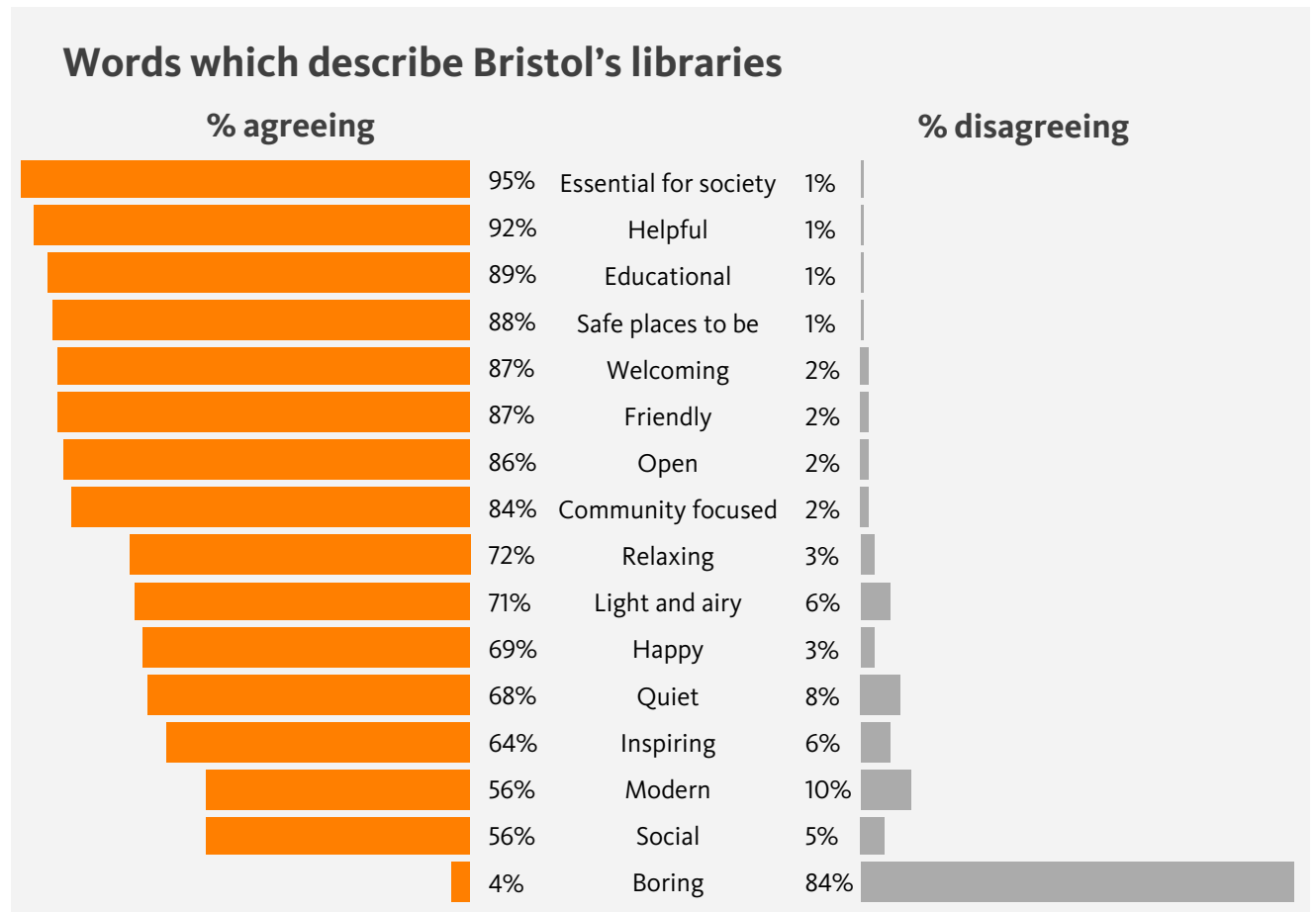
Commentary

This list highlights the difference between libraries' perceived benefits for society and the wider community - about which there is broad consensus - and personal usage. While even non-users of libraries agree that they are essential for society, they are less certain about libraries themselves.

In some cases, respondents' opinions are more ambiguous: these are explored on the following pages.

Differences between groups

- Library users (especially frequent users) are more positive about libraries in every case
- BME groups are more likely to regard libraries as welcoming, open and friendly, inspiring and safe places to be
- Young people are less likely to see libraries as community focused or essential for society



Question: How well do each of the following words describe Bristol libraries, in your opinion?

Base: all who answered (909, Citizens' Panel)

How do young people perceive libraries?

Young people were asked to suggest words to describe libraries, as shown below.

The relative size of the words indicates the frequency with which they were used (i.e. larger print means more commonly-mentioned words).

As can be seen, the nature and relative frequency of the words is similar to those used by adults; the difference being that adults were not prompted for their own choices, but were presented with a predetermined list (see page 21). In line with the responses from adults, the words used to describe libraries are almost universally positive.



Question: Can you give up to five key words to describe Bristol libraries? (e.g. helpful)

Base: all who answered (90, young people's survey)

Are libraries perceived as social spaces?

A large minority see libraries as a social space. Those who see it as social also tend to regard it as somewhere to meet friends, and to go and relax.

Commentary

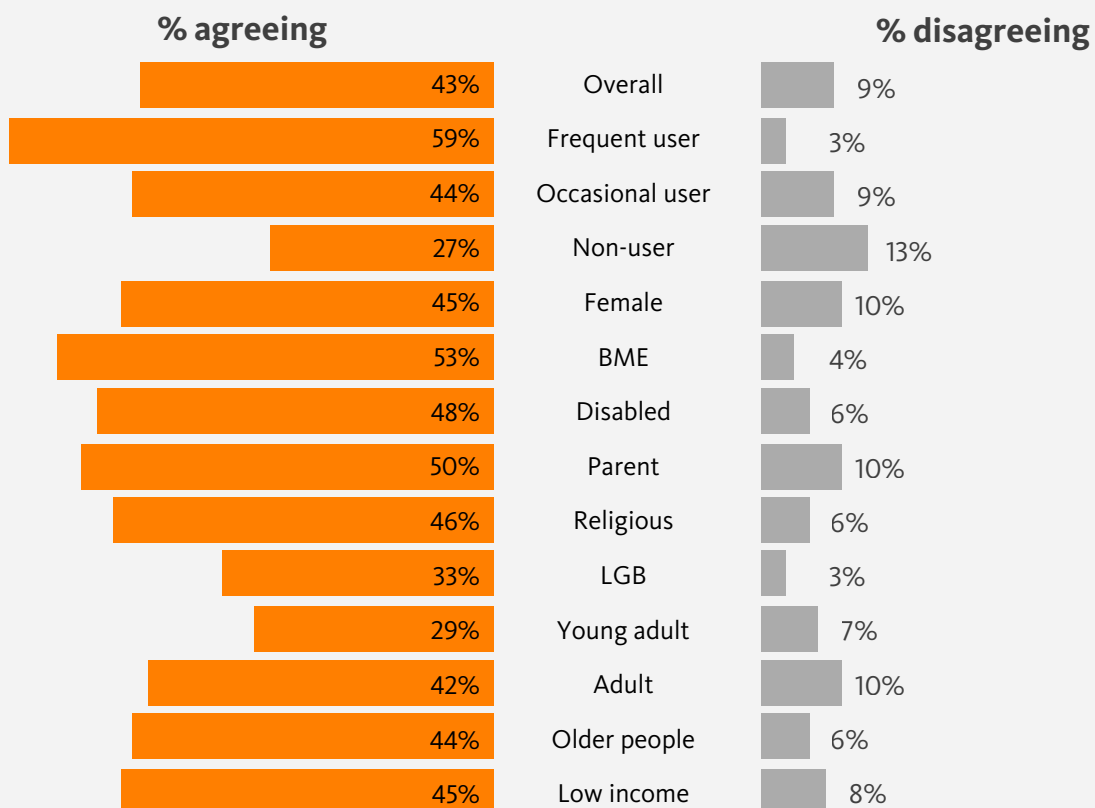
Libraries are a point of focus within communities, meaning that those who are taking part in other activities such as yoga classes or events at community centres are more likely to see libraries as social - perhaps reflecting a greater awareness of events taking place at libraries. These 'community active' people are also much more likely to attend libraries and to borrow books, and also to be older and members of BME groups.

For some, this represents a way to tackle feelings of isolation or loneliness: libraries can be an important 'safe space' for people who feel unwelcome elsewhere.

"Going to the library gets you out of the house and stops you feeling isolated. Although you can't really talk in libraries you do see people."

Redcliffe Somali Women's Group

Perceptions of libraries as 'social'



Question: How well do each of the following words describe Bristol libraries, in your opinion?... 'Social'
Base: all who answered (909, Citizens' Panel)

Are libraries perceived as social spaces?

A large minority see libraries as a social space. Those who see it as social also tend to regard it as somewhere to meet friends, and to go and relax.

Differences between groups

- There is a striking difference between frequent users and non-users, with the latter far less likely to perceive libraries as 'social'
- Young adults are notably less likely to regard libraries as 'social', compared to older people

Comments & suggestions

Making libraries work better as social spaces may help to increase usage. Those who regard libraries as social do not necessarily want to use them as a place to arrange to meet friends or colleagues, suggesting that their 'social' nature may be about engaging in the community more generally. While there is interest in refreshments being more widely available, there is also concern about enhancements in the social facilities in libraries drowning out quiet areas.

Example comments & suggestions

"[Libraries should provide a] Café in a library, but not a library in a café"

"Have art exhibitions or hire out space in the evening for 'gallery openings' with cheese and wine"

"We could open a little space inside for a private franchise to run a coffee machine or even a cafe"

"I think the Junction 3 library is a great model which recognises the needs of its local community"

Are libraries perceived as quiet spaces?

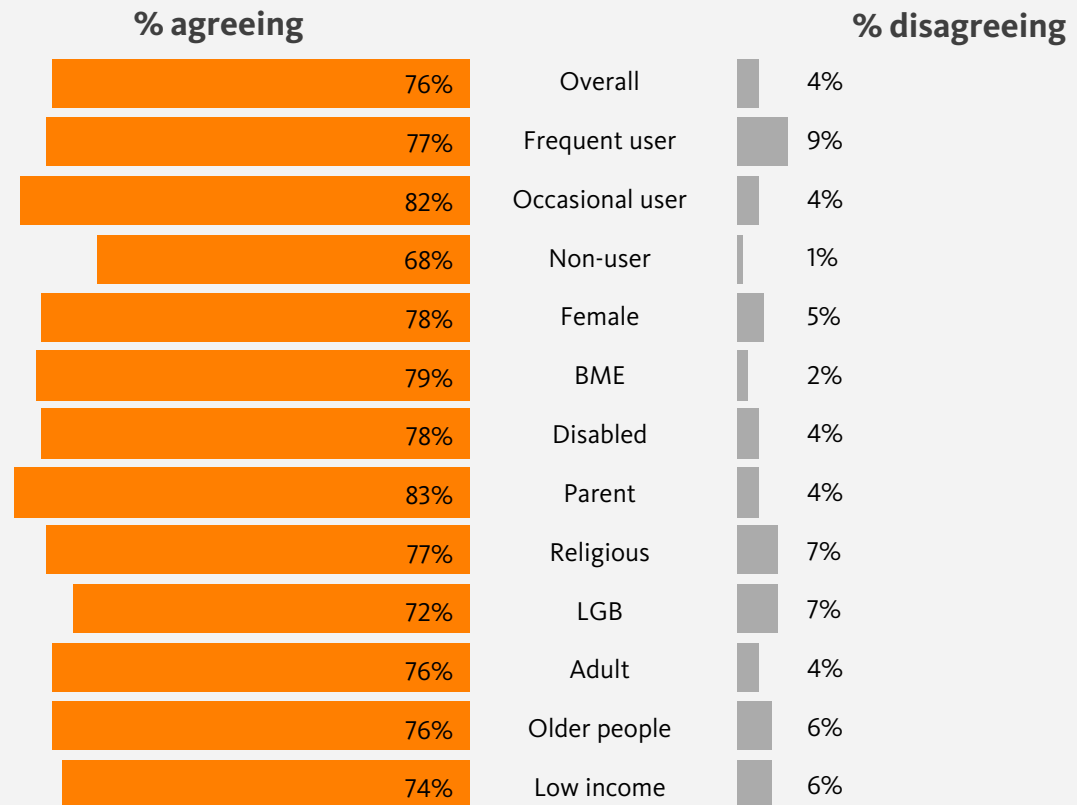
While most people agree that libraries are quiet, they have differing views on whether this is a good thing or not.

Commentary

Many citizens say they would use libraries less if they were not quiet. On the other hand, parents can feel awkward about needing to keep their children quiet in libraries, and would welcome an environment which was more accepting of noise. The same is also true of BME and younger respondents.

Noise, and the absence of noise, both seem to play a part in making libraries a place to relax for different groups of people - the difference is in whether library time is seen as essentially social or solitary. The time of day at which participants had last visited appears to make no difference to their perceptions of libraries as quiet, suggesting that this is an enduring impression based on past experience rather than their most recent visit. Zoning within buildings may also be a factor, with some comments expressing concern about different areas bleeding into each other

Perceptions of libraries as 'quiet'



Question: How well do each of the following words describe Bristol libraries, in your opinion?... 'Quiet'

Base: all who answered (909, Citizens' Panel)

Are libraries perceived as quiet spaces?

Most people regard libraries as quiet places.

Differences between groups

- Parents and occasional users are most likely regard libraries as quiet
- In contrast, non-users of libraries are the least likely to regard them as quiet
- ‘Quiet’ is also the word most commonly used to describe libraries among the under 16s (see page 22)

Comments & suggestions

While many citizens would like libraries to be more social, to host more events and to be more lively, there is also concern that such changes would make libraries less quiet. Careful zoning is the most commonly-suggested remedy to this potential problem.

Example comments & suggestions

“There could be a kind of drop-in area for a chat. Something like the almost completely separate children's area”

“[I] use my library less because it also has the housing office... I don't particularly want to hear the conversations when I am trying to browse books”

“I wouldn't like the library to be 'noisy' with people all the time, but for an hour or two at different times of the day would be OK”

“Please don't throw out the baby with the bathwater. Libraries still need to offer quiet space”

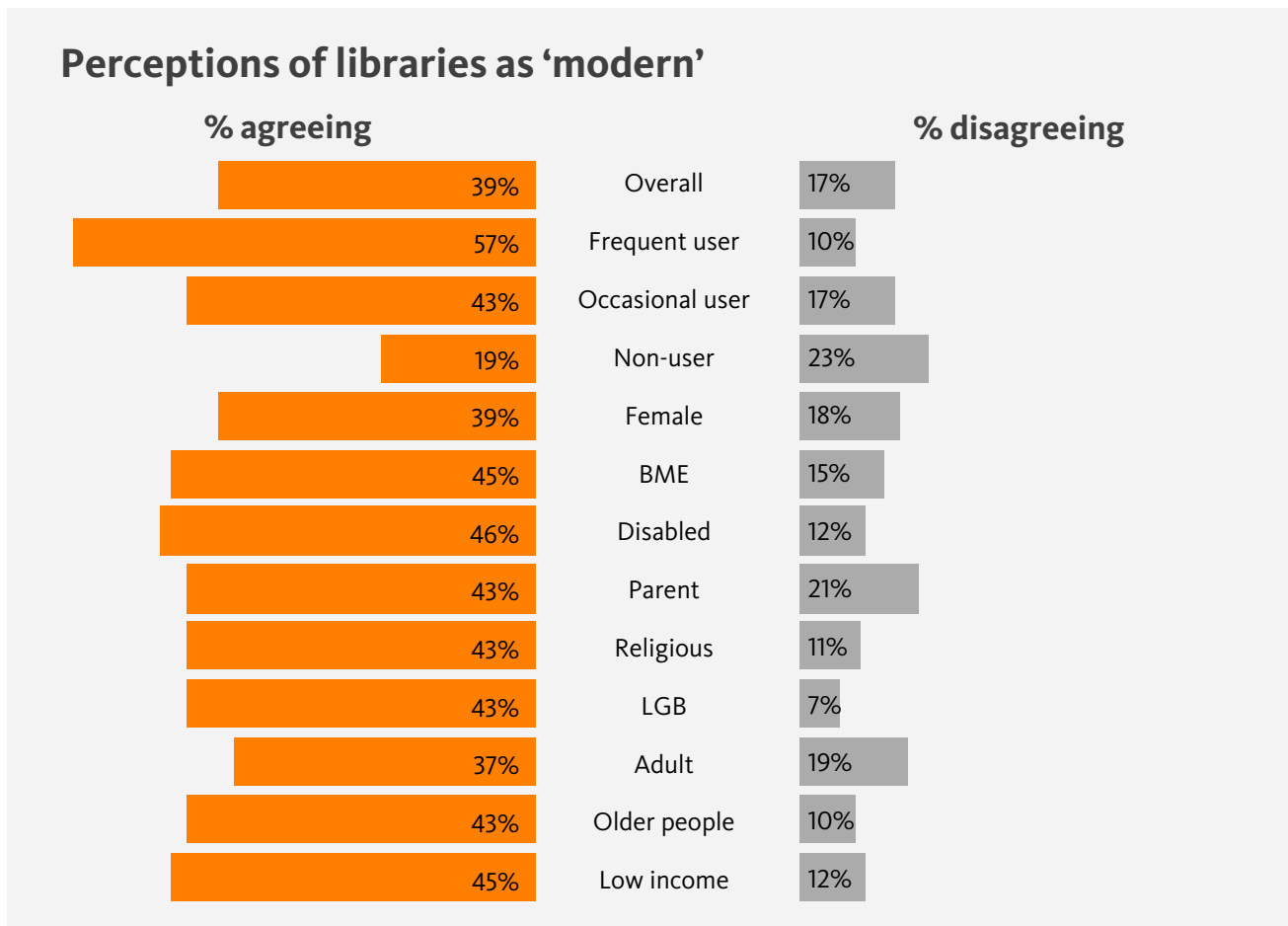
Are libraries perceived as modern?

Only a minority regard libraries as modern.

Commentary

Modernity is the single biggest predictor of the statement 'libraries have to change to be of use to me'. It is also a motivating factor in using libraries more often, for some respondents.

What do respondents mean by modern? Those who described libraries as modern also described them as friendly, light & airy, welcoming and inspiring. They expected ICT facilities and classes. Library users who visited Central Library most often were less likely to agree that libraries were 'modern' than those who frequented other libraries. In particular, visitors to Junction 3 were more likely to describe libraries as modern. Perceptions of modernity do not necessarily relate to services offered so much as the building itself; for example, the absence of Wi-Fi is not reflected in a lower rating of modernity where it is not offered. However perceptions around libraries being 'light and airy' do make a difference to ratings of modernity.



Question: How well do each of the following words describe Bristol libraries, in your opinion?... 'Modern'

Base: all who answered (909, Citizens' Panel)

Are libraries perceived as modern?

Across the board, respondents can cite aspects of the library service that they would like to see modernised.

Differences between groups

- Non-users are particularly unlikely to say that libraries are 'modern'. Again, this is at odds with the view among frequent users
- None of the under 16s used the word 'modern' (or a synonym), suggesting that this group, while generally positive about libraries, do not regard them in this way

Comments & suggestions

There is broad consensus that many of Bristol's libraries need to be modernised, with three themes emerging:

- Improved/renovated buildings
- Modernised, or indeed cutting-edge, ICT services and connections to creative industries
- A recognition of changing trends in access to information, e.g. lending of documents in electronic formats

Example comments & suggestions

"I would like to there to be a virtual library"

"Spend money on the outside of the library buildings please - some are dreadful - it means that they are not inviting for people to come inside. If this is not feasible then start again - Junction 3 is marvellous!"

"What we need is a strong infrastructure, a community hub and somewhere for people of all ages to meet each other and to access services that inspire and enrich our lives. The 21st century library could be this place if they are more welcoming, more modern, used in a more imaginative way to be more useful to a wider section of people."

Accessing libraries

Usage of different libraries

Travelling to libraries

Which libraries are users visiting?

Central Library is the most frequently-visited in Bristol by a large margin

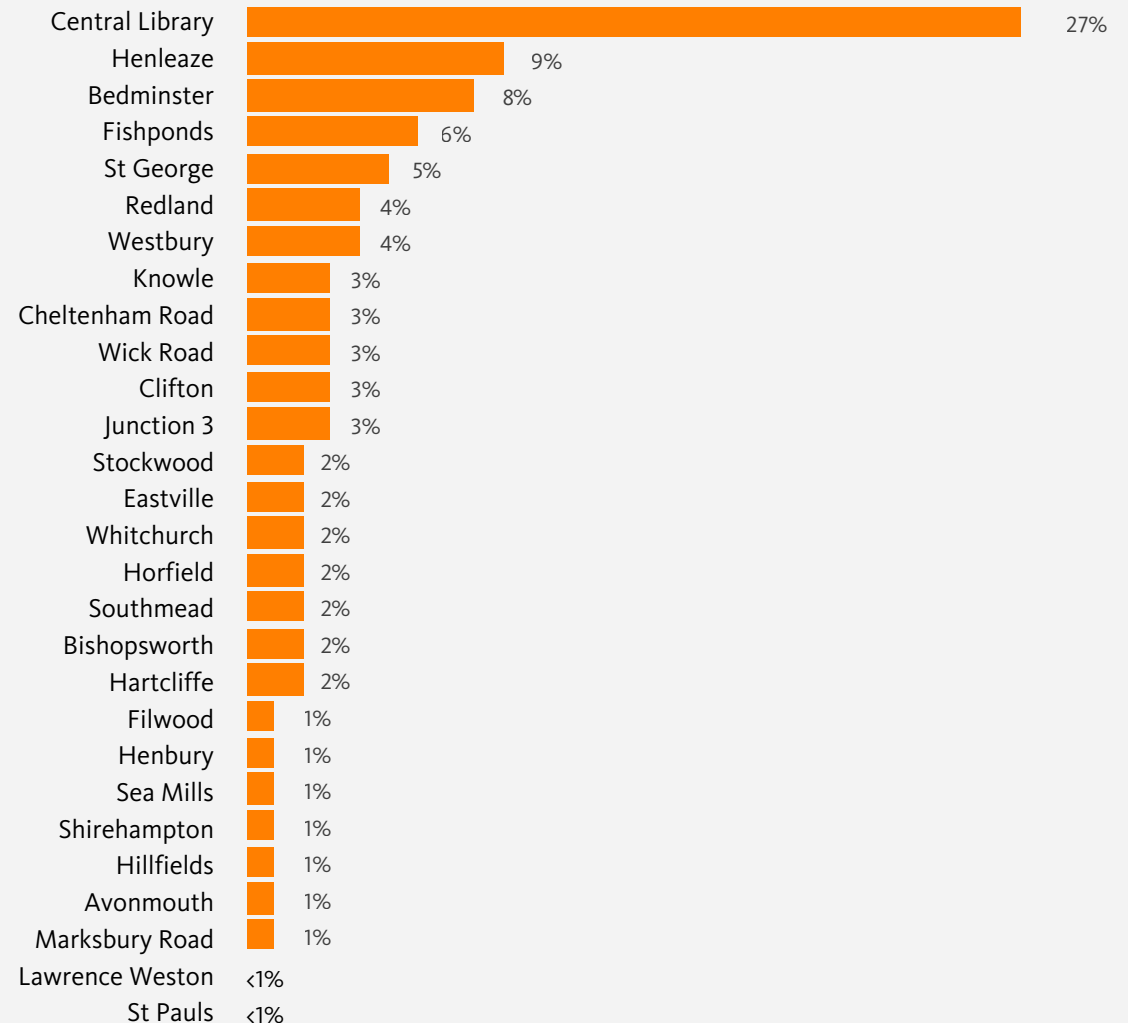
Commentary

Those who visit Central Library most often differ from visitors to local libraries in a number of respects: they are more likely to be young, to have travelled by public transport, and to use a wider range of non-book services. The types of services used also differ by library: Central receives fewer visits from children (38% ever bring children, vs 45% for other libraries), while Central and Junction 3 serve more citizens who are working or studying, compared to other libraries. 59% of visitors to Central have bought refreshments in the last year, compared to 18% elsewhere, suggesting that there may be untapped potential for similar facilities in other libraries. The services required of libraries differ too: for example, visitors to Junction 3 feel it more important that libraries should lend books in languages other than English. This seems likely to reflect the demographic differences in library catchments, and suggestions that needs differ across the city.

Differences between groups

- Users of Central Library are more likely to be either young adults or older people. They are also more likely to see libraries as a place to relax

Library visited most frequently



Question: Which Bristol library do you visit most often?

Base: all who answered (909, Citizens' Panel)

How do library users get to the library?

Most library visits are local. The typical journey is a walk from home, taking less than 20 minutes.

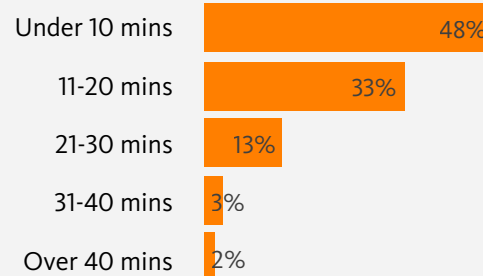
Commentary

Modes of transport are strongly related to journey time and starting point. Those coming by train are much more likely to have travelled for a relatively long time, and to have come from work, while journeys by car are relatively short in duration. As implied by the duration of journeys and mode of travel, most citizens are travelling to either their local library, or a specialist location such as Central Library. Those who are travelling from home are more likely to be visiting a library in their area; the pattern of travel to Central Library is an exception to the rule, with longer journey times, more travel from non-home origins, and more use of public transport.

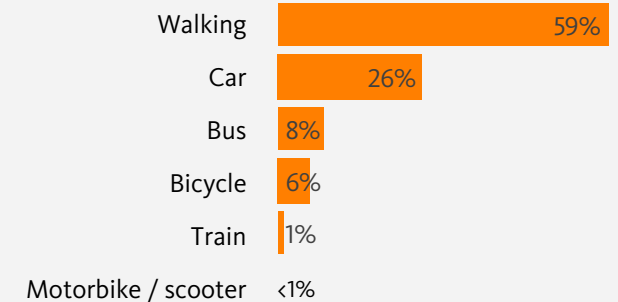
Differences between groups

- Disabled people and those on low incomes are disproportionately likely to have longer journeys. Disabled people are also relatively dependent on buses or cars
- Young adults are particularly likely to take less than 10 minutes to get to the library, to arrive from school, college or university. They are more likely to walk or take the bus, less likely to arrive by car, and much more likely to have come from school (25% vs 1% for the sample as a whole)

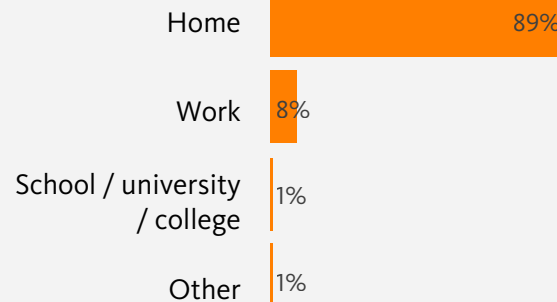
Journey time to the library



Modes of transport to the library



Journey starting point



Libraries with shortest journey times

Lawrence Weston
Sea Mills
Shirehampton

Libraries with longest journey times

Hillfields
Bedminster
Central Library

Questions: How did you travel to the library?; For how long did you have to travel?; When you last visited the library..., where did you travel from?

Base: all who answered (909, Citizens' Panel)

Ideas for libraries

Most popular themes

Popular themes for different groups

Examples of ideas

How do citizens want libraries to change?

Book sellers and the internet offer alternatives to libraries for many people, but libraries still have a role to play.

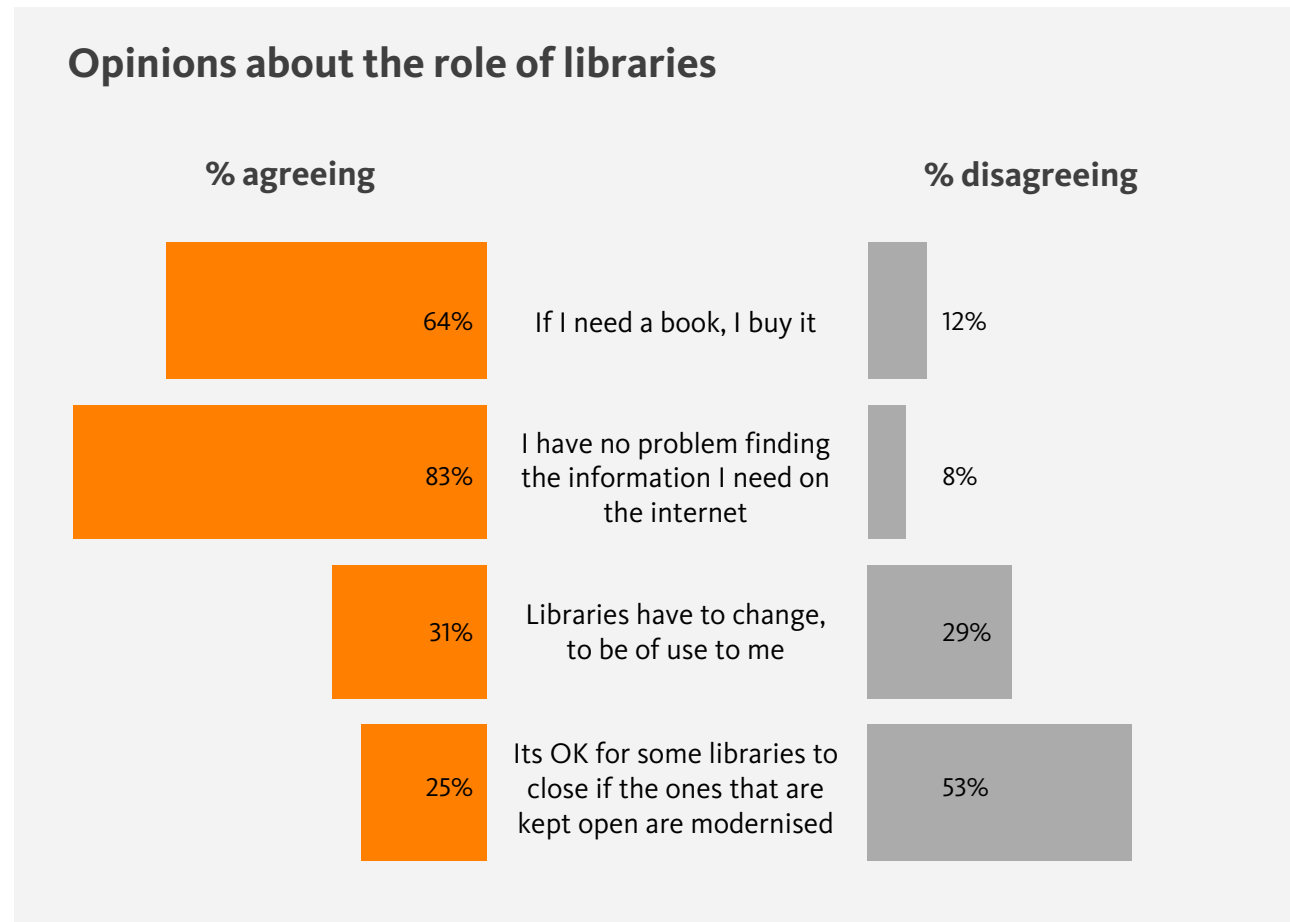
Commentary

Those who want change are most interested in more modern libraries and access to Wi-Fi. The idea of closing some libraries to modernise others polarises parents: some would like a more specialised, child-focused service, while others value the proximity of their existing library. However, there is a sense across the research that libraries should be careful to retain their identity, especially if co-locating with other services.

There is a marked difference between low and high income households in terms of willingness to buy books, and to find information on the internet. This may account for the higher proportion agreeing with the statement 'libraries have to change, to be of use to me'. However there is no difference in the kinds of change suggestions made by those who agree, compared to those who disagree, suggesting that their needs are broadly the same.

Differences between groups

- Frequent library users are less likely to agree with the statement 'if I need a book, I buy it', however this is not reflected in their actual book-buying activity, which is indistinguishable from that of non-users



Question: Here's a list of statements – for each one, please say whether you agree or disagree
Base: all who answered (909, Citizens' Panel)

Most popular suggestions for change

Across the Citizens' Panel survey, open consultation survey, Ideas Bank and postcards, over 5,000 comments, suggestions and ideas were made

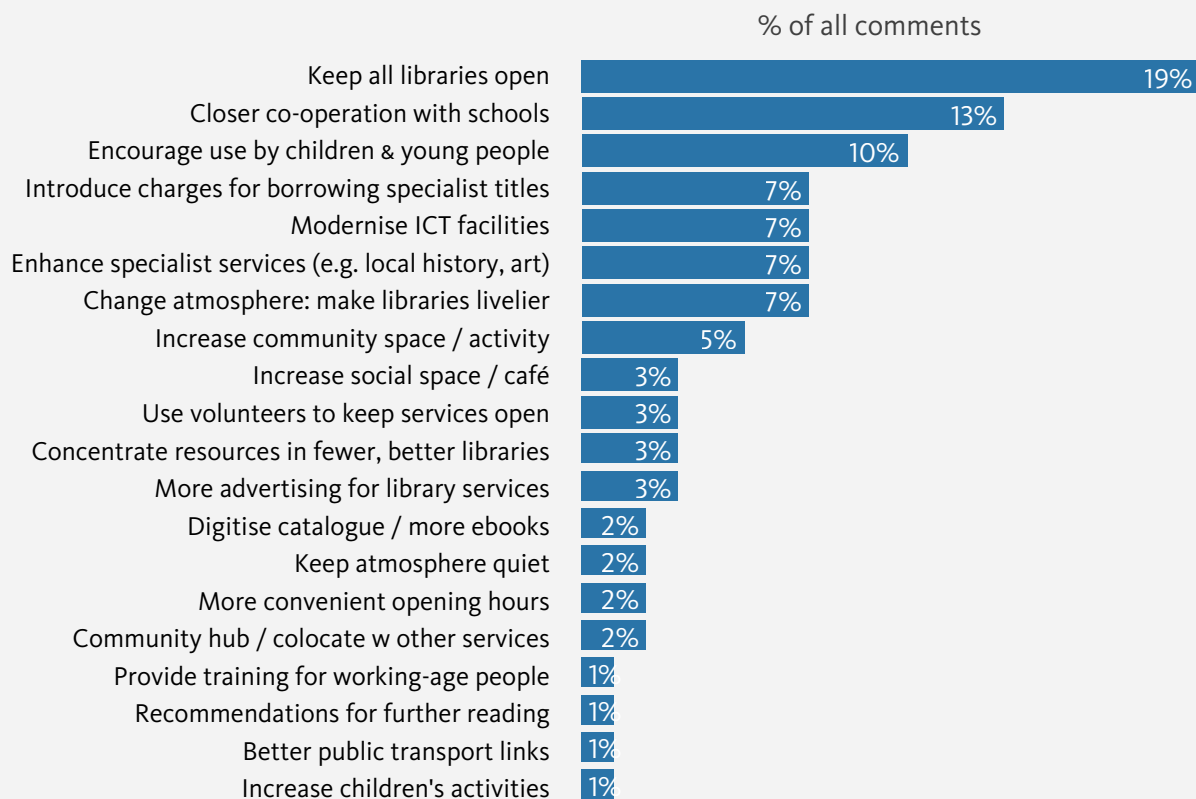
Commentary

While there is little interest in co-locating with schools within the survey, many comments point to closer co-operation with schools. As elsewhere, there appears to be a distinction in citizens' minds between libraries as they themselves experience them, and libraries as a service to wider society. Comments encouraging young people's use of libraries seem to arise from the latter. There is also a difference the prevalence of comments about different aspects of libraries' services: of those which could be associated with one of the categories from Carnegie UK's work, social / community comments accounted for 50% of comments, culture-related comments 21%, learning-related comments 19% and work-related comments 11%.

Differences between groups

- BME people, parents and non-users are more likely to favour the integration of libraries with other services such as schools, and livelier, more social atmosphere
- More frequent users want an enhancement of the current library service
- Improved transport links are more important to women, BME groups and those who arrive on buses

Suggestions, comments and ideas made by respondents



Base: all who made a comment, suggestion or idea (Citizens' Panel, Open consultation survey, Ideas Bank, postcards)

Most popular themes, by group

Some themes were more common among particular groups, as shown in the differing sets of top three themes, below:

Frequent library users

1. Keep them all open
2. Closer integration with schools
3. More prominence for niche / specialist services (e.g. local history, art)

Occasional library users

1. Closer integration with schools
2. Encourage use by children & young people
3. Keep them all open

Non-users of libraries

1. Closer integration with schools
2. Keep them all open
3. Introduce charges for borrowing specialist titles

Young people

1. Keep them all open
2. Closer integration with schools
3. Modernise ICT facilities

Adults

1. Keep them all open
2. Closer integration with schools
3. Encourage use by children & young people

Older people

1. Keep them all open
2. Closer integration with schools
3. More prominence for niche / specialist services (e.g. local history, art)

Women

1. Keep them all open
2. Encourage use by children & young people
3. Closer integration with schools

Men

1. Keep them all open
2. Closer integration with schools
3. Change atmosphere: make libraries livelier

BME

1. Keep them all open
2. Closer integration with schools
3. Introduce charges for borrowing specialist titles

Disabled

1. Keep them all open
2. Closer integration with schools
3. Modernise ICT facilities

Parents

1. Keep them all open
2. Encourage use by children & young people
3. Closer integration with schools

Low income

1. Keep them all open
2. Closer integration with schools
3. Modernise ICT facilities

Conclusions

Themes

This report gives a sense of the rich and varied use of libraries, but also a sense of their future potential. Through the research, several recurring themes have emerged:

The role of libraries within communities

Repeatedly, the responses in this research highlight a desire for libraries to be venues for events, and the focus of activity within a community. However, current uptake of activities within libraries is very low. The implication is that libraries must do more to host events that will appeal to people in their area, and to make them aware of it. There is also a untapped willingness to volunteer or engage with events at libraries among a smaller group of citizens, which libraries should try to enlist.

The conflict between local and specialist

Ease of access is a repeated theme. For those who are better able to visit libraries in the daytime, location is key. Indeed, for some people a visit to the library is an important way to combat isolation. However others are put off using libraries by inconvenient hours, lack of available stock or the perceived limitations of services. One way to approach this conundrum is an enhanced online presence for libraries. However it is clear that citizens need a new vision of libraries to be strongly and repeatedly articulated to change their long-ingrained perceptions of the service and what it can offer them. Ideas such as home delivery for book loans, for example, may simply be too novel for citizens to grasp without a clearer explanation.

The divergent needs of library users

Two competing views of libraries emerged from the research

- ‘The same, but better’: libraries with enhanced collections and opening hours, but no change to the quiet atmosphere or co-location with other services. This direction appeals to current users and older people in particular
- ‘Libraries as social spaces’: libraries for which book lending is part of a portfolio of community services, including enhanced ICT, events, support for working, and crucially the ability to socialise. This direction holds more appeal to BME groups, women, young people and non-users of libraries

The disconnect between ideal and reality

For many respondents, there appears to be a disconnect between their idealised view of libraries, and the reality of their own library usage. Thus, while all can agree that libraries are important to society, for many this does not translate into visits. Online booksellers and the internet are part of the reason, but there is also a lack of awareness of services that libraries offer: many of the proposed suggestions were for services that already exist in libraries.

Themes

In many respects, the themes in this research echo those in Carnegie UK's Speaking Volumes report:

Libraries as social and community hubs

Libraries hold a central place in communities; indeed, many respondents would like them to have an even more prominent role. They act as a point of access for citizens who might otherwise find it difficult to engage, such as older people or non-English-speaking parents. For some citizens, libraries could do more to facilitate community engagement (for example, through making it easier to set up and take part in groups), or to host events (such as book clubs). At present, libraries' ability to act as social spaces can feel compromised by their perception as 'quiet' spaces and lack of catering, toilets and designated areas for interaction.

Libraries for learning

Bristol's libraries act as a conduit to learning across different age groups and needs. For young people, libraries can provide a quiet 'third space' away from school and home. For adults, libraries offer a route to explore topics of interest, especially where the internet is unavailable or inadequate. A small minority use libraries as a venue for classes or interest groups. Taken together, these different strands of learning show the breadth of need; similarly, this varied set of learners make use of different channels (e.g. face-to-face in groups, internet / PCs and books).

Libraries as cultural centres

Libraries' status as cultural resources feels self-evident in the great majority of responses, particularly among more regular visitors. For this core of users, library services centre on lending books. For others, particularly younger people, non-users, and those in higher income households, libraries' importance is less well-established: these citizens have other ways of supporting their cultural needs. However there remains a wider untapped interest in cultural events such as festivals or meeting authors, and which ties into interest in libraries as social hubs.

Libraries as economic enablers

While Bristol's libraries are not regarded as workplaces by the great majority of respondents, they have an important role to play in helping citizens who want to develop their skills or find work. Libraries provide a valuable basic infrastructure for those who lack ICT access elsewhere. In many cases, citizens conflate study and work; in either case, libraries offer a space for quiet productivity as well as tools such as PCs, Wi-Fi, printing.

The needs of different groups

Finally, the differences and points of agreement between the needs of some groups came through strongly, while others (such as LGBT people and those with religious beliefs) were less distinct from users and non-users as a whole. Drawing on the full range of methodologies employed in the research, the dominant themes for individual groups were:

Older people

- Continued access to book lending
- A physical space to spend time around other people and engage in the community, which is nonetheless not overly noisy
- Access to information about events and neighbourhood news
- Easy access and proximity to the home

Younger people

- Study / work space
- Modern, welcoming venues for meeting other people
- Access to ICT facilities, particularly Wi-Fi
- Easy access via public transport or walking, including from universities, schools and colleges

Disabled people

- Accessible buildings and facilities (e.g. signage, toilets)
- Accessible stock and ICT services
- Easy parking
- A safe space to visit, to reduce social isolation and increase access to events
- Co-location with other services

BME people

- Libraries that function as spaces to socialise with friends and colleagues
- Connections between libraries and other organisations / services within the community
- Modern, welcoming buildings
- Books and courses for people with English as a second language

Parents

- Relatively noisy, lively libraries
- Children's events and play areas
- Closer integration with other services, such as schools or health centres
- Continued access to book borrowing for children

People on low incomes

- Continued access to book lending
- Easy access via walking
- Free ICT facilities
- For those who are unemployed, a space to search for work and access training

Appendix 1

Differences between groups:

What users do in libraries

The importance of individual services

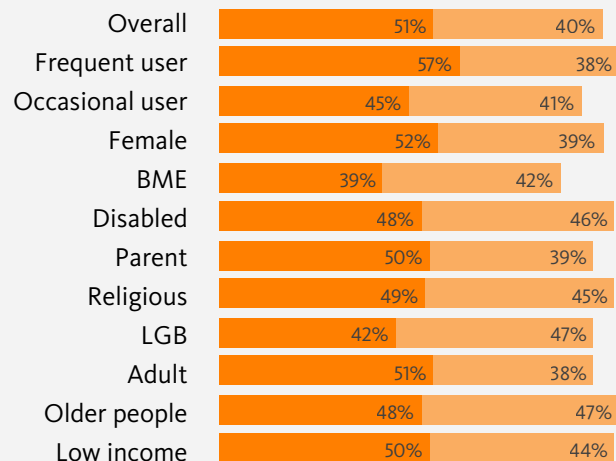
Increasing use of libraries

How citizens want libraries to change

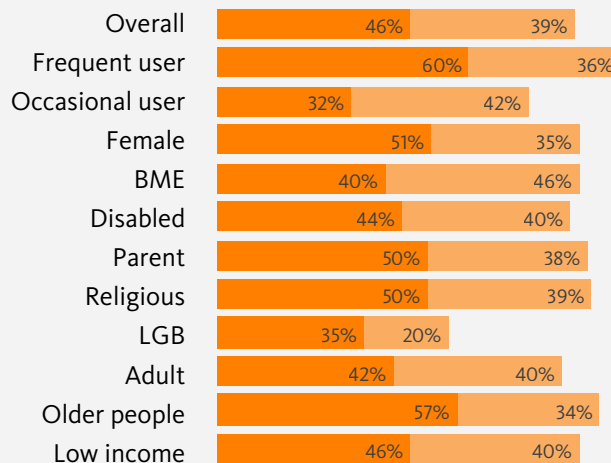
Travelling to the library

What do users do in libraries?

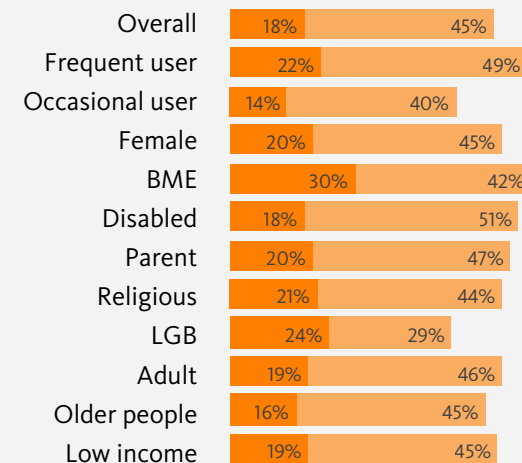
Browse the books



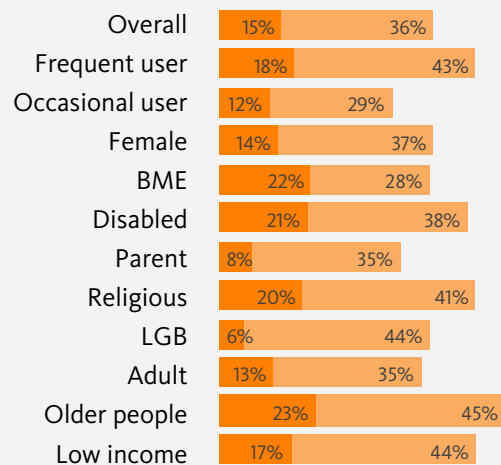
Borrow the books



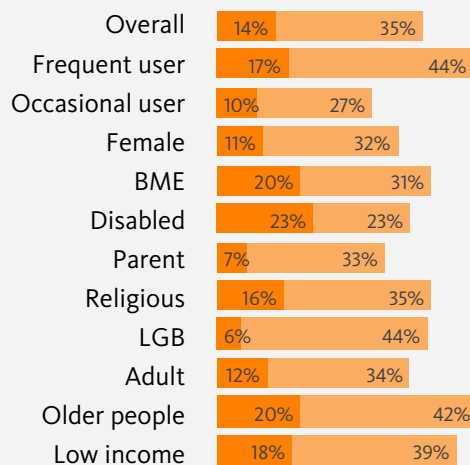
Read books



Find out about local news & events



Read newspapers/magazines



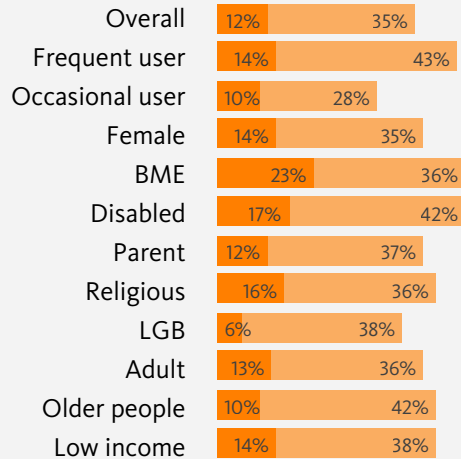
■ Every visit
■ Some visits

Question: Thinking about your visits to Bristol libraries in 2014, how often have you done the following?

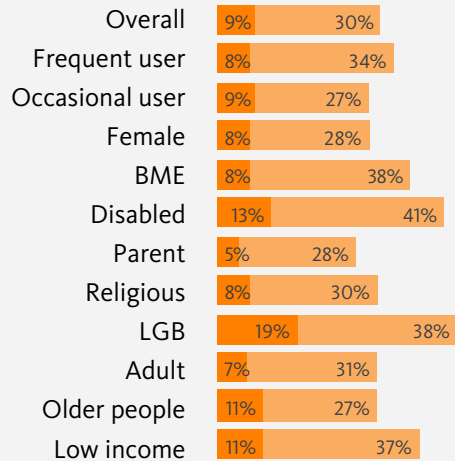
Base: all who answered (909, Citizens' Panel)

What do users do in libraries?

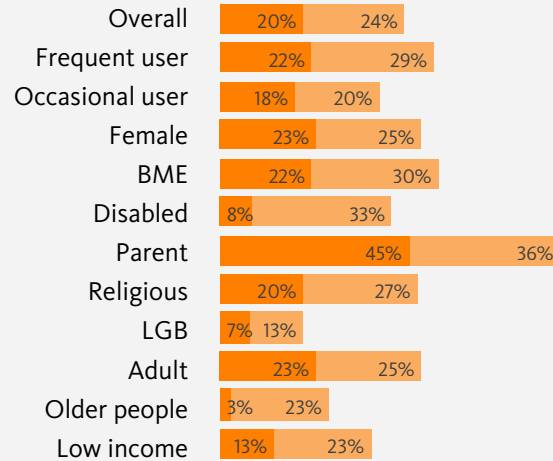
Go and relax



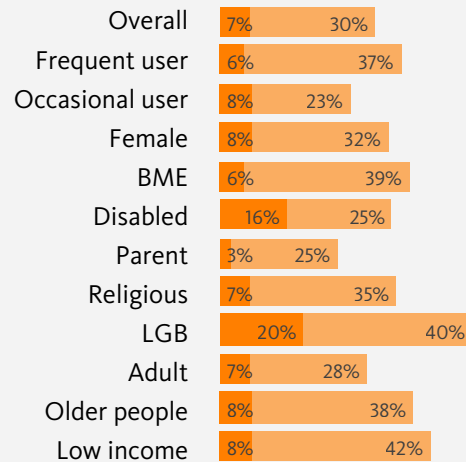
Use library computers



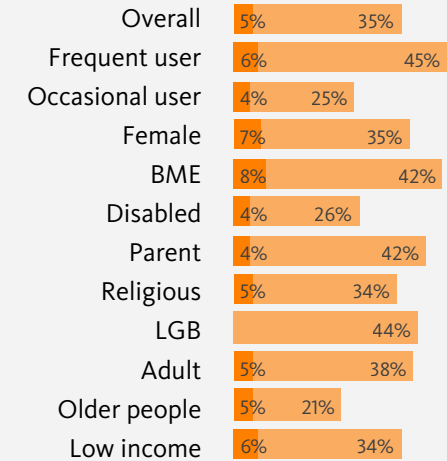
Take children to read / borrow books



Print



Borrow a DVD

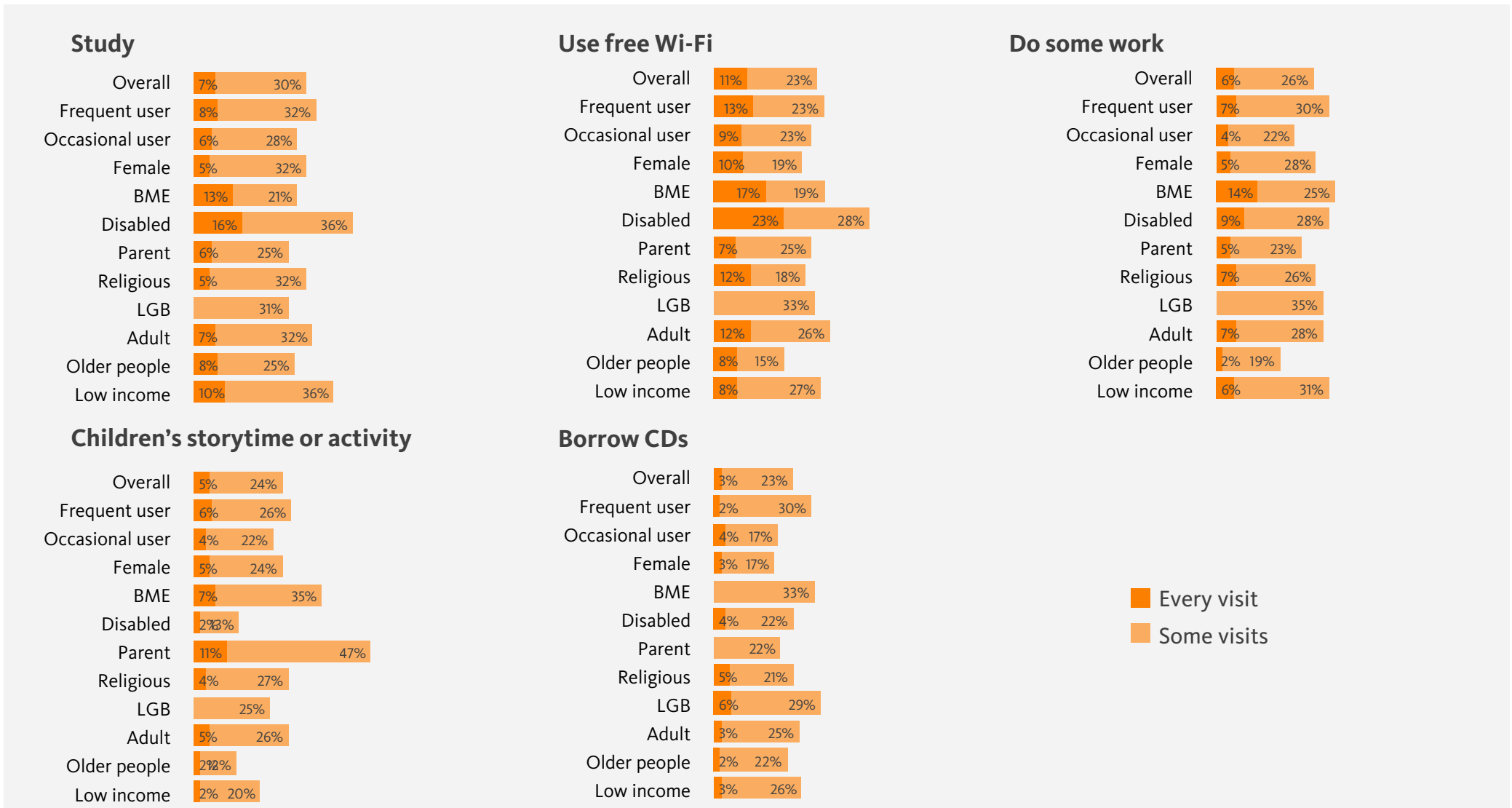


■ Every visit
■ Some visits

Question: Thinking about your visits to Bristol libraries in 2014, how often have you done the following?

Base: all who answered (909, Citizens' Panel)

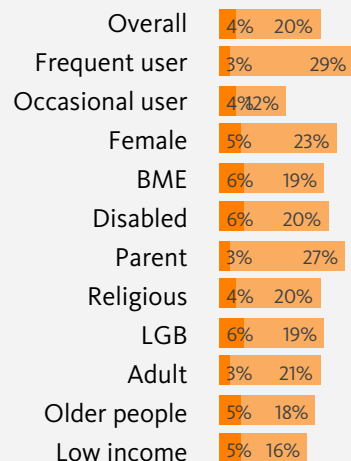
What do users do in libraries?



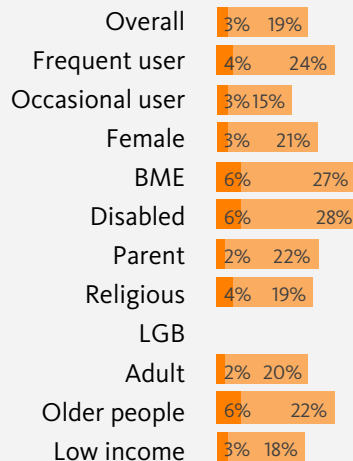
Question: Thinking about your visits to Bristol libraries in 2014, how often have you done the following?
 Base: all who answered (909, Citizens' Panel)

What do users do in libraries?

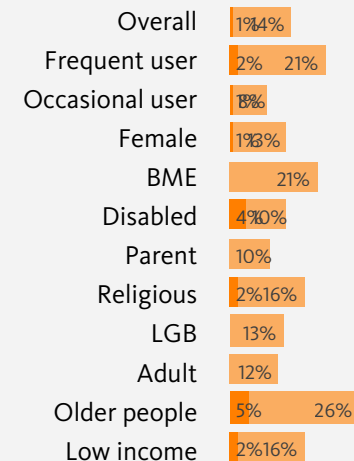
Meet friends



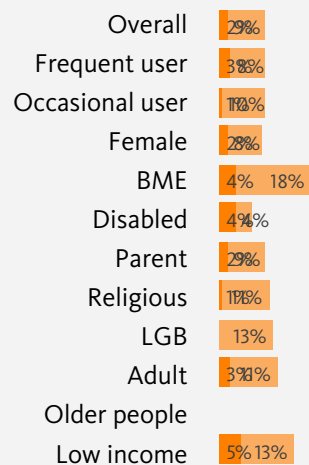
Buy refreshments



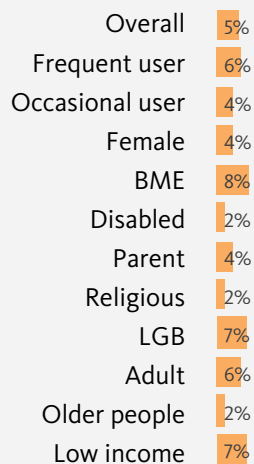
Attend a local group (e.g. book club)



Job search on the internet



Borrow a computer game



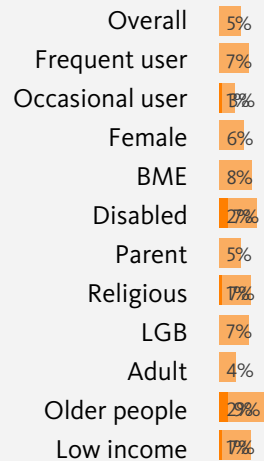
■ Every visit
■ Some visits

Question: Thinking about your visits to Bristol libraries in 2014, how often have you done the following?

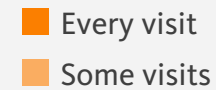
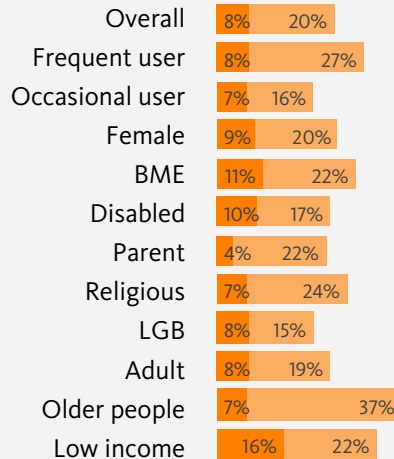
Base: all who answered (909, Citizens' Panel)

What do users do in libraries?

Meet business colleagues



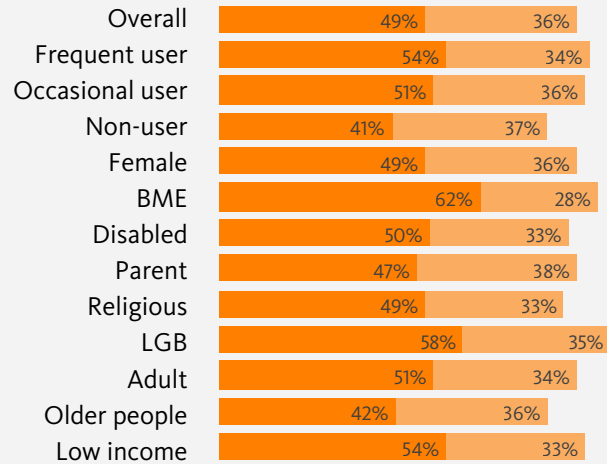
Other



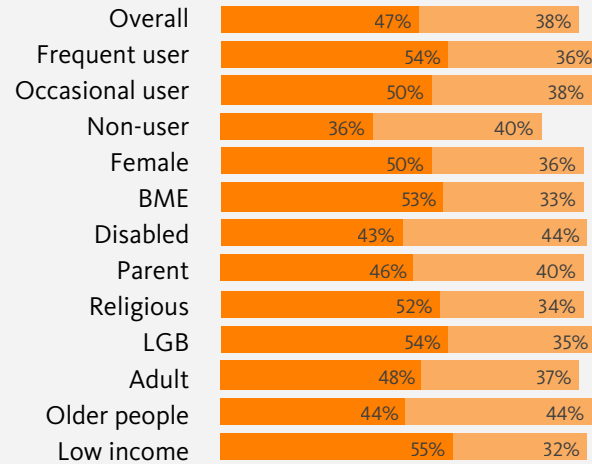
Question: Thinking about your visits to Bristol libraries in 2014, how often have you done the following?
 Base: all who answered (909, Citizens' Panel)

How important are individual services?

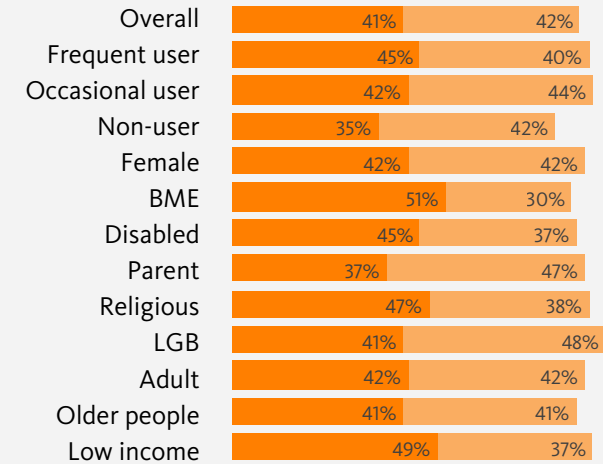
Lending specialist & hard-to-find books



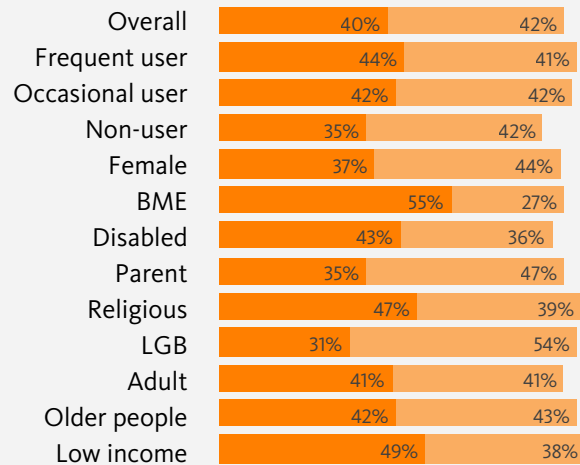
Community news & notice boards



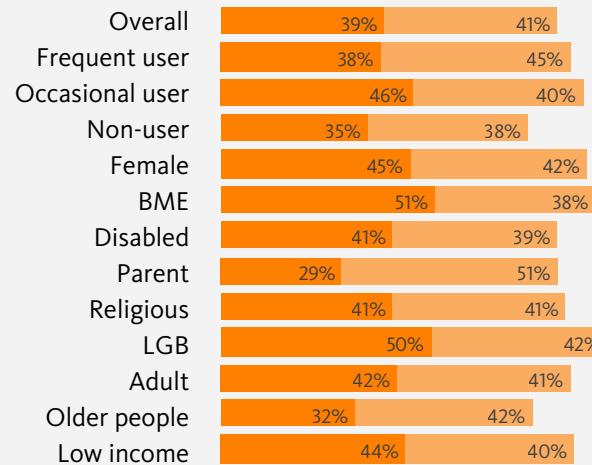
Learning about neighbourhood & community



Learning about local history



Evening class / courses information



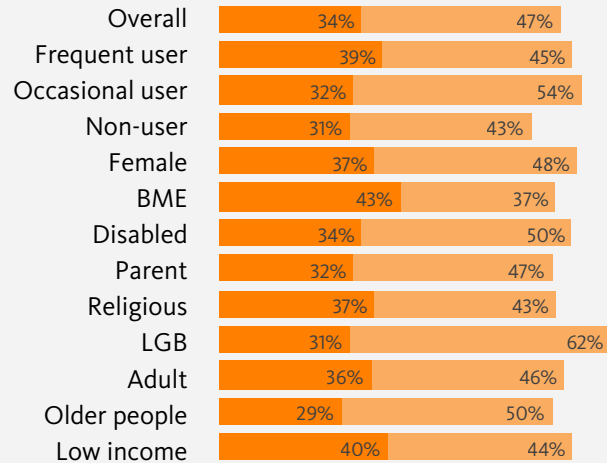
■ Very important
■ Somewhat important

Question: How important are each of the following library services, to you?

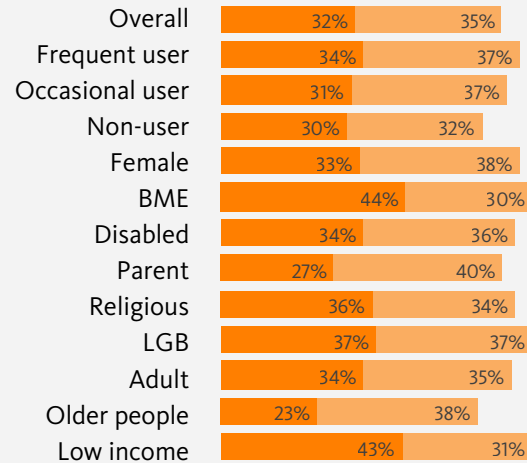
Base: all who answered (909, Citizens' Panel)

How important are individual services?

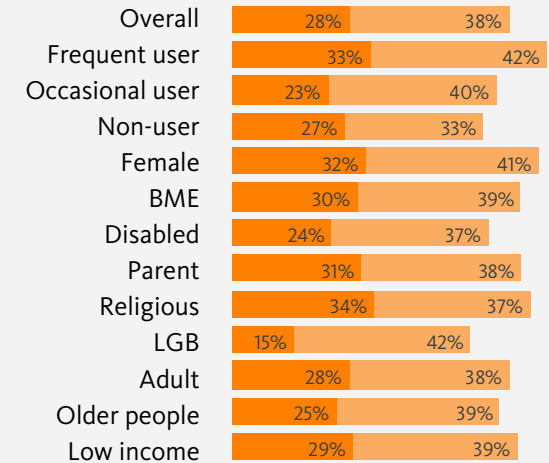
Lending books about interests



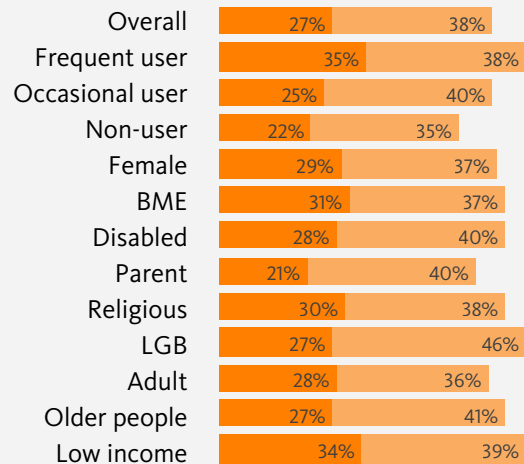
Access to printers



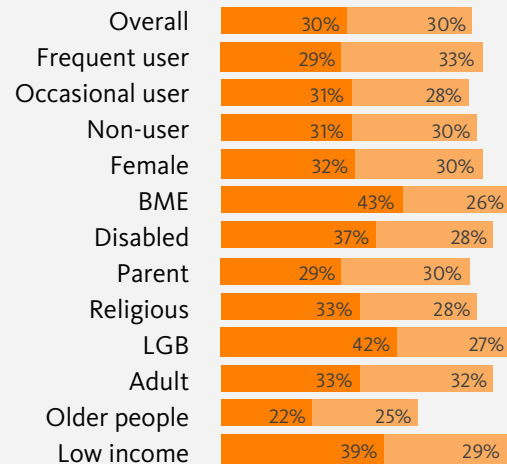
Lending the latest bestsellers



Today's newspapers



Access to computers



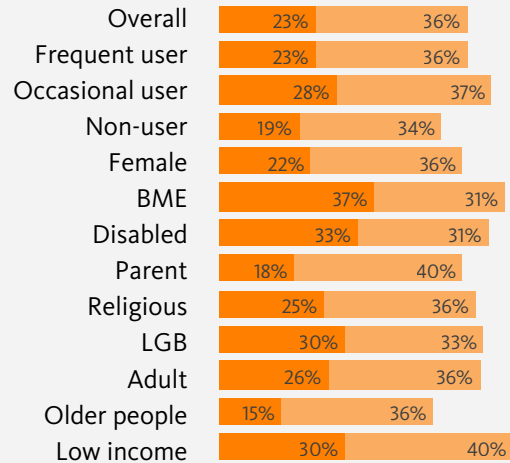
■ Very important
■ Somewhat important

Question: How important are each of the following library services, to you?

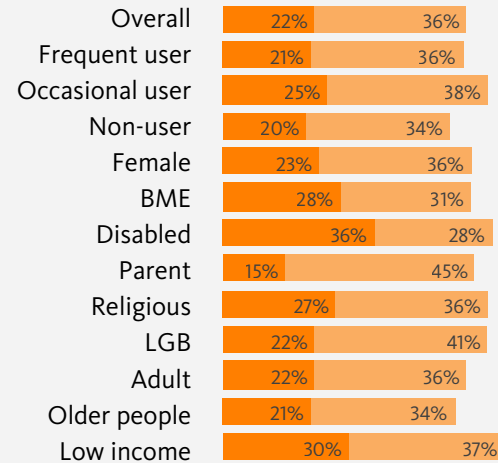
Base: all who answered (909, Citizens' Panel)

How important are individual services?

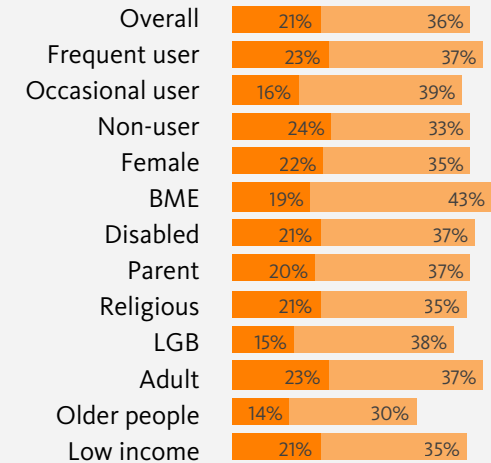
Help to set up a local interest group



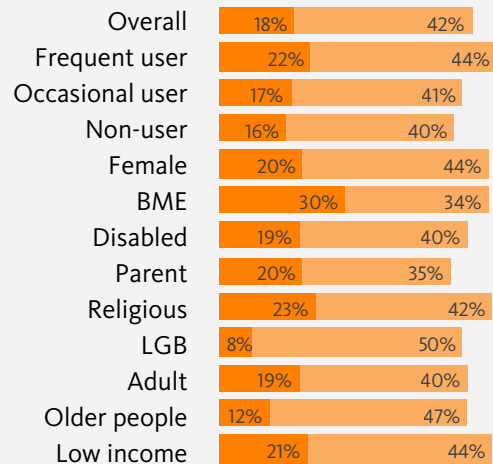
A place to access health information



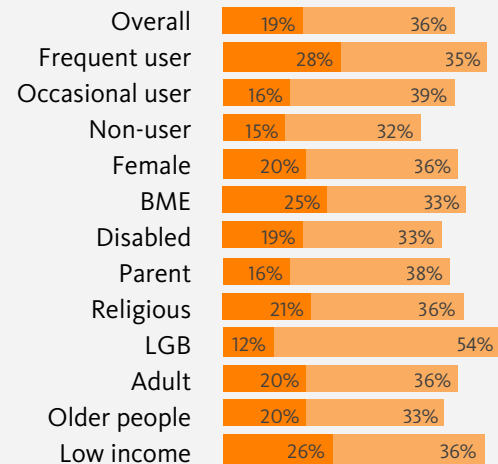
Lending ebooks



Personal book recommendations



Latest magazines



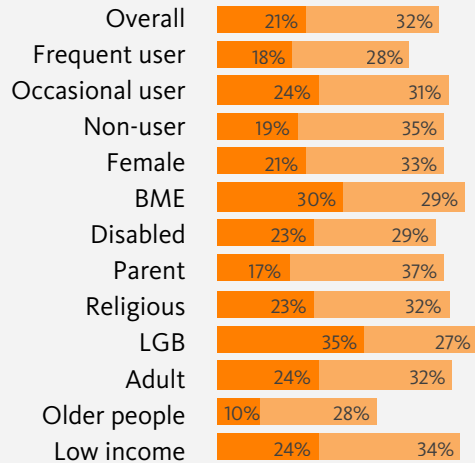
■ Very important
■ Somewhat important

Question: How important are each of the following library services, to you?

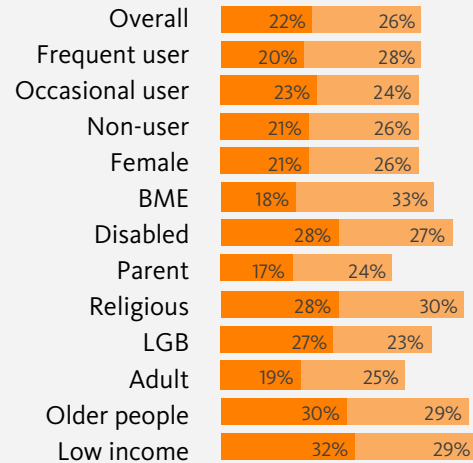
Base: all who answered (909, Citizens' Panel)

How important are individual services?

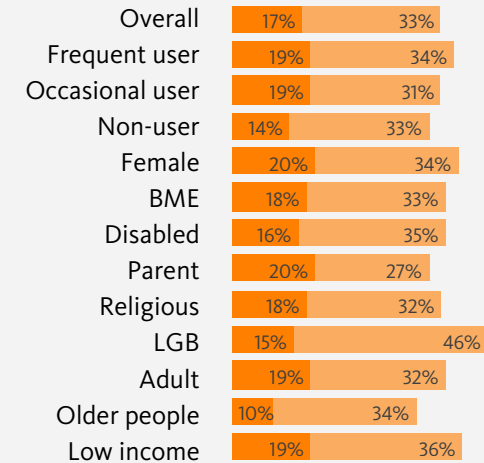
Advice for starting a business



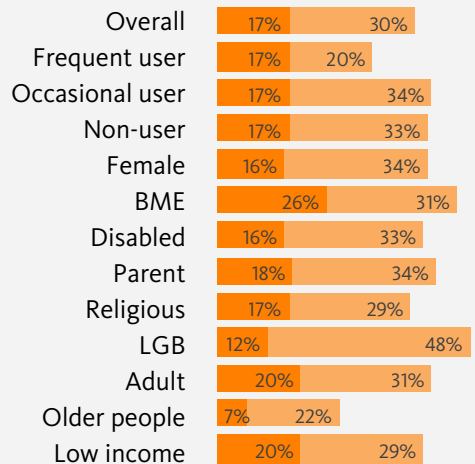
Computer training courses



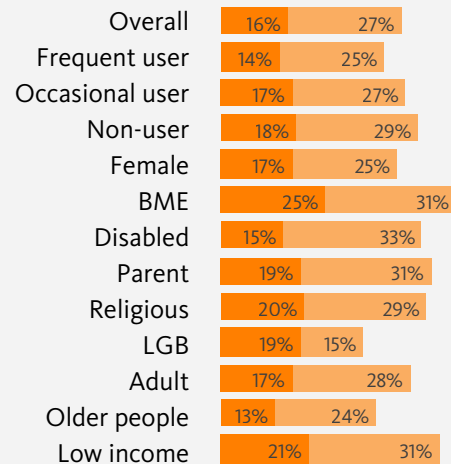
Lending DVDs



Offering tools like 3D printers



Study or homework clubs



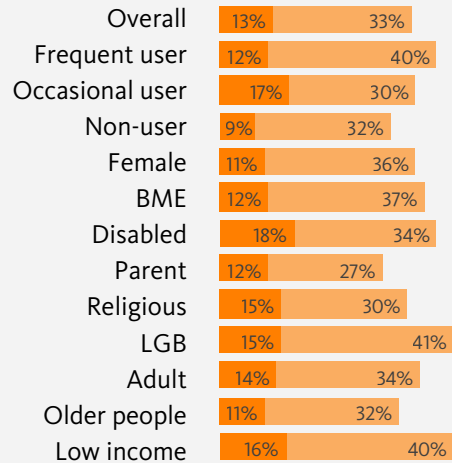
■ Very important
■ Somewhat important

Question: How important are each of the following library services, to you?

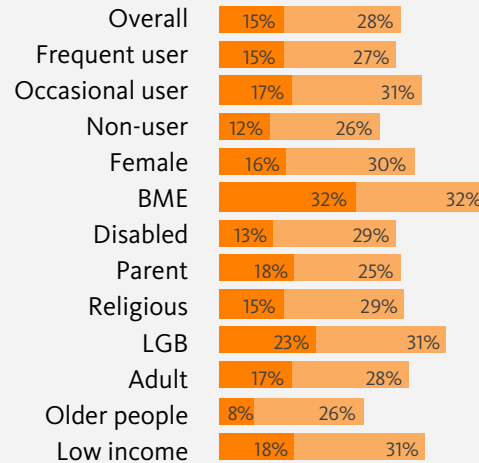
Base: all who answered (909, Citizens' Panel)

How important are individual services?

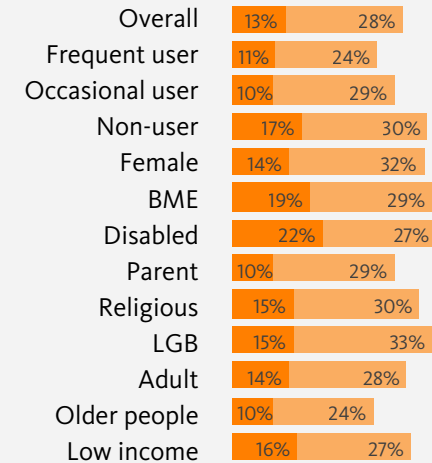
Lending music on CDs



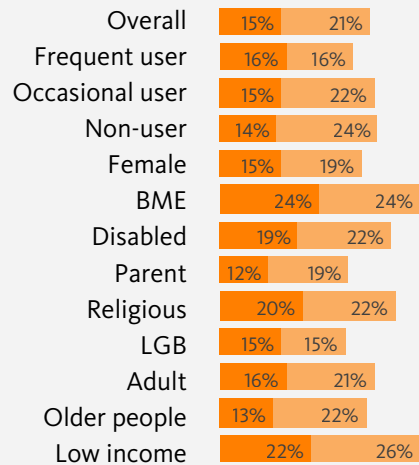
Lending books in other languages



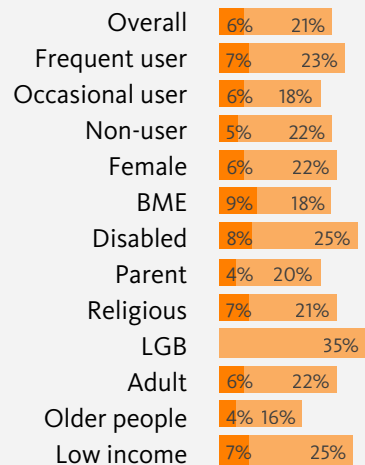
Delivering books to your home



English courses and help



Lending computer games



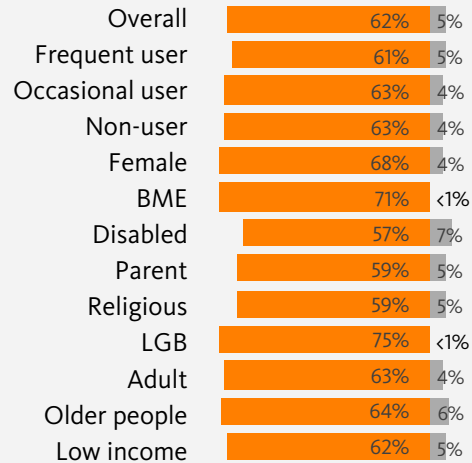
■ Very important
■ Somewhat important

Question: How important are each of the following library services, to you?

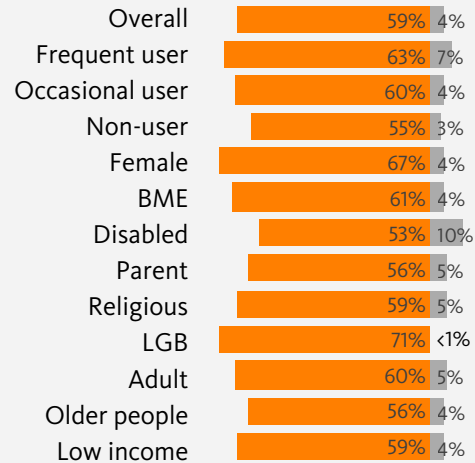
Base: all who answered (909, Citizens' Panel)

What could increase use of libraries?

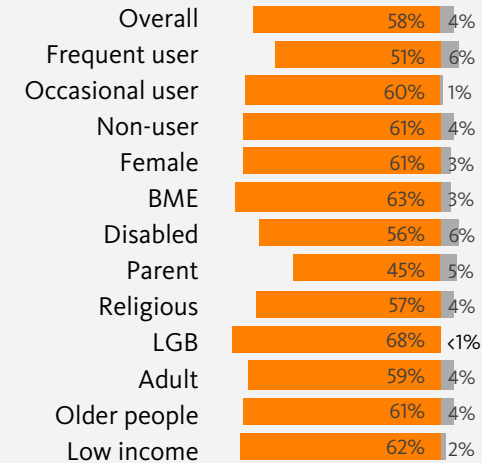
Exhibitions/cultural events



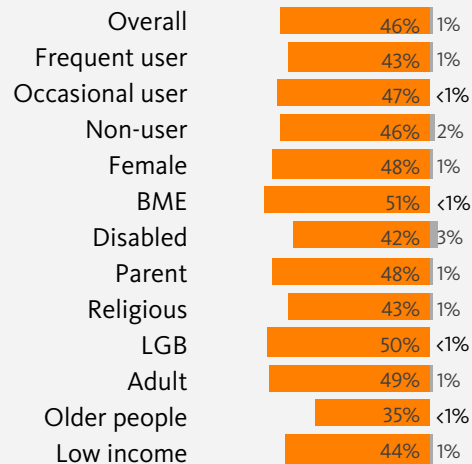
Book clubs/meet authors



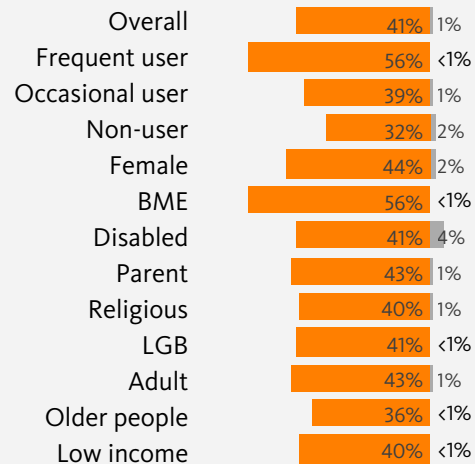
Interest groups/courses



Open at time that suited me



More books

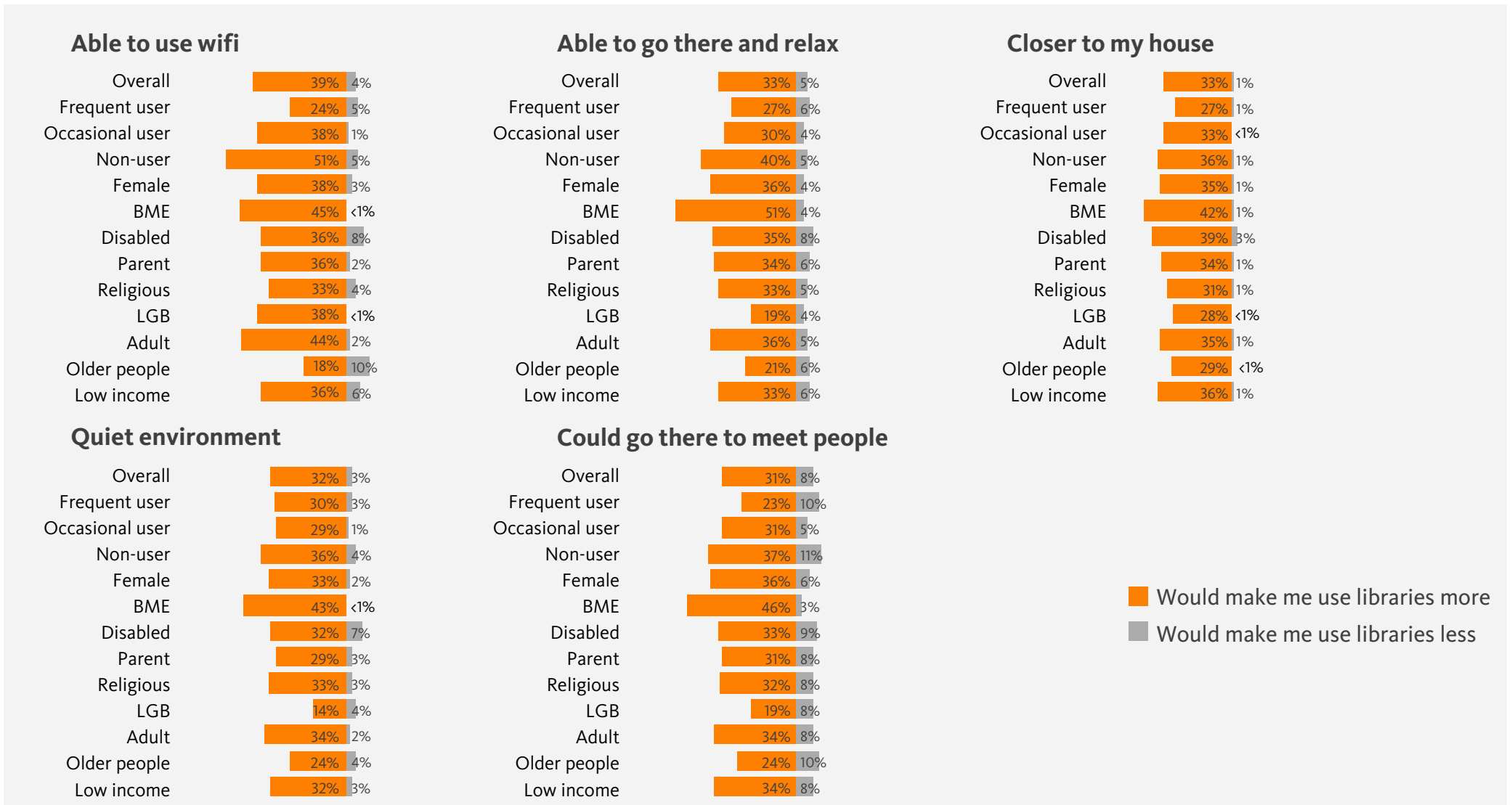


■ Would make me use libraries more
■ Would make me use libraries less

Question: Which of the following changes would encourage you to use a library more often?

Base: all who answered (909, Citizens' Panel)

What could increase use of libraries?

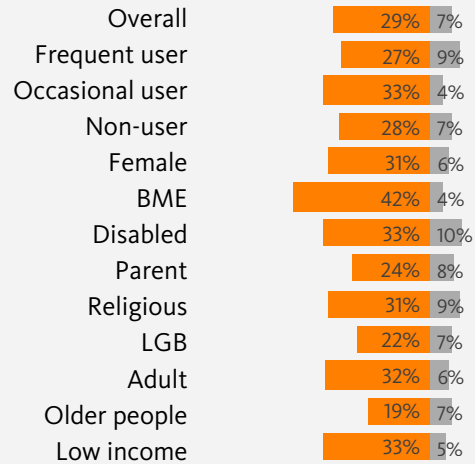


Question: Which of the following changes would encourage you to use a library more often?

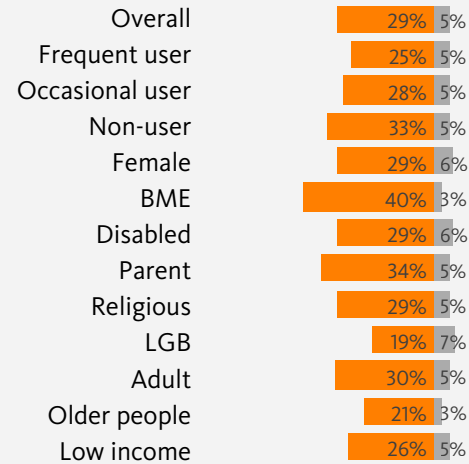
Base: all who answered (909, Citizens' Panel)

What could increase use of libraries?

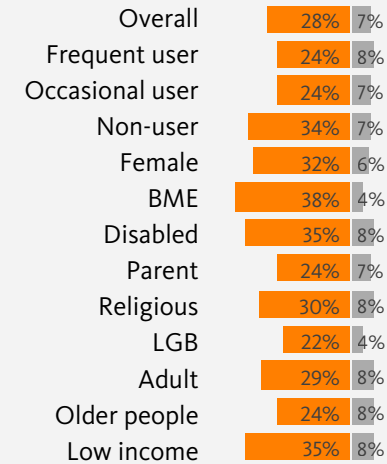
Could set up an interest group



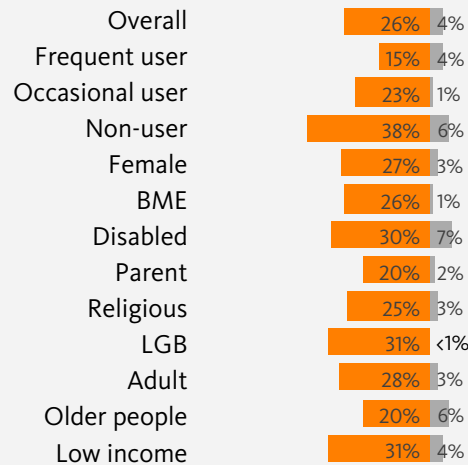
If libraries were more modern



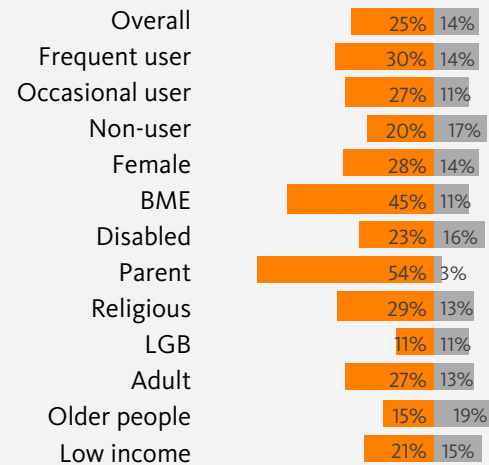
Could meet people like me



Computers I could use



More for children to do

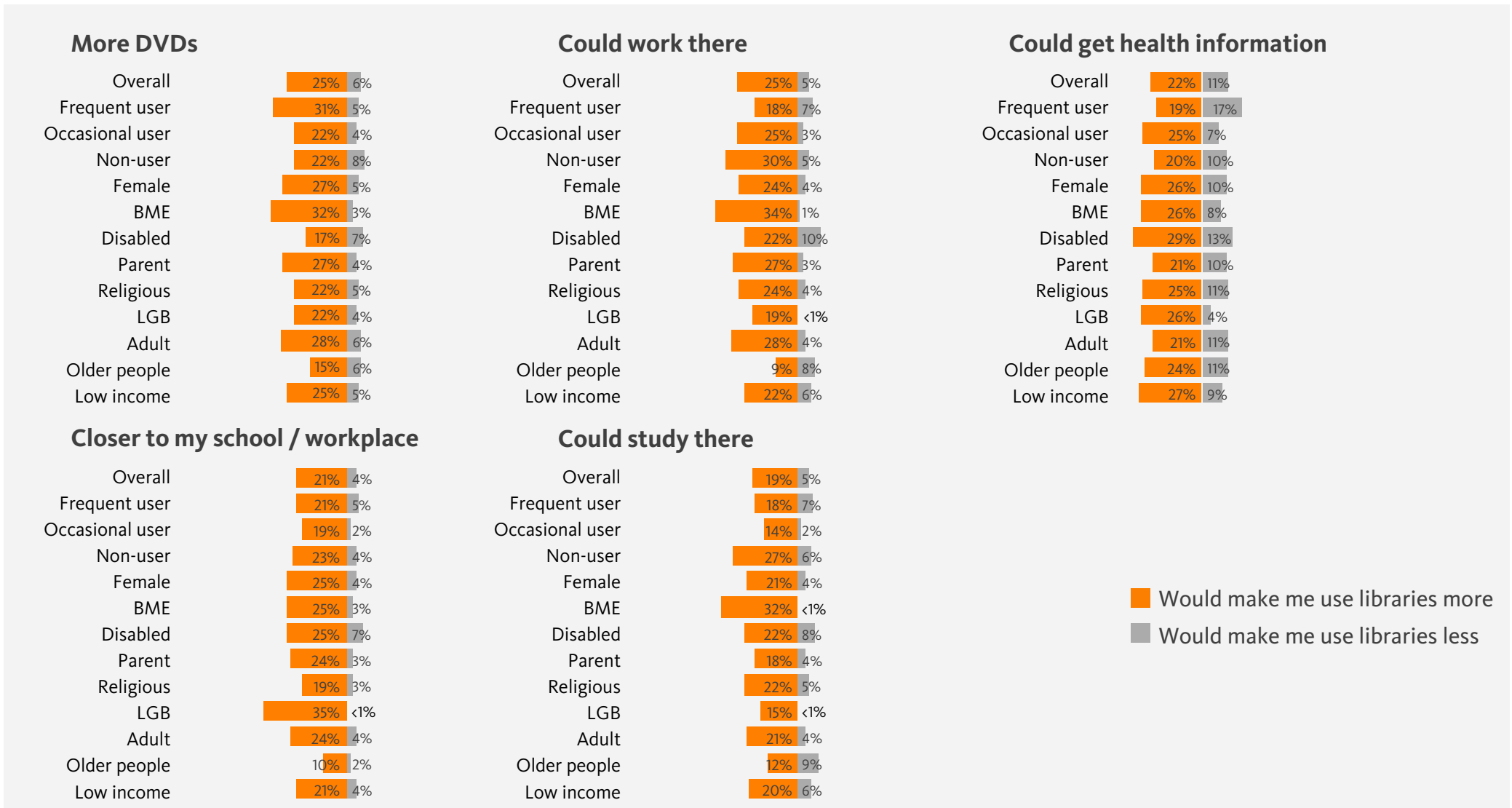


■ Would make me use libraries more
■ Would make me use libraries less

Question: Which of the following changes would encourage you to use a library more often?

Base: all who answered (909, Citizens' Panel)

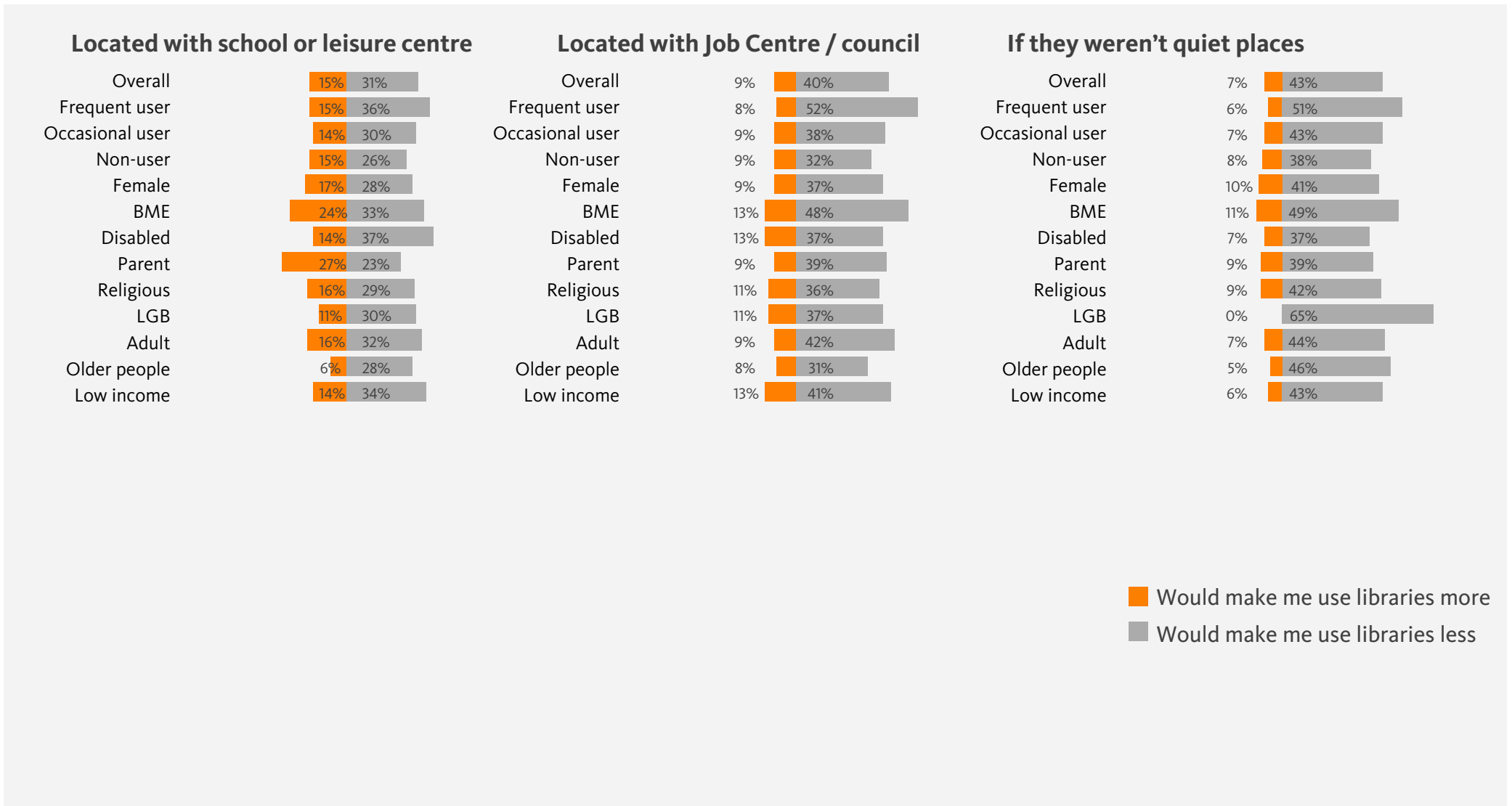
What could increase use of libraries?



Question: Which of the following changes would encourage you to use a library more often?

Base: all who answered (909, Citizens' Panel)

What could increase use of libraries?

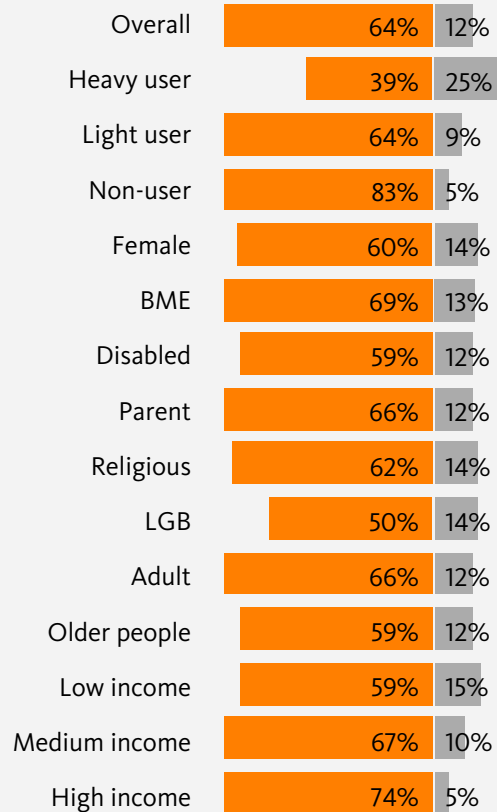


Question: Which of the following changes would encourage you to use a library more often?

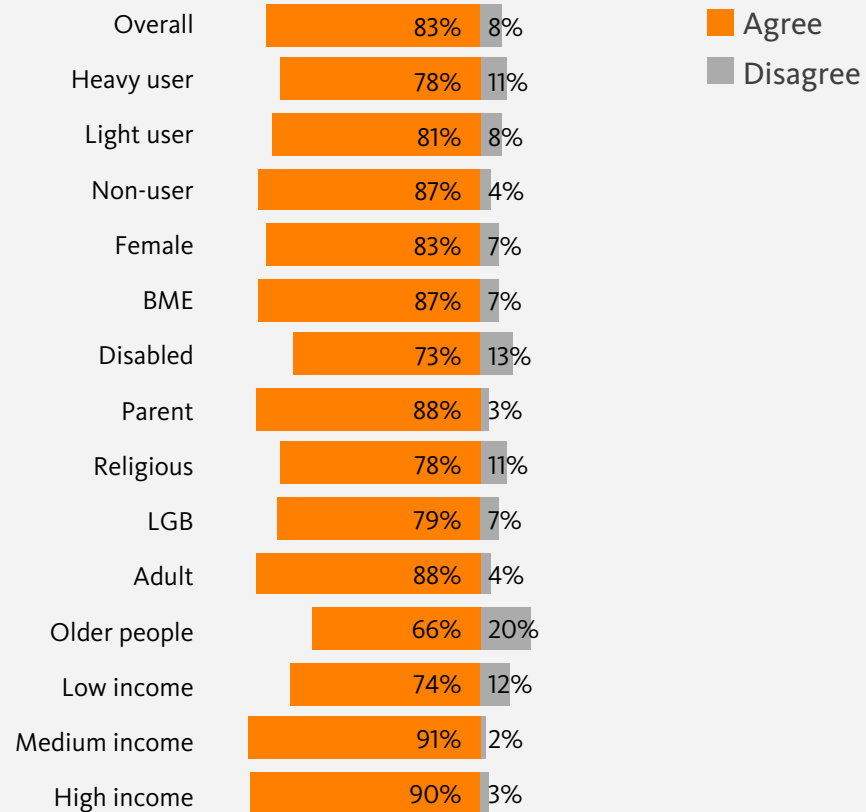
Base: all who answered (909, Citizens' Panel)

How do citizens want libraries to change?

If I need a book, I buy it



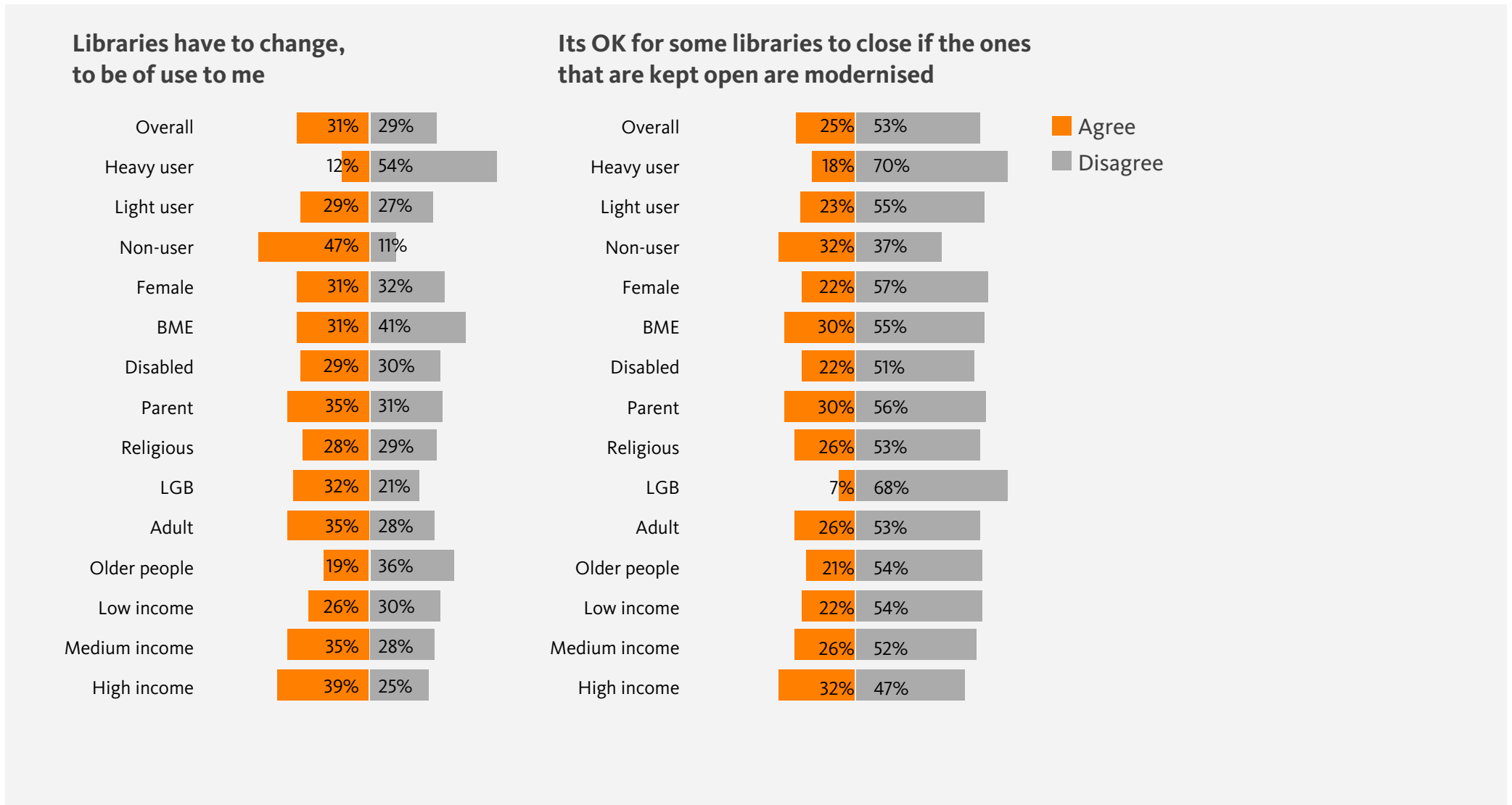
I have no problem finding the information I need on the internet



■ Agree
■ Disagree

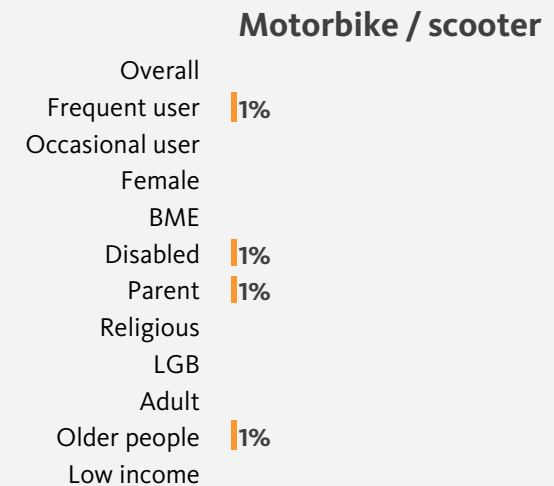
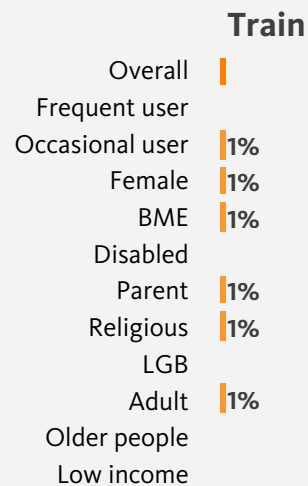
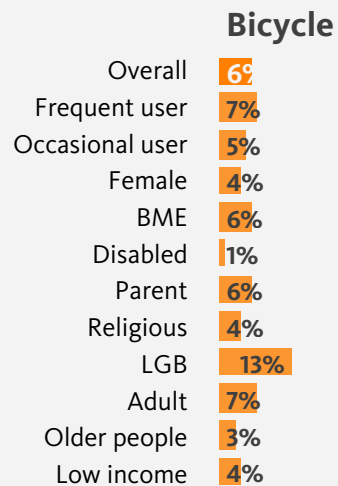
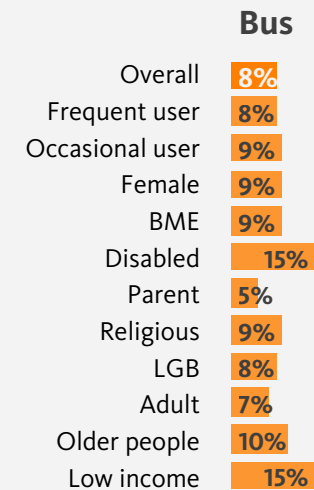
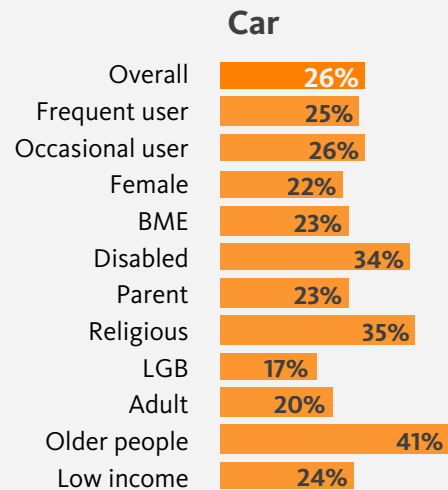
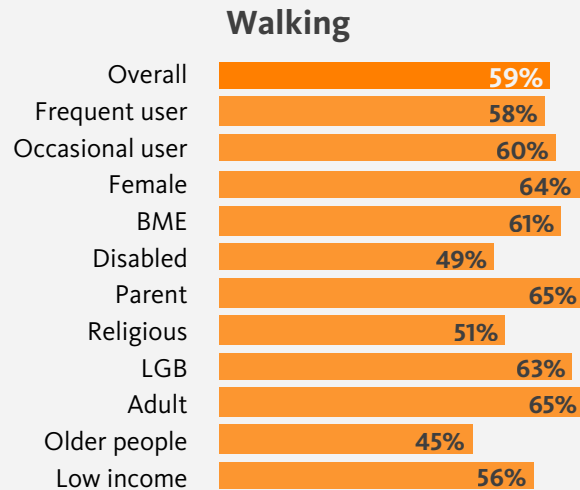
Question: Here's a list of statements – for each one, please say whether you agree or disagree
 Base: all who answered (909, Citizens' Panel)

How do citizens want libraries to change?



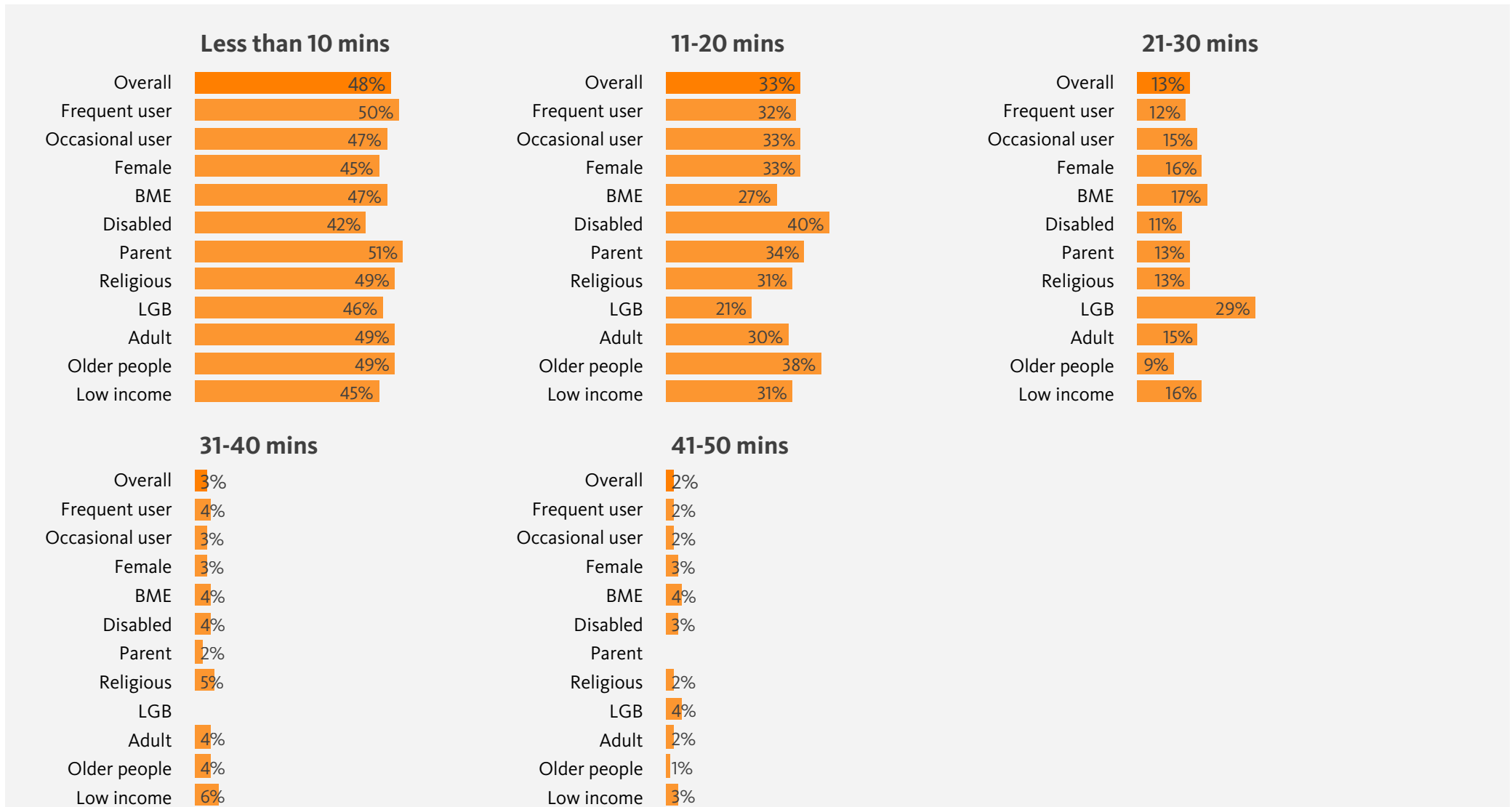
Question: Here's a list of statements – for each one, please say whether you agree or disagree
 Base: all who answered (909, Citizens' Panel)

How do library users get to the library?



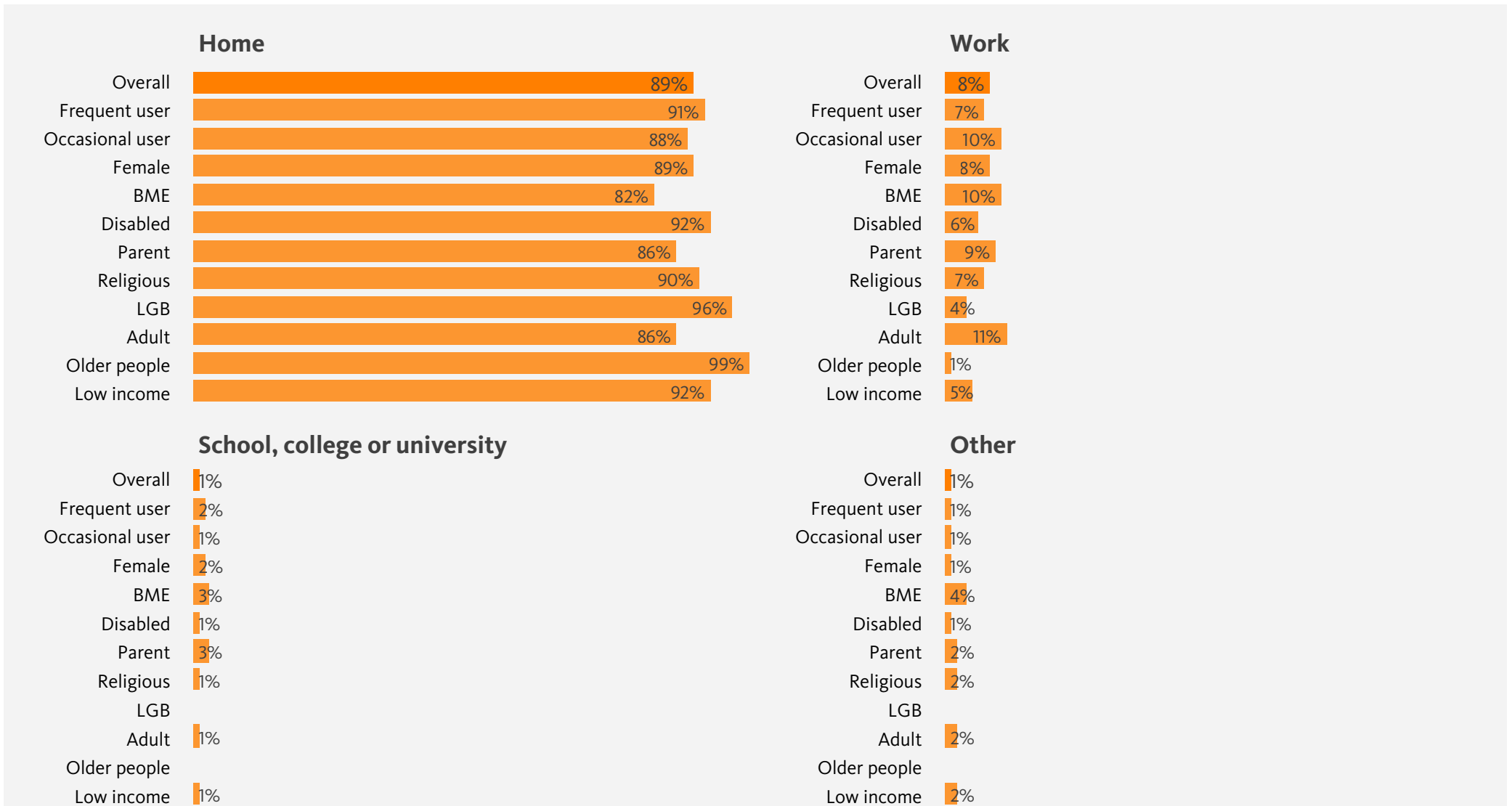
Question: How did you travel to the library?
 Base: all who answered (909, Citizens' Panel)

How long does it take to get to the library?



Question: For how long did you have to travel?
 Base: all who answered (909, Citizens' Panel)

Where do library users travel from?



Question: When you last visited the library..., where did you travel from?

Base: all who answered (909, Citizens' Panel)

Appendix 2

Comparison of Citizens' Panel survey and
open consultation survey responses

What do users do in libraries?

	Every visit		Some visits	
	Citizens' Panel survey	Open consultation survey	Citizens' Panel survey	Open consultation survey
Browse the books	51%	63%	40%	33%
Find out about local news and what's going on	15%	15%	36%	51%
Read newspapers or magazines	14%	14%	35%	48%
Somewhere to go and relax	12%	15%	35%	43%
Take the children to read/borrow books	20%	22%	24%	27%
Borrow a DVD	5%	3%	35%	55%
Use the library computers	9%	13%	30%	42%
Print	7%	6%	30%	42%
Study	7%	7%	30%	33%
Use the free library Wi-Fi	11%	12%	23%	29%
Do some work	6%	8%	26%	34%
Childrens storytime or activity	5%	6%	24%	25%
Borrow a CD	3%	2%	23%	37%
Meet friends	4%	5%	20%	29%
Buy refreshments	3%	3%	19%	30%
Attend a local group (eg book or history club)	1%	3%	14%	17%
Job search on the internet	2%	5%	9%	14%
Borrow a computer game	0%	1%	5%	4%
Meet business colleagues	0%	2%	5%	7%

How do citizens perceive libraries?

	Agree / agree strongly		Disagree / disagree strongly	
	Citizens' Panel survey	Open consultation survey	Citizens' Panel survey	Open consultation survey
Essential for society	81%	95%	3%	1%
Educational	79%	89%	2%	1%
Helpful	78%	93%	2%	1%
Quiet	76%	69%	4%	8%
Safe places to be	75%	87%	2%	1%
Open	73%	87%	2%	2%
Welcoming	70%	88%	3%	2%
Friendly	68%	87%	2%	1%
Community focused	67%	85%	4%	2%
Relaxing	60%	72%	5%	3%
Light and airy	51%	72%	8%	5%
Happy	49%	70%	6%	3%
Inspiring	45%	64%	8%	5%
Social	43%	56%	9%	5%
Modern	39%	57%	17%	10%
Boring	7%	4%	63%	84%

How important are individual services?

	Very important		Somewhat important	
	Citizens' Panel survey	Open consultation survey	Citizens' Panel survey	Open consultation survey
Learning about local history	40%	32%	50%	42%
Community news and notice boards	47%	48%	43%	38%
Learning about my local neighbourhood and community	41%	38%	48%	42%
Information about evening classes or courses	39%	38%	48%	41%
Lending specialist and hard to find books	49%	51%	37%	36%
Lending books to help people learn about interests (like crafts, cookery or fixing a car)	34%	43%	43%	47%
Offering printing	32%	33%	37%	35%
Lending the latest bestseller	28%	32%	39%	38%
Today's newspapers	27%	30%	38%	38%
Offering personal book recommendations	18%	20%	45%	42%
Advice and support for starting a local interest group (like craft, history or languages)	23%	17%	40%	36%
Providing access to a computer (with internet and office programs)	30%	35%	32%	30%
A place to access health support information (eg books on prescription, health support groups)	22%	19%	39%	36%
Helping find out about an interest from the internet (e.g. crafts, cookery or fixing a car)	21%	20%	37%	39%
The latest magazines	19%	19%	37%	36%
Lending eBooks	21%	18%	34%	36%
Lending the latest films on DVD	17%	18%	36%	33%
Advice and support for starting a business	21%	14%	31%	32%
Teaching me how to use computers	22%	19%	28%	26%
Lending music on CDs	13%	15%	36%	33%
Lending books in other languages	15%	17%	31%	28%
Offering tools like 3D printers to help make things	17%	13%	27%	30%
Study or homework clubs	16%	13%	27%	27%
Delivering books to your home	13%	10%	23%	28%
English courses and help	15%	12%	20%	21%
Lending computer games	6%	5%	17%	21%

What could increase use of libraries?

	Would use more		Would use less	
	Citizens' Panel survey	Open consultation survey	Citizens' Panel survey	Open consultation survey
If it offered art exhibitions or other cultural events	62%	63%	5%	5%
If it offered book clubs, festivals or meet the author events	59%	63%	4%	4%
If I could attend an interest group or course (eg computers, local history)	58%	53%	4%	4%
If it was open at a time that suited me	46%	49%	1%	1%
If they had more books	41%	59%	1%	2%
If they had Wi-Fi internet connection	39%	28%	4%	5%
If I could go there and relax	33%	30%	5%	5%
If it was closer to my house	33%	31%	1%	1%
If I could relax in a quiet environment	32%	32%	3%	3%
If I could meet people there	31%	29%	8%	9%
If the library could help me set up an interest group (eg local history, craft)	29%	30%	7%	6%
If it was more modern	29%	25%	5%	9%
If I could meet people like me	28%	30%	7%	7%
If they had computers I could use	26%	23%	4%	5%
If they had more for the children to do	25%	32%	14%	15%
If they had more DVDs	25%	28%	6%	6%
If I could do work there	25%	24%	5%	5%
If I could get more information on health (e.g books on prescription, clubs about health)	22%	21%	11%	11%
If it was closer to my school/workplace	21%	22%	4%	4%
If I could study there	19%	22%	5%	4%
If it was in the same place as my childrens school or leisure centre/pool	15%	14%	31%	32%
If it was in the same place as the Job Centre or other council services	9%	11%	40%	42%
If it wasn't a quiet place	7%	6%	43%	50%

Appendix 3

Detailed methodology

Detailed methodology

The consultation drew on multiple methodologies and sources, as outlined over the following pages.

Citizens' Panel survey

Bristol City Council's Citizens' Panel is a group of 2,000 people who have agreed to take part in research on issues which affect the city. A stratified sample (reflecting the demographic profile of the city as a whole) of adult citizens are invited to join; the membership is renewed regularly. Members are sent 3-4 surveys per year on various topics, and have the option of completing them online or on paper.

The Citizens' Panel were sent a survey about libraries in December 2014. 919 participated, a response rate of 46%. The survey took around 20 minutes to complete.

Completed surveys were matched with preexisting demographic profiling data, and passed to cpartners. Bad data (e.g. spoiled surveys) and outliers were removed. Hypotheses, based on prior qualitative research and CarnegieUK's Speaking Volumes report, were tested; the results are presented in pages 9-26 of this document. Suggestions made by respondents were coded for quantification, and included with suggestions from other sources in the analysis reported on pages 27-32.

Open consultation survey

Invitations to complete an online consultation questionnaire were posted in libraries, neighbourhood partnerships and via Bristol City Council's Facebook page. Paper versions were also available. In addition, an 'easy read' version of the questionnaire was created. The questionnaire itself was identical to that sent to the Citizens' Panel, with the addition of equalities profiling questions. Any interested member of the public was able to complete the survey, from November 2014 and to the beginning of February 2015. Overall, 4,692 questionnaires were submitted.

The data processing and analysis process was identical to the Citizens' Panel survey, and suggestions were likewise included as part of the reporting on pages 27-32. Side-by-side comparison of the results from the Citizens' Panel survey and open consultation survey are presented in Appendix 2.

Youth survey

Young people were given the opportunity to complete an adapted version of the open consultation questionnaire. The coverage of questions was broadly similar to the adult questionnaire, but with some simplification of wording and format. Young people were given the questionnaire in PSHE school lessons, in some schools on an opt-in basis. An e-mail with information about the consultation and a link to the questionnaire was sent to all head teachers in Bristol to give them the opportunity to opt into the exercise. 484 surveys were returned.

Detailed methodology

Public meetings and focus groups

Face-to-face meetings were held with groups representing different communities around Bristol. 87 groups were contacted and 65 sessions were arranged. Four organisations ran two sessions. In total, 847 people took part.

Meetings were advertised through a variety of mechanisms. Social media, letters, posters, online information and word of mouth were used. The sessions took place in a range of community venues including, supplementary schools, libraries, community centres, community rooms in tenanted blocks and places of worship. The sessions were structured around a pre-agreed discussion guide, and conducted by Bristol City Council staff. The emphasis was placed on what would make participants use libraries more; reflecting back on their circumstances. Where possible, the facilitators also explored reasons participants didn't use libraries.

The amount of time available to discuss libraries varied: in some cases, the entire meeting was dedicated to this topic, whereas in others it was a very brief item on a diverse agenda. As well as English, Somali, Urdu, Hindi, Bangladeshi, Punjabi, Gujarati, Arabic and Tamil community languages were used by community workers and volunteers at meetings and outputs were translated.

Groups were geographically spread across Bristol, with an aspiration to hold a meeting in each Neighbourhood Partnership area. A greater proportion of meetings, however, were held in central areas of the city as more equalities groups were located there. Of the 847 participants, there were:

- 479 people who are from BME Communities
- 86 disabled people
- 196 people in social housing
- 21 LGBT community members
- 89 older people (59 not counted under another equality group)
- 44 Women's groups (16 not counted elsewhere)

Online Ideas Bank

An online ideas sharing forum* was created to capture suggestions and comments. The website allowed users to propose ideas, and others to vote and comment on them. The Ideas Bank was accessed from Bristol City Council's library consultation website**. Users were required to register to be able to submit ideas. The forum was post-moderated by Bristol City Council staff to deal with offensive or inappropriate postings.

* <http://bristolfuturelibraries.dialogue-app.com>

** <http://www.BristolFutureLibraries.co.uk>

Ideas postcards

Postcards and suggestion boxes were displayed in each library, alongside paper copies of the open consultation questionnaire. Postcards were also distributed at face-to-face neighbourhood and targeted consultation meetings. Respondents also had the option to mail postcards back rather than hand them in.

Postcards were collected from the suggestion boxes periodically and input into a spreadsheet for analysis along with those from the Ideas Bank and questionnaires.

Appendix 4

Questionnaire

Libraries for the future

You can complete this survey online at:
www.bristolfuturelibraries.co.uk

1 In 2014, how often have you visited a library in Bristol? (tick one box)

- | | |
|--|--|
| <input type="checkbox"/> At least weekly | <input type="checkbox"/> Once every few months |
| <input type="checkbox"/> Every couple of weeks | <input type="checkbox"/> Only once |
| <input type="checkbox"/> Monthly | <input type="checkbox"/> Not at all (if not at all go to Q8) |

2 Which Bristol library do you visit most often? (tick one box)

- | | | |
|--|--|---------------------------------------|
| <input type="checkbox"/> Central Library | <input type="checkbox"/> Hartcliffe | <input type="checkbox"/> Redland |
| <input type="checkbox"/> Avonmouth | <input type="checkbox"/> Henbury | <input type="checkbox"/> Sea Mills |
| <input type="checkbox"/> Bedminster | <input type="checkbox"/> Henleaze | <input type="checkbox"/> Shirehampton |
| <input type="checkbox"/> Bishopsworth | <input type="checkbox"/> Hillfields | <input type="checkbox"/> Southmead |
| <input type="checkbox"/> Cheltenham Road | <input type="checkbox"/> Horfield | <input type="checkbox"/> St George |
| <input type="checkbox"/> Clifton | <input type="checkbox"/> Junction 3 | <input type="checkbox"/> St Pauls |
| <input type="checkbox"/> Eastville | <input type="checkbox"/> Knowle | <input type="checkbox"/> Stockwood |
| <input type="checkbox"/> Filwood | <input type="checkbox"/> Lawrence Weston | <input type="checkbox"/> Westbury |
| <input type="checkbox"/> Fishponds | <input type="checkbox"/> Marksbury Road | <input type="checkbox"/> Whitchurch |
| | | <input type="checkbox"/> Wick Road |

3 When you last visited the library in Q2, where did you travel from?

- | | |
|-------------------------------|--|
| <input type="checkbox"/> Home | <input type="checkbox"/> School / college / university |
| <input type="checkbox"/> Work | <input type="checkbox"/> Other (write in) |

Please help us
shape the future of Bristol's
libraries: this questionnaire
should take around
15–20 minutes to
complete.



Libraries for the future

4 How did you travel to the library? (tick one box)

- | | |
|----------------------------------|--|
| <input type="checkbox"/> Walking | <input type="checkbox"/> Bus |
| <input type="checkbox"/> Bicycle | <input type="checkbox"/> Train |
| <input type="checkbox"/> Car | <input type="checkbox"/> Motorbike / scooter |

5 How long did you have to travel? (tick one box)

- | | |
|--|--|
| <input type="checkbox"/> Under 10 mins | <input type="checkbox"/> 31 to 40 mins |
| <input type="checkbox"/> 11 to 20 mins | <input type="checkbox"/> More than 40 mins |
| <input type="checkbox"/> 21 to 30 mins | |

6 Thinking about your visits to Bristol libraries in 2014, how often have you done the following?

- | Every visit | Some visits | Never | | Every visit | Some visits | Never | |
|--------------------------|--------------------------|--------------------------|------------------------------|--------------------------|--------------------------|--------------------------|--|
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Borrow books | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Buy refreshments |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Read books | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Borrow a DVD |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Browse the books | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Borrow a CD |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Read newspapers or magazines | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Borrow a computer game |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Job search on the internet | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Take the children to read/ borrow books |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Use the library computers | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Children's storytime or activity |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Use the free library Wi-Fi | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Attend a local group (eg book or history club) |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Print | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Find out about local news and what's going on |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Study | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Other (please write in) |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Somewhere to go and relax | | | | <input type="text"/> |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Do some work | | | | <input type="text"/> |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Meet friends | | | | |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Meet business colleagues | | | | |

7 On your last visit, what time of day did you arrive? (tick one box)

- | | | | | | | | | | | | |
|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| 8–9am | 9–10am | 10–11am | 11am–12 | 12–1pm | 1–2pm | 2–3pm | 3–4pm | 4–5pm | 5–6pm | 6–7pm | Later |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

8 How well do each of the following words describe Bristol libraries, in your opinion?

Definitely true	True	Neutral	Not true	Definitely not true		Definitely true	True	Neutral	Not true	Definitely not true	
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Quiet	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Happy
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Welcoming	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Boring
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Open	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Relaxing
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Friendly	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Safe places to be
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Social	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Inspiring
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Helpful	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Educational
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Modern	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Essential for society
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Light and airy	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Community focused

9 Which of the following changes would encourage you to use a library more often? I would use a library...

...much more	...a little more	...the same	...less	...much less	
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	If it was closer to my house
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	If it was closer to my school/workplace
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	If it was open at a time that suited me
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	If I could do work there
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	If I could study there
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	If I could meet people there
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	If I could go there and relax
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	If I could attend an interest group or course (eg computers, local history)
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	If the library could help me set up an interest group (eg local history, craft)
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	If I could relax in a quiet environment
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	If they had more books
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	If they had more DVDs
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	If they had Wi-Fi internet connection
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	If they had computers I could use
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	If they had more for the children to do
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	If I could meet people like me
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	If it wasn't a quiet place
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	If it was more modern
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	If it offered art exhibitions or other cultural events
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	If it offered book clubs, festivals or meet the author events
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	If it was in the same place as the Job Centre or other council services
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	If it was in the same place as my children's school or leisure centre/pool
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	If I could get more information on health (like books on prescription, or clubs about health)
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Other (write in) <input type="text"/>

Bristol's libraries have a limited amount of money to spend on services. We want to know about the services that are most important to you.

10 How important are each of the following library services, to you?

Very important	Somewhat important	Not important	
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Lending the latest bestseller
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Offering personal book recommendations
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Helping find out about an interest from the internet (like crafts, cookery or fixing a car)
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Lending books to help people learn about interests (like crafts, cookery or fixing a car)
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Lending specialist and hard to find books
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Lending the latest films on DVD
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Lending music on CDs
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Lending computer games
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Lending eBooks
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Delivering books to your home
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Lending books in other languages
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Providing access to a computer (with internet and office programs)
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Teaching me how to use computers
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	English courses and help
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Study or homework clubs
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Offering printing
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Today's newspapers
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	The latest magazines
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Community news and notice boards
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Learning about local history
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Learning about my local neighbourhood and community
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Offering tools like 3D printers to help make things
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Information about evening classes or courses
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Advice and support for starting a business
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Advice and support for starting a local interest group (like craft, history or languages)
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	A place to access health support information (eg books on prescription, health support groups)
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Other (write in) <input type="text"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>

Now for some questions about the way you find out information and explore your interests.

- 11** If you want to find out the answer to a factual question, how useful are each of the following to you?

Very useful	Somewhat useful	Neither useful or not useful	Not very useful	Not useful at all	
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Internet
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Books
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Friends
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Library
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	A course / attending a group

- 12** And if you want to explore a new interest, how useful are each of the following to you?

Very useful	Somewhat useful	Neither useful or not useful	Not very useful	Not useful at all	
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Internet
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Books
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Friends
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Library
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	A course / attending a group

- 13** In 2014, how often have you bought books (either for yourself or your family)? *(tick one box)*

<input type="checkbox"/> At least weekly	<input type="checkbox"/> Once every few months
<input type="checkbox"/> Every couple of weeks	<input type="checkbox"/> Only once
<input type="checkbox"/> Monthly	<input type="checkbox"/> Not at all

- 14** And which of the following have you bought books from, in 2014?

<input type="checkbox"/> New from Amazon or other internet book shop	<input type="checkbox"/> Secondhand from Amazon/eBay or other internet book shop
<input type="checkbox"/> New from high street shops	<input type="checkbox"/> Secondhand from charity shops
	<input type="checkbox"/> Secondhand from book shops

- 15** Roughly how much have you spent on books in the last three months?

£

- 16** In 2014, how often have you borrowed books from the library?

(tick one box)

<input type="checkbox"/> At least weekly	<input type="checkbox"/> Once every few months
<input type="checkbox"/> Every couple of weeks	<input type="checkbox"/> Only once
<input type="checkbox"/> Monthly	<input type="checkbox"/> Not at all

- 17** How often have you or your family attended each of the following, in 2014?

Most weeks or every week	About once a month	Once or twice	Not at all	
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Services at a religious centre like a church or mosque
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Youth club
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Events at the community centre or other public building
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Courses (like yoga or local history)

- 18** Here's a list of statements – for each one, please say whether you agree or disagree

Strongly agree	Agree	Neither agree or disagree	Disagree	Strongly disagree	
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	There are lots of things to do in my neighbourhood
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	If I need a book, I buy it
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	I have no problem finding the information I need on the internet
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Libraries have to change, to be of use to me
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	It's OK for some libraries to close if the ones that are kept open are modernised
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	I would volunteer to support a community group in my local library

19 How do you access the internet?

Usually at home	Sometimes at home	Always at home	
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Computer/laptop at home
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Computer/laptop at work
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Tablet (eg an iPad)
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Mobile phone
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Computer at internet café / job centre
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Computer at library

20 Roughly how many hours per day do you use the internet (not for work)? hours

21 And how would you rate your skills at using the internet?

(tick one box)

<input type="checkbox"/> Very good	<input type="checkbox"/> Not particularly good
<input type="checkbox"/> Good	<input type="checkbox"/> I have a lot of difficulty using the internet

22 What's your full postcode?

23 Are you...? (tick one box)

<input type="checkbox"/> Working full-time	<input type="checkbox"/> In full-time education
<input type="checkbox"/> Working part-time	<input type="checkbox"/> In part-time education
<input type="checkbox"/> Unemployed / looking for work	<input type="checkbox"/> Retired
<input type="checkbox"/> Looking after children at home	<input type="checkbox"/> Other (write in) <input type="text"/>

24 How many children do you have living at home with you? 25 What's the age of the youngest child living in your household?

26 What is your household income, per year? (tick one box)

<input type="checkbox"/> Under £10,000	<input type="checkbox"/> £50,001 to £75,000
<input type="checkbox"/> £10,001 to £25,000	<input type="checkbox"/> £75,001 to £100,000
<input type="checkbox"/> £25,001 to £50,000	<input type="checkbox"/> Over £100,000

Equalities monitoring enables the council to check that everyone in the city is accessing the services to which they are entitled and that no one is discriminated against unlawfully. Information provided will be treated confidentially and in accordance with the Data Protection Act 1998 and only used to ensure that everyone is treated fairly. All questions are voluntary and it will not make any difference to the service you receive if you do not answer them. However, by answering the questions you will help us to ensure that our services are fair and accessible to all.

27 What is your age group?

Under 16	16-24	25-49	50-64	65-74	75 or over	Prefer not to say
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

28 Gender Male Female Prefer not to say29 Are you transgender? Yes No Prefer not to say

30 Ethnicity

<input type="checkbox"/> White	<input type="checkbox"/> Any other ethnic group (please write in)
<input type="checkbox"/> Mixed / multiple ethnic groups	<input type="text"/>
<input type="checkbox"/> Asian / Asian British	<input type="checkbox"/> Prefer not to say
<input type="checkbox"/> Black / African / Caribbean / Black British	

31 Are you disabled? Yes No Prefer not to say32 Sexual orientation Lesbian, gay or bisexual Heterosexual Prefer not to say

33 Do you have a religion or religious belief?

<input type="checkbox"/> No religion	<input type="checkbox"/> Jewish	Any other religion or belief (please describe)
<input type="checkbox"/> Christian	<input type="checkbox"/> Muslim	<input type="text"/>
<input type="checkbox"/> Buddhist	<input type="checkbox"/> Sikh	<input type="checkbox"/> Prefer not to say
<input type="checkbox"/> Hindu		

34 Finally, we'd like to invite you to take part in ongoing discussions about the future of Bristol's libraries over the coming months. If this is something you'd be interested in, please provide us with an email or contact address:

Name:
Email:
Address:

Please return this survey form, by 31 January 2015, to Bristol Central Library, College Green, Bristol, BS1 5TL or hand it in at any Bristol library

If you would like this information in another language, Braille, audio tape, large print, easy English, BSL video or CD rom or plain text please contact: 0117 903 7200

Appendix 4: Strategic Priorities

Bristol City Council:

We have developed our approach to this work in the context of a range of strategic priorities.

We have also worked in the context of the strategic priorities for Bristol as demonstrated through the Council's Corporate Plan 2014-17, where we see our work as contributing directly to the following priorities:

- Healthy Caring & Protecting
- Keep Bristol working and learning
- Vibrant Bristol

Furthermore, we have confirmed through our consultation the importance of the service contribution to the 2 cross cutting strategic priorities of:

- Addressing Inequality: "We will work to address inequalities of health, wealth and opportunity in the city, providing the right kind of help and support, at the right time".
- Active Citizens: "Bristol will be a place where we celebrate and champion the diversity of our population and every individual, organisation, business and community is encouraged to play an active role in the life of the city"

Department of Culture, Media & Sport Principles:

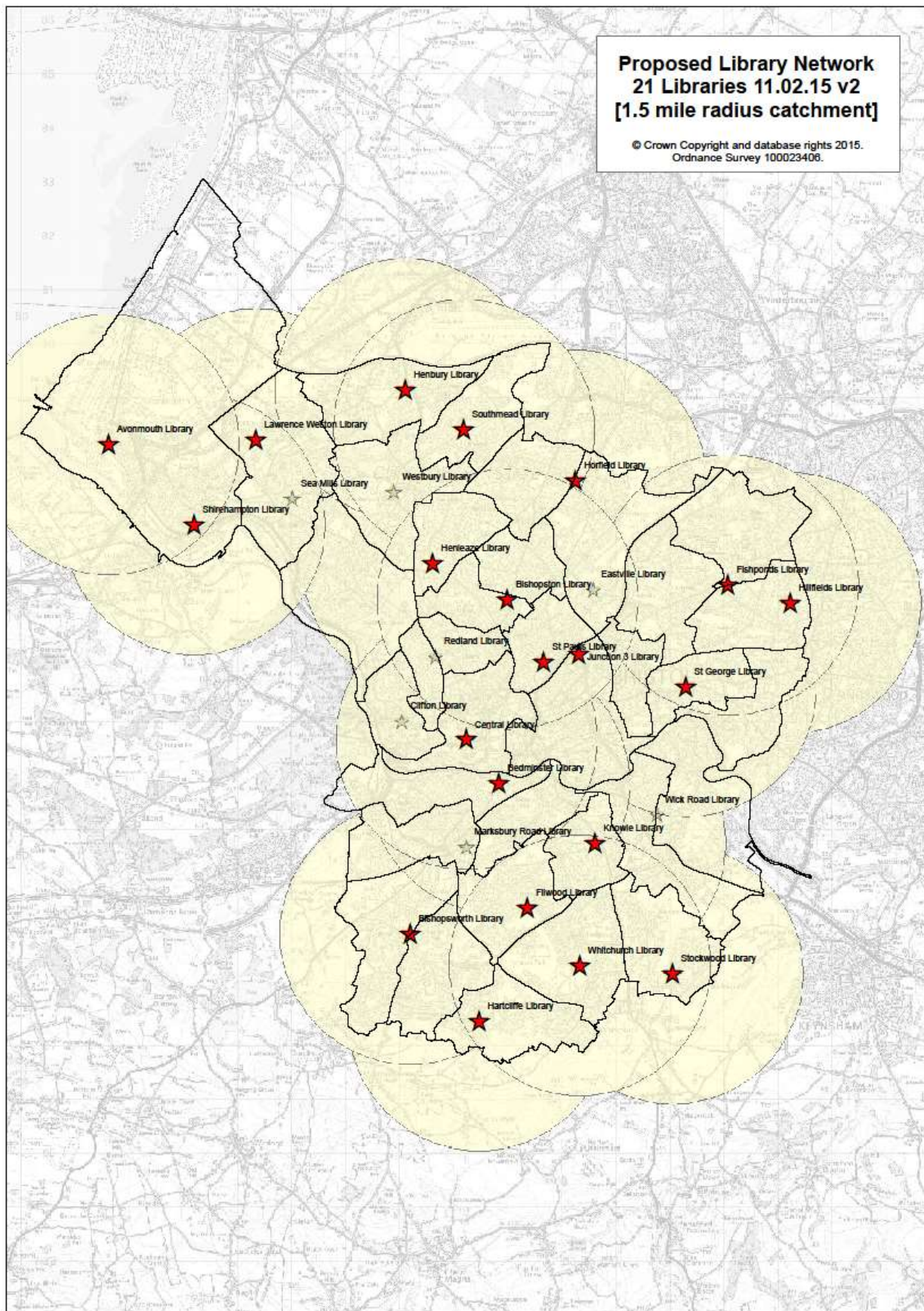
The Department of Culture, Media and Sport set out their expectations of any review or re-design of library services in a letter to all Local Authorities in 2010 which included:

- A statement of what the service is trying to achieve
- A description of local needs, specifically those of children and adults who live, work and study in the area.
- A detailed description of how the service will be delivered, how the plans will take into account the demography of the area and the different needs of adults and children, generally and specifically in different areas.
- The resources available for the service, specifically the annual budget

The guidance is also that consultation should happen at a formative stage in the process so there is sufficient detail and time to respond, that the service offers an efficient and comprehensive library service (in line with Section 7 Public Libraries and Museums Act 1964), that the Council complies with its Public Sector Equalities Duties and Local Government Act 1999, that the council complies with its Best Value Duty.

We have responded to this by setting out our aspirations for the service in the November Cabinet paper, undertaking a comprehensive Equality Impact Assessment that looks at the information we have about the city and its neighbourhoods, and also what the library service knows about its current customers.

Appendix 5: 1.5 Mile Radius Map on the new service





Appendix 6: Draft Consultation Plan

Following on from the first phase of consultation on the future of Bristol's Libraries, which was an open conversation about the current use of libraries and the future needs of local areas in the city, there will now be second phase of consultation to consider proposals for the future service.

What will the second phase of consultation involve?

The next phase of consultation will run from 4th March – 27th May 2015.

Unlike the first phase of consultation, we will now be consulting on a set of specific proposals for the whole service. The aim of the exercise is to capture comments and feedback on the different elements of the proposals and how they apply across all areas of the city, prior to any final decisions being made in July.

Some of the proposed changes – for example, the revised core service offer – will apply to all libraries across the city. However other parts of the proposals, such as how the service will operate at specific branch libraries, may vary according to the local area. We will therefore be specifically focusing some of the consultation on the areas where the greatest level of change is proposed, to ensure that we have comprehensive and detailed discussions with affected communities.

We want the consultation to be accessible to everyone and will therefore be using a variety of different channels to share information, to engage in discussions about the future service and to capture any feedback.

These channels include:

- Consultation hub online – dedicated web pages with contextual information and details of all consultation meetings, online survey
- Social Media – to share information and create a platform for 2-way dialogue
- Face to face meetings – At some libraries and via Neighbourhood Forums & Partnerships
- Newsletters – email bulletins to anyone who has registered an interest
- Printed information – hard copies of survey, posters, information leaflets
- Press/media – Initial media briefing event, followed by proactive and reactive press releases
- Internal communications to Council staff and trade unions

Who are we consulting with?

This consultation needs to reach a very wide range of different stakeholders in order to ensure we have a real view of the needs of the city and different potential ideas for

delivery. We want to consult with current library users, but we need equally to talk to those who do not use libraries currently to understand their perspective and encourage a wider more diverse use of the service. The list of stakeholders below is not exhaustive, but provides a sense of the scope of this consultation.

- Public (adults)
 - Library users who live or work in Bristol
 - Citizens who do not currently use, nor have recently used libraries
- Children and Young People, including children's centres, schools, Early Years settings
- Community groups
- Equalities Groups
- Partner organisations (e.g. Police, Health, Adult Learning service, Charities and the Voluntary Sector)
- Mayor and elected Members
- Members of Parliament
- Neighbourhood Partnerships and Forums
- Bristol City Council staff, including specifically current libraries staff
- Trade Unions
- Libraries West/ neighbouring authorities
- Other local authorities e.g. Core Cities
- Department of Work and Pensions – Job centres
- Universities
- Library Campaign groups/Advocates
- Relevant external national organisations e.g. Arts Council England, Carnegie Trust

What are we consulting on?

Following the first phase of consultation, a set of proposals have been put together for the new library service. These are based on the feedback from the consultation so far, as well as knowledge of wider community needs across the city, local and national libraries expertise, and the need to make financial savings. The information presented will include the following:

- The overall vision and the principles at the heart of the service
- Details of the core service offer and how this may be tailored to local areas
- The different models that set out how we will deliver the service
- What these different models of delivery mean for our existing libraries
- The developments, improvements and areas we will be investing in for the future service (e.g. regarding opening hours, accessibility, new technology, capital works)

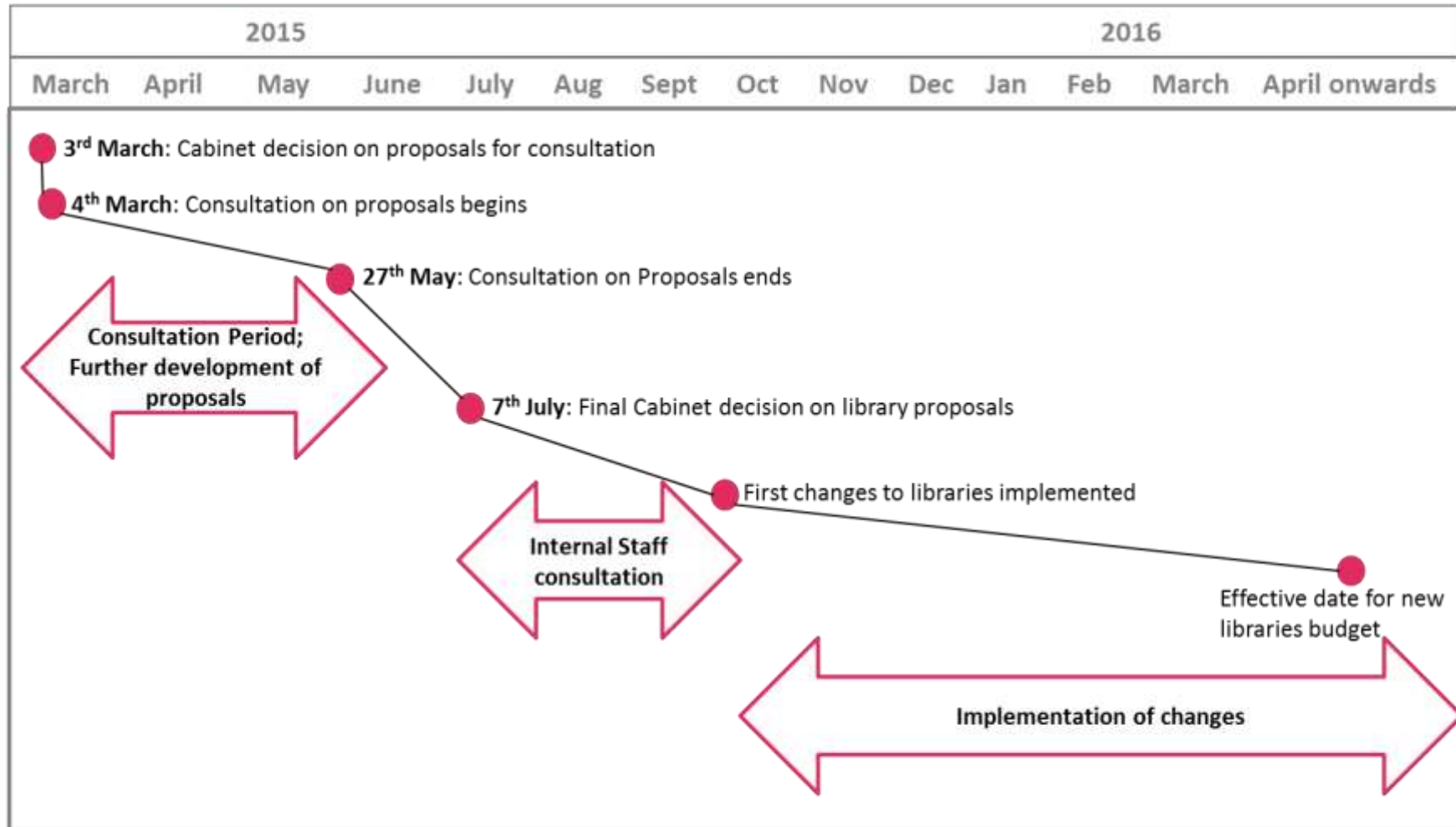
How will feedback during this phase of consultation affect the final decisions about the library service?

At this stage we are only consulting on proposals – no final decisions have been made.

We will capture all comments and feedback arising through the different communication channels and this will help us to refine and further develop the proposals.

The final decisions on the future service will be made by the Council's Cabinet at a meeting on 7th July 2015. Once agreement has been reached, a detailed implementation plan will be put in place. It is anticipated that the majority of the changes will be implemented between September 2015 and April 2016, with some longer term developments taking place within 2-3 years.

Appendix 7: Timeline for Libraries Service Redesign



Appendix 8: Scrutiny Day Inquiry Report



BRISTOL OVERVIEW AND SCRUTINY

Report of the Scrutiny Inquiry Day

“How do we Redesign the Library Service to Ensure it is fit for the Future?”

Conclusions of the Neighbourhoods Scrutiny Commission,
January 2015

1. **Executive Summary**

Bristol City Council's Neighbourhoods Scrutiny Commission is responsible for contributing to policy development and scrutinising the performance of the Council's Executive. It hosted a Scrutiny Inquiry Day on 22nd January 2015 to bring together a variety of stakeholders to discuss how the library service could be redesigned to fit residents' needs in the future.

The Inquiry Day took place in the context of the City Council's public consultation in which there has been considerable public and media interest. All of Bristol Councillors were invited to the event, along with a range of external organisations, council officers and community representatives.

The key question that the Inquiry was seeking to address was:

'Taking into account all we know already and all we are learning from the consultation, how do we shape a universal, core offer for the Library Service, which can be developed locally and reflect community needs?'

To this end, the Commission identified a number of key principles that should be addressed when developing the core offer of the Library Service. These fall under three main themes: accessibility and location; materials and technology; information, advice and support.

Key Principles In Relation to the Core Offer;

The following were identified as priorities to be considered in the proposals for the new library service;

Access and Location

- A free and accessible service.
- Provides premises in convenient locations that are well served by public transport and have improved facilities wherever possible (e.g. toilets and changing tables).
- Opening hours must be consistent and as responsive to local need as possible.
- Acts as a 'community hub;' could mean being co-located with other services, and providing quality space for local groups.
- Offers a range of facilities and activities to encourage learning and exploration.

Materials and Technology

- Books, DVDs and CDs should be available in a range of formats and languages to cater for different needs and interests.
- Wi-Fi and power points must be provided, as well as access to appropriate IT equipment such as desktops and E Readers.
- Relevant research materials should be accessible, such as local and family history resources.

Information, Advice and Support

- Libraries must be staffed by knowledgeable employees/volunteers.
- A broad range of information should be available for all citizens, including details of/access to Bristol City Council's services, local information and signposting to partner or community organisations.
- Support for Job seekers is important, including offering facilities for completion of applications and guidance about relevant supporting organisations.
- Libraries have a role in facilitating adult learning within communities.

2. Background

The Inquiry Day arose from a proposal in the Medium Term Financial Strategy 2014-17 to reduce the library revenue budget by £1.1m by redesigning the service. This coincides with a national and worldwide debate about the role of libraries in society, and how they could work in the future. Local authorities across the country are trying to understand how they can provide a better service that meets the changing needs of customers in a challenging financial climate.

The libraries in Bristol are well-loved and highly valued by those that use them, and often even those who do not use them are very vocal in their support. Libraries are a statutory service, but the numbers of people actively using libraries for their traditional purpose is very low (Bristol City Council's 'universal' service currently serves 15 % of citizens). It is hoped that within Bristol it will be possible to achieve a vibrant and sustainable network of libraries which will better respond to the needs of more of citizens and provide additional and relevant services to communities, particularly those who experience more challenges and have less access to opportunities.

Conclusions from the Inquiry Day will feed into the Libraries for the Future public consultation currently being undertaken by Bristol City Council, which will inform the proposals for the Library Service that will initially be considered at a Cabinet meeting on 3rd March 2015. The final decision regarding the Library Service will be taken by the Cabinet in June/July 2015, after a period of further consultation.

3. The Inquiry Day

What is a Scrutiny Inquiry Day?

Scrutiny inquiry days enable Councillors to acquire an understanding of complex issues by hearing expert speakers and engaging in debate with specialists, with the objective of identifying well-informed evidence-based recommendations. A range of experts and stakeholders share their expertise

and opinions via the workshop sessions, to help Councillors identify and understand key issues. Inquiry days aim to create a balance between information-sharing and discussion, thus allowing the broad range of views to be heard, and enabling participants to share their particular perspective.

The Inquiry Day was held on 22nd January 2015 at M Shed in Bristol and was led by the Neighbourhoods Scrutiny Commission. The participants included local Councillors, Council officers, representatives from the local university libraries, library user groups, partner organisations, Trade Unions and Equality Forums. The views of young people fed in via a video recording. The full attendance list can be found at Appendix 1.

The format for the event included a mixture of speakers from Bristol and national organisations, small table discussions and questions and answer sessions. The programme for the day can be found at Appendix 2.

The intended outcomes of the Inquiry were:

- To gather evidence to inform the discussions relating to the redesign of the library service by holding an interactive session with stakeholders, including service users and nationwide experts.
- To conduct a review of the Libraries for the Future consultation feedback received to date to ensure residents' opinions feed into any recommendations arising from the Inquiry Day.
- To fully explore the various models of libraries that could be selected for communities within Bristol.

The table groups were set the tasks of answering two main questions - "What does a core offer look like?" and "What should the local offer be for the North, South, East and Central areas of Bristol?"

4. Key Discussion Points – the Local Offer

The overarching principles relating to all libraries can be found in the Executive Summary, but feedback regarding the local offer can be found below;

North

- Needs in the north area varied considerably across the region.
- Education was regarded as a primary function of the libraries, with support for job seekers being more relevant in the north-easterly wards (Avonmouth and Kingsweston) and adult learning opportunities a priority in the other areas.
- Services for children, including those with special educational needs, should be a key consideration for the libraries redesign.
- Provision of community space was an important aspect in some wards, although Bishopston, Cotham and Redland already had good facilities.

- Social isolation was common to all wards so it was essential that the library service played a role in connecting local residents.
- IT access was a priority for all libraries and consideration should be given to increasing provision in some areas (particularly Henbury and Southmead).
- Steps should be taken to attract new users to the libraries, particularly students, who underutilised the northern libraries.

South

- One of the primary issues in the south of the city was the provision of services for young people. Efforts should be made to offer a range of facilities for learning, training and entertainment, both at the libraries and online.
- Unemployment levels were relatively high in south Bristol so access to employment was highlighted as a priority for the library service.
- A good level of IT access was important in the south and the digital offer should be enhanced.
- Adult learning facilities were identified as an important area of provision, which must be tailored towards the needs of local residents.
- The role of staff – both paid and volunteers – could be developed so that they had a greater role in connecting with the community, signposting and providing outreach support.
- Different models ought to be considered for library provision in the south, including shared services, social enterprises and public/private sector collaborations. The community hub approach was the preferred option for all libraries.

East & Central

- The Central Library should be the main cultural hub for the city, with the local libraries offering bespoke services designed in conjunction with each community.
- Residents needed to be able to access library services in the way that was most convenient for them, which included a good balance between digital and printed materials and some form of mobile service (perhaps organised by volunteers).
- The location of libraries and their accessibility was a central factor in attracting more service users. Fishponds Library could be developed to offer a broader range of facilities as it was a large venue.
- Successful libraries offered a range of services and were the 'community hub.' Junction 3 Library's offer should be adapted to reflect the diversity of the local community.
- Access to employment was highlighted as a priority for the area and added value could be gained from offering support from trained staff/volunteers.

Further details of discussions and presentations can be found at Appendix 3.

5. Appendices

- Appendix a) Attendance List
- Appendix b) Inquiry Day Programme
- Appendix c) Minutes from the Meeting

Appendix a)

Attendance List

Scrutiny Inquiry - Day 22nd January 2015

“How do we redesign the Library Service to ensure it is fit for the future?”

Councillors

Name
Cllr Charlie Bolton
Cllr Jeff Lovell
Cllr Martin Fodor
Cllr Sue Milestone
Cllr Fi Hance
Cllr Daniella Radice
Cllr Rhian Greaves
Cllr Brenda Massey
Cllr Olly Mead
Cllr Lesley Alexander
Cllr Ron Stone
Cllr Matt Melias

Officers

	Name	Job/Organisation
1	Alison Comley	Strategic Director, Neighbourhoods
2	Di Robinson	Service Director, Neighbourhoods
3	Kate Murray	Head of Libraries
4	Emily Hewitt	Senior Project Manager, BCC
5	Gemma Dando	Service Manager, Neighbourhood Management
6	Janet Bremner	Library Services
7	Julian Rush	Library Services
8	Julie York	Library Services
9	Emelli Doran	Library Services
10	Emma Timm	Library Services
11	Kirstie Stillwell	BCC Public Relations
12	Jon Bos	Community Assets Manager

13	Jane Taylor	Service Manager, Employment and Skills
14	Lucy Fleming	Scrutiny Co-ordinator
15	Romayne de Fonseca	Policy Advisor
16	Jo Holmes	Policy Advisor
17	Karen Blong	Policy Advisor
18	Jeremy Livitt	Democratic Services Officer
19	Graham Wilkie	Policy Co-ordinator
20	Taj Butt	Assistant Democratic Services Officer
21	Jordan Vibert	BCC Neighbourhoods

Others

	Name	Job/Organisation
1	Carolyn Hassan	Knowle West Media Centre
2	Dr Stephen Fear	Entrepreneur in Residence at British Library
3	Phil Gibby	Arts Council
4	Jenny Peachey	Carnegie Trust
5	Steve Crawshaw	Unison
6	Dawn Dyer	Unison
7	Jason Briddon	Director of Library Services, UWE
8	Dr Jessica Gardner	Director of Library Services, Bristol University
9	Angela Auset	Bristol Older People's Forum
10	Gillian Seward	Bristol Older People's Forum
11	Helen Pocock	Friends of Bristol Central Library
12	Eloise Cresswell	Bristol University – Students Union
13	Chris Brown	Staff Representation Group
14	Anne Hooper	Staff Representation Group
15	Val Cobbin	Wick Road Library Committee
16	Katy Lusty	Arts Council
17	Jenny Staples	Local Resident
18	Dick Penny	Watershed
19	Carol Price	Community Representative
20	David Cobbin	Wick Road Library Committee
21	Val Jenkins	Bristol Older People's Forum
22	Rebecca Amiel	Friends of Central Library
23	Christopher Warren	Community Representative

<p>Bristol City Council</p> <p>Neighbourhoods Scrutiny Commission</p> <p>Scrutiny Inquiry Day</p> <p>How do we Redesign the Library Service to Ensure it is Fit for the Future?</p> <p>Thursday 22nd January 2015, 9.00am (for a 9.30am start) – 1.30pm</p> <p>M Shed, Princes Wharf, Wapping Road, Bristol BS1 4RN</p>
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Key Question; Taking into account all we know already and all we are learning from the libraries consultation, how do we shape a universal, core offer for the Library service, which can be developed locally in your neighbourhoods and reflect community needs?

Programme	
9.00am	Registration and Refreshments
9.30am	Introduction Cllr Jeff Lovell, Chair of Neighbourhoods Scrutiny Commission, Bristol City Council (BCC)
9.35am	Cllr Daniella Radice – Assistant Mayor for Neighbourhoods, BCC
9.40am	Setting the Scene <ul style="list-style-type: none"> • Alison Comley, Strategic Director for Neighbourhoods • Kate Murray, Head of Libraries, BCC
9.55am	The National Context; <ul style="list-style-type: none"> • Jenny Peachey, The Carnegie Trust • Phil Gibby, The Arts Council
10.15am	Personal Reflections from Dr Stephen Fear, Entrepreneur in Residence at the British Library
10.25am	Innovation Through Libraries – A Creative View Carolyn Hassan, Knowle West Media Centre

10.35am	Q&A Followed by Table Discussions “What Does a Core Offer Look Like?” <i>Refreshments available</i>
10.55am	Plenary Feedback
11.10am	Introduction Regarding the Local Libraries Situation Di Robinson, Service Director for Neighbourhoods, BCC
11.20am	Video Edit of Comments from Community Representatives and Young People
11.35am	Bristol Future Libraries Consultation Kate Murray, BCC
11.45pm	Q&A
12.00pm	Table Discussions “What Should the Local Offer be for the North, South, East and Central Areas of Bristol?” <i>Refreshments available</i>
12.45pm	Plenary Feedback
1.25pm	Chair’s Closing Statement
1.30pm	CLOSE

Notes – Libraries Scrutiny Inquiry Day – Thursday 22nd January 2015

The inquiry day opened with introductory comments from:

Councillor Daniella Radice, Assistant Mayor for Neighbourhoods
Councillor Jeff Lovell, Chair of the Neighbourhoods Scrutiny Commission
Alison Comley, Strategic Director of Neighbourhoods
Kate Murray, Service Manager – Head of Libraries

They outlined the following key points:

- The service currently offers a wide range of different services in addition to loaning books (e.g. e-books, reading challenges for children, digital access), but only 14% of the city's population were currently using the service.
 - There is a lack of awareness of what the service offers, which may be one reason for the decreasing usage
 - The extensive nature of the current consultation process on this service was highlighted, which could be used as a model for future consultations
 - There is a need for libraries to improve in reflecting the diversity of the city
 - The importance of the proposed revenue reduction to the library service (£1.1 Million)
 - The rise of new technology was vital in library development and identifying their role in a digital future.
 - As most libraries were single buildings, alternative uses needed to be considered, including more imaginative uses of library space
 - The options for 24-hour usage of libraries were important
- Key speakers then presented on the following themes:

Jenny Peachey – The Carnegie Trust

This organisation was set up in 1930 and had resulted in the creation of over 100 libraries. Following the completion of the Trust's work, it had disengaged from libraries in 1950 and had then re-engaged in 2000. The Trust was currently working with the Scottish Library and Information Council to develop Scottish Libraries.

The presentation referenced a recent poll on attitudes to and use of public library services. This information can be viewed via the following link:

[Carnegie Trust Factsheet](#)

Phil Gibby – Area Director, the Arts Council of England

The Arts Council had taken on the national development role for libraries three years ago. The presentation emphasised the need for libraries to “Think digital, think community.” The future of libraries had been discussed as part of a report entitled “Envisaging Libraries of the Future” which set out several key elements for a library. It also referenced the Arts Council’s work on research called ‘Envisioning Libraries of the Future’. Full details on this research can be found via this link:

[The Arts Council - Libraries of the Future](#)

- The following case studies were mentioned as examples of different ways of delivering library services:
- Social enterprise in Lewisham
- Public Service mutual in York
- Trust model in use at Winchester Discovery Centre
- Library with hotel and cultural embassy at the Lloyd Hotel and Cultural Embassy, Amsterdam

Dr Stephen Fear – Entrepreneur in Residence at British Library

Dr Fear spoke about the powerful role of libraries in educating young people. He also explored the developments in hybrid public/private facilities (referencing the successful partnership model between the library, Borders and Starbucks in Connecticut, US).

Carolyn Hassan – Knowle West Media Centre (KWMC)

This presentation highlighted the current activities taking place at Knowle West Media Centre, aiming to address some key concerns for the city and how this could be reflected in a future library service:

- Bristol was the only major city in the UK where there was growing health and wealth inequality;
- Digital inclusion was important to avoid social exclusion for certain communities;
- Providing opportunities to learn about areas which had not traditionally been used for such purposes ie DIY; how particular types of machinery operated; and learning about different types of technology.

The full presentation can be found here:

[Carolyn Hassan - Libraries of the Future](#)

There followed a series of table discussions concerning “What Would A Core Offer Look Like?” from which a series of possible options were proposed.

Di Robinson, Service Director – Neighbourhoods and Communities

- This presentation highlighted the need to address inequalities as Bristol was a divided city;
- The development of tailored, local offers for different parts of the city was crucial – the consultation had involved discussions with residents across Bristol;
- It was important to consider how the development of a local service could add value to our communities.

Kate Murray, Service Manager - Head of Libraries

This presentation outlined the approach that had been taken during the libraries consultation and the initial findings. The full presentation can be found here:

[Kate Murray - Future of the Libraries Consultation](#)

Video Presentations

2 video presentations were screened:

- Discussions setting out a series of views from adults who had participated in research visits to other libraries. This covered the following key themes:
 - Enhancing the library experience through design
 - Different models for libraries
 - Libraries as community assets
 - What should a library offer?
 - Raising awareness of library services
- Children from Parson Street Primary School on Bristol libraries

The research visit video can be viewed at the following link:

[Research Visit Video](#)

There then followed a series of table discussions concerning “What Would A Local Offer Look Like?” from which a series of possible options were proposed.

Councillor Lovell, Chair of the Neighbourhoods Scrutiny Commission, closed the event.

Appendix 9 - Bristol City Council Equality Impact Assessment Form



(Please refer to the Equality Impact Assessment guidance when completing this form)

Name of proposal	Libraries of the Future – Service Impact To redesign the library services to better meet the needs of our communities. Updated January 2015
Directorate and Service Area	Neighbourhoods
Name of Lead Officer	Kate Murray

Step 1: What is the proposal?

Please explain your proposal in Plain English, avoiding acronyms and jargon. This section should explain how the proposal will impact service users, staff and/or the wider community.

1.1 What is the proposal?

The libraries in Bristol are well-loved and highly valued by those that use them. Often even those who do not use them are very vocal in their support. Libraries are a statutory service, but the numbers of people actively using them is very low. Our most recent data shows that just 6% of Bristol citizens used a part of the library’s “lending service” more than once in the 3 month period measured.

We want to achieve a vibrant and sustainable network of libraries in Bristol. Libraries will better respond to the needs of more of our citizens. Libraries will provide additional and relevant services to communities; particularly those in our city who experience more challenges and have less access to opportunities.

The vision is to provide a vibrant and sustainable library service designed with the citizens of Bristol that supports reading & learning, health & wellbeing, employment and business growth and free access to information, for all our diverse communities.

This vision will be delivered by working to a clear set of design principles:

- A defined core service ensuring access to information, books and information technology for all of Bristol's citizens, available through all Bristol's libraries
- A sustainable network of high quality libraries with local community focused branch libraries complimented by a Central Library offering more specialist resources
- 24/7/365 access to online library services and resources. This includes specialist material from Bristol Libraries and access to catalogues and stock of other library services through the Libraries West consortium website
- Good geographical access across the city with all residents being within 1.5 miles of a library and libraries located, where possible, near the locus of community activity in that area and on public transport routes.
- Delivery tailored to local community need with special focus on those who are disadvantaged, vulnerable and socially isolated.
- Opening hours which are designed to match the local demand and usage
- Digital inclusion access for the city through the free library computers, complemented by trained staff offering mediated access to online information and services during opening hours.
- Creative and innovative ideas to enhance the delivery and content of library services, including shared services with other partners.

A comprehensive Phase 1 consultation took place between 10th November 2014 and 2nd February 2015 which included online and paper surveys; young persons and Plain English surveys; an online 'ideas bank'; a programme of face to face consultation opportunities across the city; and targeted work with equalities communities; including 65 sessions with a variety of equalities groups and focus groups with young people. The feedback from this consultation has been central to developing the proposal for the core content offer, and the proposals for the local branch offer. This report seeks agreement to consult on both of these in a Phase 2 consultation.

The Phase 2 consultation will follow a similar pattern to Phase 1, with opportunities for communities to engage through a variety of media. This will, again, include online and paper surveys, face-to-face meetings in communities, drop-in sessions in libraries, and targeted equalities group work.

Step 2: What information do we have?

Decisions must be evidence-based, and involve people with protected characteristics that could be affected. Please use this section to demonstrate understanding of who could be affected by the proposal.

2.1 What data or evidence is there which tells us who is, or could be affected?

The Library service is a universal service and available to all; therefore everyone in every neighbourhood could be affected by the proposals. It is important for us to use comprehensive data about the protected characteristics of the whole population when considering and designing the future service.

We hold comprehensive information from the Neighbourhood Partnership Statistical Profiles about the Age, Gender, Disability, Race, and Religion & Belief of citizens living in each Neighbourhood Partnership area. This information is based on 2011 Census data relating to Ethnicity, Religion & Disability, and mid-2013 estimates for Sex and Age. There are gaps in this data about Sexual Orientation, Marriage and Civil Partnership, Gender Reassignment, and Pregnancy and Maternity. To attempt to fill these gaps, and to enrich the profile data, we have used citywide data (where it is available) about protected characteristics. We have also ensured that we captured information from our consultation work with equalities groups that represent all protected characteristics. While for some protected characteristics (specifically Sexual Orientation, Marriage and Civil Partnership, Gender Reassignment and Pregnancy and Maternity) the data cannot be broken down by neighbourhood, it outlines the importance of comprehensive engagement with equalities groups when designing and consulting on the tailored neighbourhood branch offer. This will enable us to be mindful of all of the protected characteristics when designing the universal core offer.

We know that all current library users will be affected by any changes to the library service. The library service holds data about the Age, Gender, Disability and Race of its members, which was captured up to 2012 in the membership form (not compulsory). These data can be analysed by the library that the members most commonly use. We have used these data to compare library member protected characteristics with those of the general population in each Neighbourhood Partnership area. The aim was to determine whether the characteristics of library users are representative of the local population, and

especially to highlight areas where people with protected characteristics seem to be under represented.

Since October 2012 Library Member equalities data continues to be captured on the membership sign-up form. However, this information is now detached from a person’s membership profile. This means that while data about protected characteristics is held of people who signed up to become a library member, we can no longer track library usage, by branch. We also do not know how many people have since ceased membership with Bristol’s library service. The benefit of using this data (with caveats) is that it includes additional data for:

- Gender Reassignment
- Sexual Orientation
- Religion

Protected Characteristic	Census data for Bristol	Libraries Data for Bristol
	%	%
Transgender	N/A	0.6*
Lesbian, Gay, or Bisexual	N/A	3.4*
Religion	54.5*	53.2*

Table 1. Proportions of library members during 2013/14 who disclosed their equalities information. Please note the caveats to these data in the description above. * *These data exclude ‘rather not say’ responses.*

The full data known about the neighbourhood populations compared with the library members, broken down by Neighbourhood Partnership area, is appended to this EqIA. From these data, we can see if there are equalities groups who are not well represented as library users, and also where they are over-represented as library users. We have ensured that this is taken into account when we are looking at the results from the surveys, as a large proportion of the survey respondents were existing library users.

The Citizens’ Panel Survey was a key strand of phase 1 consultation because it employs a method of recruitment which ensures that demographic profile of participants matches that of the Bristol population. When the demographic profile of respondents to the open consultation were compared against those from the Citizens’ Panel Survey, it was clear that the demography of Citizens’ Panel respondents matched the Bristol population more closely. In the open consultation, some equalities groups were underrepresented, meaning that results from the consultation could not be extrapolated with the same degree

of confidence as those obtained from the Citizens' Panel Survey. While we still referred to data obtained in the open consultation, responses from the Citizens' Panel Survey were used in the main analysis, and key differences in responses by equalities groups were particularly highlighted.

From the appended equalities profile information, we can see that in all areas, there is low library membership from disabled people, and in some areas there is low membership from BME populations and certain age groups.

In addition to the equalities data available about neighbourhoods and library members, all of the responses received during phase 1 of consultation were analysed by each equalities group. This means that we have excellent data about the needs of each equalities group that we have been able to use when designing the future library services.

2.2 Who is missing? Are there any gaps in the data?

As highlighted above in 2.1, there are some gaps in the Neighbourhood Partnership Statistical Profile data about:

- Sexual Orientation
- Marriage and Civil Partnership
- Gender Reassignment
- Pregnancy and Maternity

There are gaps in the Libraries data up to 2012 about the above 4 protected characteristics and also about Religion and Belief.

Since 2012, libraries data now includes data for Gender Reassignment, Sexual Orientation and Religion and Belief, but this can no longer be broken down by branch usage.

As explained above, these gaps have been filled as best as possible, and all of the consultation data is being broken down by equalities group.

2.3 How have we involved, or will we involve, communities and groups that could be affected?

In November 2014, Cabinet approved a 3-month consultation period to assess what different communities need from Bristol's library service and their ideas for its future. The consultation helped us to develop a broader understanding of what each community needs and how the library service and council can better support those needs through the service redesign.

Between 10th November 2014 and 2nd February 2015, we talked to people both in their neighbourhoods and local libraries, as well as offering citywide opportunities for different groups and interests to talk to each other.

In order to try and engage as many people as possible (including as many people from equalities groups as possible), we used a range of different formats. We will continue to use these formats throughout the second phase of consultation.

Digital

People who prefer to get involved via digital communication can use the website '[Future of Bristol libraries](#)' which outlines the reasons we are consulting, timelines for the consultation and ways to get involved. Website users can change the colours of the text, background of the pages and the font and text size. The website also has several subtitled videos.

Throughout all phases of the consultation, people can sign up to receive regular e-bulletin updates and can use social media to engage in the consultation through our [Facebook site](#) and Twitter handle @BrLibraryFuture.

Survey

The first phase of consultation included an [online survey](#) which was also sent to the 2000 members of the Citizens' Panel (who are broadly representative of the City's population in terms of protected characteristics). The survey was adapted and was also available as a [young people's survey](#) which was designed for young people aged under 16 and an [Easy Read survey](#) was also available which was more accessible for people with learning disabilities, and people who have difficulty reading English. Paper copies of the survey were available in all library branches across Bristol, community buildings, customer service points and could be made available in alternate forms and community languages on request.

In the proposed phase 2 consultation, similar survey arrangements will be in place. An online survey, Easy Read survey and paper copies will be widely available. The survey will be shared with the Citizens' Panel, if possible (this will depend on dates for the Panel, but is important to us to try to engage with the Citizens' Panel for phase 2 consultation). The young people's survey did not provide a rich source of information in phase 1. Young people's focus groups run by Real Ideas Organisation (RIO) were much more successful, so it is proposed for phase 2 that focus groups are used to engage with young people,

rather than a survey.

Research visits

We organised research visits by bus to example libraries in Bristol, Weston-super-Mare and Exeter. These provided opportunities for willing participants from the public and councillors to see examples of different service delivery models in action. These visits were only for phase 1 as this phase was about developing ideas.

Face to face meetings, young people focus groups, equalities groups.

We recognise that people may want to feed back their views as part of a geographical community or an equalities group or both, so in phase 1 of the consultation a total of 53 open public meetings took place throughout November and December 2014. 22 of these meetings were Neighbourhood Forum/Partnership meetings and 31 were meetings held in the various library branches across Bristol. Meetings took place during Monday-Friday and included morning, afternoon and evening sessions in order to offer opportunities to as many different people as possible to take part.

In addition to the open public meetings, we also recognise that there are equalities groups that rarely attend open public meetings, and that some subjects related to protected characteristics need to be talked about in a safe environment. We therefore designed a comprehensive targeted engagement and consultation offer for equalities communities. 87 groups were contacted and 65 face-to-face consultation sessions were arranged to get input into the proposed service design work. These groups included Bristol's Equality Forums and Voice and Influence organisations - Bristol Women's Voice, Bristol LGBT, Bristol Disability Equality Forum, BME Voice and Influence, Bristol Older People's Forum and the Multi Faith Forum.

In phase 2 of the consultation, based on the learning from the first phase of the consultation, one dedicated open public evening meeting per Neighbourhood Partnership area will take place, followed by drop in sessions at each of the 28 libraries during the daytimes. Information will be available at all Neighbourhood Forums and Neighbourhood Partnership meetings (approx. 45 meetings). The comprehensive targeted equalities work will be repeated for the second phase, with a real focus on equalities input into the tailored neighbourhood libraries offer.

Young people are a key user group for libraries and it was very important to hear their voices. A series of focus groups was set up with young people in phase 1 of the consultation and these will continue in phase 2.

Step 3: Who might the proposal impact?

Analysis of impacts on people with protected characteristics must be rigorous. Please demonstrate your analysis of any impacts in this section, referring to all of the equalities groups as defined in the Equality Act 2010.

3.1 Does the proposal have any potentially adverse impacts on people with protected characteristics?

There will be significant change as part of the libraries redesign; there will be changes to the way that libraries are run, when they are open and staffing. This means that there are potentially adverse impacts for some citizens of Bristol, including people with protected characteristics e.g. if a library changes location or is open at a different time, this may affect people in different ways.

We already know from our data that across the city, % membership and usage of libraries by disabled people is significantly lower than the % of disabled people in the local population. The consultation with equalities groups, highlighted some of the reasons for this, including:

- poor physical access to the buildings (e.g. signage not suitable, old buildings with compliant but not convenient disabled access, poor transport access)
- need more accessibility equipment (e.g. one handed equipment only available in Central library)
- need to do more to make disabled people welcome; demonstrating that they don't have to be quiet in the space (a lot of people mentioned that they avoided libraries as they would find it difficult not to make noise)
- need for more choice for disabled people – more influence over choice of large print stock, being consulted when accessibility equipment is purchased so it is suitable

The implications of a reduction in funding could adversely impact disabled users and potential users, for example if the funding reduction resulted in less investment in large print stock or assistive software / ICT equipment.

We already know that in some libraries the membership/usage by BME people is low compared with the local population – for example in Henleaze Stoke Bishop and Westbury-on-Trym; Cabot, Clifton and Clifton East; Greater Brislington; and Knowle, Filwood and Windmill Hill areas, the % library usage by BME people is lower than the % BME population in the area. However, in other areas usage by BME people is higher than the local population. Consultation with equalities groups told us that a good library offer to BME people would include:

- Diverse stock in different languages (fiction / non-fiction) and stock which is culturally relevant.
- Libraries as central meeting point of community /a social space
- Libraries as a key place of learning for their children (placed higher importance on learning for their children than for themselves)

The implications of a reduction in funding could adversely affect BME people if, for example, stock was no longer sourced in different languages, or libraries with good quality social spaces in areas with a high BME population were to close or change their use significantly.

In the phase 1 consultation, we ensured that the feedback from as much of the engagement as possible, and especially the surveys and face to face work, could be broken down by equalities group. The consultation highlighted that differences and points of agreement between the needs of some groups came through strongly, while others (such as LGBT people and those with religious beliefs) were less distinct from users and non-users as a whole. Drawing on the full range of methodologies employed in the research, the dominant themes that were most important for individual groups were as follows:

Older people

- Continued access to book lending
- A physical space to spend time around other people and engage in the community, which is nonetheless not overly noisy
- Access to information about events and neighbourhood news
- Easy access and proximity to the home

Younger people

- Study / work space
- Modern, welcoming venues for meeting other people
- Access to ICT facilities, particularly wi-fi
- Easy access via public transport or walking, including from universities, schools and colleges

BME people

- Libraries that function as spaces to socialise with friends and colleagues
- Connections between libraries and other organisations / services within the community
- Modern, welcoming buildings
- Culturally relevant stock
- Books and courses for people with English as a second language

Disabled people

- Accessible buildings and facilities (e.g. signage, toilets)
- Large print stock and assistive/accessible ICT services
- Easy parking / transport
- A safe space to visit, to reduce social isolation and increase access to events
- Co-location with other services

Parents (not an equalities group but relevant due to importance to BME communities and also relevant to maternity)

- Relatively noisy, lively libraries
- Children's events and play areas
- Closer integration with other services, such as schools or health centres
- Continued access to book borrowing for children

People on low incomes (not an equalities group, but relevant due to high % of BME and disabled people represented in this group)

- Continued access to book lending
- Easy access via walking
- Free ICT facilities
- For those who are unemployed, a space to search for work and access training

As outlined in the Cabinet Report (3 March 2015), libraries have been categorised in to 2 groups which show how we are going to invest in the future service. These libraries are subject to a number of changes including opening hours. Some libraries currently are not included in these 2 groups - the locations of these libraries and the spread of the remaining library branches have carefully taken into consideration data and comments from equalities communities to minimise the impact as much as possible. For example, rather than stop supporting a larger number of libraries to make the financial saving, the proposal tries to keep as many as possible and look at joint delivery, shorter staffed hours with access available outside the staffed hours which offers the safe space and community access that, for example, BME and disabled equalities groups have identified as a need, while still being able to

realise savings. These proposals will be consulted on in more detail in Phase 2 of the consultation and full exploration of the impacts will develop as phase 2 consultation gets underway. This EqIA will be updated to reflect this.

3.2 Can these impacts be mitigated or justified? If so, how?

Designing a library service for the future which meets our ambition as a city but in the context of ongoing financial restrictions is extremely challenging and there will be impacts on some of our citizens. However, we have designed the proposals for the service based on a complex range of criteria with equalities information firmly established as one of the four main sources of information; with the overall aim of providing the best possible quality library service targeted to the areas of greatest need.

One of the key drivers has been the need to modernise the service and make it relevant to more of our citizens and these improvements and changes would be recommended, regardless of any savings required. We need to address the fact that we have communities in areas of need who are poorly served by existing services, while we have a much higher level of provision in other areas of the city. We have therefore looked hard at how we can re-balance the service across the whole city to find the right solution for Bristol. So, while there is an impact on all citizens, where possible the negative impact on citizens with the most need has been minimised.

By doing a wide-reaching phase 1 consultation, planning an equally wide reaching phase 2 consultation, and by ensuring that equalities groups thoughts and opinions are listened to and used in design and development of proposals, this has mitigated some of the potential impact on equalities communities.

The core content offer described in the report contains many of the needs identified by equalities groups as the most important to them during phase 1 consultation, including, for example, an educational offer to make materials available in a variety of formats and languages to meet diverse needs, and a cultural offer to ensure that cultural activities are designed for local interested (i.e. cultural diversity/identity).

The proposals for individual branch libraries have also been developed using neighbourhood profile data alongside consultation feedback from equalities groups (this is described in more detail above in section 3.1). To further

mitigate any negative impact on equalities communities, phase 2 consultation has a real emphasis on targeted engagement with equalities groups. This will enable us to have conversations with equalities communities and ensure that comments and feedback are used to develop the final shape of the local branch library offer. It will also ensure negative impacts are minimised as much as possible.

Phase 2 consultation will build on feedback that equalities communities have already provided to us in Phase 1, and will enable us to develop conversations about specific mitigations relevant to equalities communities to minimise any impact of, for example, shorter staffed hours at the libraries, or a library no longer being supported by the council. This will help us to mitigate as best as possible potential specific impacts of the proposals contained within this report, on equalities communities.

3.3 Does the proposal create any benefits for people with protected characteristics?

Some of the benefits have been described above – specifically the new core content offer, which has been designed using information that equalities groups provided in Phase 1 of the consultation. Phase 2 of the consultation about the proposed local offer will use equalities information to further design the local offer.

3.4 Can they be maximised? If so, how?

The benefits have the potential to be maximised through phase 2 consultation proposals and development of tailored local offers using this information (details are provided in sections 2 and 3 of this EqIA and in the full Cabinet report).

Step 4: So what?

The Equality Impact Assessment must be able to influence the proposal and decision. This section asks how your understanding of impacts on people with protected characteristics has influenced your proposal, and how the findings of your Equality Impact Assessment can be measured going forward.

4.1 How has the equality impact assessment informed or changed the proposal?

Much of this detail has been covered above. Rather than this EqIA informing and changing the proposal, the method used in developing the proposal has put equalities data and engagement with equalities communities at the heart of how the proposals have been developed so far, and how they will continue to be developed in the next phase of the Libraries service redesign and beyond. The EqIA is a living document which is regularly updated, and full equalities information that is being used to design and develop the proposals and the consultation methods is appended to this EqIA.

4.2 What actions have been identified going forward?

- Phase 2 consultation to include targeted work with equalities groups (with development of this work to hopefully include more groups in the next phase of consultation)
- Phase 2 consultation to ensure access to all materials is available to all citizens through providing different media and formats of information
- Equalities information to continue to be one of the four main areas of information that is used to develop further proposals
- To ensure that the targeted equalities work in phase 2 consultation helps to inform the details of the redesign moving forward; i.e., informing what investment might be recommended for future library improvements; informing the details of the locally tailored offer to ensure that it serves the widest possible local community.

4.3 How will the impact of your proposal and actions be measured moving forward?

This EqIA will be updated alongside development of proposals as a living document.

A cumulative impact assessment will be produced as part of the July cabinet report when the final proposals are presented for decision.

Service Director Sign-Off:

Di Robinson

Date:20/2/2015

Equalities Officer Sign Off:

Anne James

Date:20/2/2015

Equalities Impact Assessment: Libraries for the Future Project Baseline data & information

Neighbourhood Partnership	Libraries
Ashley, Easton & Lawrence Hill	<ul style="list-style-type: none"> Junction 3 St Pauls

Junction 3 and St Pauls libraries are located within the boundaries of Ashley, Easton & Lawrence Hill Neighbourhood Partnership area (NHP).

Census data for Ashley, Easton & Lawrence Hill NHP will be compared against the equalities monitoring information held for Trinity Road library, which has since been replaced by Junction 3 library. The libraries data covers the 12 month period to April 2012, this is before Junction 3 library was opened, and Trinity Road library was closed. The data represent active usage (where a person has used a part of the lending service within the previous 12 months).

Library usage data compared with resident population

Key: = More than NP = Less than NP = Equal to NP

Percentage of library users who are...	Library*				NP Area Population**
	Trinity Road (now Junction 3)		St Pauls		
Female	55.4%		58.0%		48.1%
Disabled	2.4%		1.7%		15.5%
Aged 0-15	46.7%		44.8%		22.2%
Aged 16-25	10.8%		10.2%		-
Aged 16-24	-	-	-	-	14.6%
Aged 26 – 60	38.0%		41.8%		-
Aged 25 - 64	-	-	-	-	55.9%
Aged over 60	4.5%		3.3%		-
Aged over 65	-	-	-	-	7.3%
BME	59.0%		58.8%		43.8%
Religion (any)***	-	-	-	-	55.9%

- 34.0%** library users were **Black/Black British** at Trinity Road and **42.2%** at St Pauls library.
- 18.1%** were **Asian/Asian British** at Trinity Road and **9.1%** at St Pauls library.
- 5.9%** were **Mixed** at Trinity Road, and **7%** at St Pauls library.

Data source: *Libraries West (April 2012) **Census (2011) ***% excluding 'not stated'

What do we know about the Ashley, Easton & Lawrence Hill Neighbourhood Partnership area? (Census 2011)

Population

The NP has a young age profile with a higher than average proportion children 22% (Bristol average 18%) and lower than average proportion of older people 7% (Bristol average 13%).

A fifth (18%) of the people living in Bristol who cannot speak English or cannot speak English very well live in Lawrence Hill ward.

Almost a third (30%) of people not born in the UK (Bristol average 15%)

Highest proportion of non-Christians including the highest proportion of Muslims at 21% (Bristol average 5%) and the highest proportion of people with 'other religions'

Lawrence Hill is the only ward in the city where the majority of the population belong to a BME group. In 2001 the BME population made up 32% of all people compared to 55% in 2011

How could libraries help improve educational attainment in Ashley, Easton & Lawrence Hill Neighbourhood Partnership area?

- Educational attainment rate at 11 years (Key stage 2 Level 4+ with English and Maths) is improving in Easton and Ashley and is close to the city average. In Lawrence Hill, despite general improvement in the last 12 years, attainment dropped in 2011 and 2012.
- Educational attainment rate at 16 (Key stage 4 with 5 GCSEs A*-C) is improving and is very similar to the city average in Ashley and Easton, and below average in Lawrence Hill

Do libraries have a role in creating safer & stronger communities?

- ❖ In Ashley an above average proportion of residents feel they get on well together.
- ❖ Low levels of community cohesion exist in Lawrence Hill (sense of belonging, respect and trust) and residents are less satisfied with the neighbourhood generally compared to the rest of the city.
- ❖ Residents feel most safe in Ashley and fear of crime in the neighbourhood is more common in Easton and Lawrence Hill.

Case Studies: What groups are being run from library branches?

Case Study: Financial budgeting advice

- Run from Junction 3 (J3) Library.
- Run by Pennywise, for people in social housing.
- Clients self-refer for advice by calling advice worker to set up meeting at J3.

Case Study: ESOL classes

- Run by private tutor who is engaged and funded by the Junction 3 Community Interest Company (J3 CIC).
- Around 20 people attend weekly and the courses are on a rolling programme.
- Classes cover the absolute basics for people with no English and there is also a follow-on class for help with literacy and numeracy.
- J3 CIC also funds a crèche to help parents attend.

Equalities Impact Assessment: Libraries for the Future Project Baseline data & information

Neighbourhood Partnership	Libraries
Avonmouth & Kingsweston	<ul style="list-style-type: none"> • Avonmouth • Lawrence Weston • Sea Mills • Shirehampton

Avonmouth, Lawrence Weston, Sea Mills and Shirehampton libraries are located within the boundaries of Avonmouth & Kingsweston Neighbourhood Partnership area (NHP).

Census data for Avonmouth & Kingsweston NHP will be compared against the equalities monitoring information held for each branch library. The data represent active usage (where a person has used a part of the lending service within the previous 12 months).

Library usage data compared with resident population

Key: = More than NP = Less than NP = Equal to NP

Percentage of library users who are...	Library*								NP Area Population**
	Avonmouth		Lawrence Weston		Sea Mills		Shirehampton		
Female	63.3%		61.0%		61.3%		61.7%		51.5%
Disabled	3.8%		5.6%		4.3%		5.1%		20.7%
Aged 0-15	36.7%		26.9%		41.4%		34.5%		21.3%
Aged 16-25	7.3%		11.8%		4.8%		6.4%		-
Aged 16-24	-	-	-	-	-	-	-	-	11.5%
Aged 26 – 60	38.5%		40.3%		29.8%		30.4%		-
Aged 25 - 64	-	-	-	-	-	-	-	-	51.0%
Aged over 60	17.6%		21.0%		24.0%		28.7%		-
Aged over 65	-	-	-	-	-	-	-	-	16.2%
BME	3.4%		10.1%		5.3%		5.7%		6.8%
Religion (any)***	-	-	-	-	-	-	-	-	58.6%

Data source: *Libraries West (April 2012) **Census (2011) *** % excluding 'not stated'

What do we know about the Avonmouth & Kingsweston Neighbourhood Partnership area? (Census 2011)

Population

- 7% of the population belong to a Black or minority ethnic group (BME) (city average 16%).
- This is the third lowest % BME of all Neighbourhood Partnerships.
- The largest ethnic group after White British is Other White.
- 9% of people living in the area were not born in the UK (Bristol average 15%).

Do libraries have a role in creating safer & stronger communities?

- Satisfaction with their neighbourhood is below average in Kingsweston
- Fewer people think there is respect and consideration in Kingsweston compared to other wards

Satisfaction with leisure facilities for teenagers and older people is below average.

How could libraries help improve educational attainment in Avonmouth & Kingsweston?

- ❖ Educational attainment rate at 11 years (Key stage 2 Level 4+ with English and Maths) is improving overall. This rate is similar to the city average in both wards.
- ❖ Educational attainment rate at 16 (Key stage 4 with 5 GCSEs A*-C) is improving. The rate in 2012 is higher than the city average in Avonmouth and just below in Kingsweston.

Case Study: Silver Surfers Sessions

- Run at Sea Mills Library by UWE students
- One-to-one drop-in sessions to provide older people with support in using computers

Case Study: Therapeutic Reading Group

- Run at Sea Mills Library
- Run by a volunteer (recruited via the Reading Promotion Manager)
- 4-5 people attend




Equalities Impact Assessment: Libraries for the Future Project Baseline data & information








Neighbourhood Partnership	Libraries
Bishopston, Cotham & Redland	<ul style="list-style-type: none"> • Cheltenham Road

Cheltenham Road Library is located within the boundaries of Bishopston, Cotham & Redland Neighbourhood Partnership area (NHP).

Census data for Bishopston, Cotham & Redland NHP will be compared against the equalities monitoring information held for Cheltenham Road branch library. The data represent active usage (where a person has used a part of the lending service within the previous 12 months).

Library usage data compared with resident population

Key:  = More than NP  = Less than NP  = Equal to NP

Percentage of library users who are...	Cheltenham Road Library		NP Area Population**
Female	60.2%		48.4%
Disabled	2.4%		9.6%
Aged 0-15	29.1%		15.5%
Aged 16-25	8.8%		-
Aged 16-24	-	-	23.3%
Aged 26 – 60	50.0%		-
Aged 25 - 64	-	-	53.2%
Aged over 60	12.0%		-
Aged over 65	-	-	8.0%
BME	10.5%		10.2%
Religion (any)	-	-	42.4%

Data source: *Libraries West (April 2012) **Census (2011) *** % excluding 'not stated'

What do we know about the Bishopston, Cotham & Redland Neighbourhood Partnership area? (Census 2011)

Population

- 93% of the population are aged under 65 (Bristol average 87%).
- More than half of usual residents in Cotham ward (52%) are aged 18-30 years (Bristol average 25%).
- 10% of the population belong to a Black or minority ethnic group (BME) (city average 16%).
- The NP has the highest proportion of people with no religion at 49% (Bristol average 37%)

How could libraries help improve educational attainment in Bishopston, Cotham & Redland?

- ❖ Educational attainment at Key stage 2 and 4 is some of the highest in the city.
- ❖ Children with Special Educational Needs is rising in Bishopston and Redland.

Do libraries have a role in creating safer & stronger communities?

- Community cohesion indicators are above average in this neighbourhood (respect, get on well together, responsible parenting and trust) and residents are very satisfied with their neighbourhood as a place to live compared to the rest of the city.

Equalities Impact Assessment: Libraries for the Future Project Baseline data & information

Neighbourhood Partnership	Libraries
Cabot, Clifton & Clifton East	<ul style="list-style-type: none"> • Bristol Central • Clifton • Redland

Bristol Central, Clifton, and Redland libraries are located within the boundaries of Cabot, Clifton & Clifton East Neighbourhood Partnership area (NHP).

Census data for Cabot, Clifton & Clifton East NHP will be compared against the equalities monitoring information held for each branch library. The data represent active usage (where a person has used a part of the lending service within the previous 12 months).

Library usage data compared with resident population

Key: = More than NP = Less than NP

Percentage of library users who are...	Library*						NP Area Population**
	Bristol Central		Clifton		Redland		
Female	54.9%		64.0%		61.6%		47.3%
Disabled	2.2%		2.6%		2.7%		8.6%
Aged 0-15	15.4%		25.1%		19.9%		7.7%
Aged 16-25	18.7%		6.8%		8.5%		-
Aged 16-24	-	-	-	-	-	-	35.1%
Aged 26 – 60	52.6%		46.3%		52.2%		-
Aged 25 - 64	-	-	-	-	-	-	50.1%
Aged over 60	13.3%		21.8%		19.4%		-
Aged over 65	-	-	-	-	-	-	7.2%
BME	13.1%		7.2%		9.3%		17.3%
Religion (any)***	-	-	-	-	-	-	45.6%

Data source: *Libraries West (April 2012) **Census (2011) ***% excluding 'not stated'

What do we know about the Cabot, Clifton & Clifton East Neighbourhood Partnership area? (Census 2011)

Population

Cabot ward has a much higher proportion of BME residents (26%) than both Clifton East (11%) and Clifton (11%) compared to Bristol average (16%).

More than half of usual residents in Cabot (60%) and Clifton East (53%) are aged 18-30 years (Bristol average 25%).

30% of all Chinese people in Bristol live in Cabot.

41% of all usual residents in Cabot are full time students aged 18 and over.

Almost a quarter (23%) of people were not born in the UK (Bristol average 15%), the highest proportions being in Cabot ward at 30%.

How could libraries help improve educational attainment in Cabot, Clifton & Clifton East?

- ❖ Educational attainment rate at 11 years (Key stage 2 in English and Maths) is improving and is above the city average.
- ❖ At 16 years, educational achievement (Key stage 4 with 5 GCSEs A*-C) is average for Clifton and Cabot but below average in Clifton East.

Do libraries have a role in creating safer & stronger communities?

- Residents are very happy with the neighbourhood in Clifton and Clifton East.
- High levels of community cohesion exist in Clifton and Clifton East (respect, get on well together, responsible parenting and trust).

Equalities Impact Assessment: Libraries for the Future Project Baseline data & information

Neighbourhood Partnership	Libraries
Dundry View	<ul style="list-style-type: none"> • Bishopsworth • Hartcliffe

Bishopsworth and Hartcliffe libraries are located within the boundaries of Dundry View Neighbourhood Partnership area (NHP).

Census data for Dundry View NHP will be compared against the equalities monitoring information held for each branch library. The data represent active usage (where a person has used a part of the lending service within the previous 12 months).

Library usage data compared with resident population

Key: = More than NP = Less than NP = Equal to NP

Percentage of library users who are...	Library*				NP Area Population**
	Bishopsworth		Hartcliffe		
Female	63.0%		65.5%		51.9%
Disabled	2.2%		4.9%		22.3%
Aged 0-15	37.8%		36.7%		22.0%
Aged 16-25	5.3%		8.6%		-
Aged 16-24	-	-	-	-	11.9%
Aged 26 – 60	35.1%		35.7%		-
Aged 25 - 64	-	-	-	-	48.5%
Aged over 60	21.8%		18.9%		-
Aged over 65	-	-	-	-	17.6%
BME	4.0%		4.2%		4.3%
Religion (any)***	-	-	-	-	53.7%

Data source: *Libraries West (April 2012) **Census (2011) ***% excluding 'not stated'

What do we know about the Dundry View Neighbourhood Partnership area? (Census 2011)

Population

- ❑ 4% of the population belong to a Black or minority ethnic group (BME) (city average 16%). This is the lowest % BME of all Neighbourhood Partnerships.
- ❑ Eight Lower Super Output Areas in this neighbourhood are in the top 10% deprived in the country.
- ❑ The number of Disability Living Allowance claimants for all ages is rising in this neighbourhood.

Do libraries have a role in creating safer & stronger communities?

- 34% of respondents in Hartcliffe fear their day to day life is affected by fear of crime and is rising.
- The percentage of people in Whitchurch Park who are satisfied with their neighbourhood remains below average (73%).
- Only 35% of respondents agree that people take responsibility for their children in this neighbourhood

How could libraries help improve educational attainment in Dundry View Neighbourhood Partnership area?

- ❖ Educational attainment at Key Stage 2, 4+ English and Maths continues to improve to at or above the city average.
- ❖ Educational attainment at Key Stage , 5 GCSEs A* - C continues to improve.

Case Study: Reminiscence Group

- Held at Bishopsworth Library.
- Monthly group with around 6-10 attending each time.
- Run by library staff.

Equalities Impact Assessment: Libraries for the Future Project Baseline data & information

Neighbourhood Partnership	Libraries
Filwood, Knowle & Windmill Hill	<ul style="list-style-type: none"> • Filwood • Knowle

Filwood and Knowle libraries are located within the boundaries of Filwood, Knowle & Windmill Hill Neighbourhood Partnership area (NHP).

Census data for Filwood, Knowle & Windmill Hill NHP will be compared against the equalities monitoring information held for each branch library. The data represent active usage (where a person has used a part of the lending service within the previous 12 months).

Library usage data compared with resident population

Key: = More than NP = Less than NP = Equal to NP

Percentage of library users who are...	Library*				NP Area Population**
	Filwood		Knowle		
Female	60.8%		62.0%		50.7%
Disabled	4.9%		3.4%		18.2%
Aged 0-15	53.8%		34.1%		22.1%
Aged 16-25	6.3%		5.7%		-
Aged 16-24	-	-	-	-	10.7%
Aged 26 – 60	27.5%		41.6%		-
Aged 25 - 64	-	-	-	-	55.6%
Aged over 60	12.4%		18.7%		-
Aged over 65	-	-	-	-	11.5%
BME	7.5%		8.0%		10.9%
Religion (any)***	-	-	-	-	50.0%

Data source: *Libraries West (April 2012) **Census (2011) *** % excluding 'not stated'

What do we know about the Filwood, Knowle & Windmill Hill Neighbourhood Partnership area? (Census 2011)

Population

- The NP has a higher than average proportion of children 22% (Bristol average 18%).
- 11% of the population belong to a Black or minority ethnic group (BME) (city average 16%).
- The largest ethnic groups after White British are Other White and Mixed.
- Disability Living Allowance claimants are almost twice the city average in Filwood.

Do libraries have a role in creating safer & stronger communities?

- Low levels of community cohesion exist in Filwood (respect, responsible parenting, trust and antisocial behaviour) and residents are less satisfied with the neighbourhood compared to the rest of the city.
- More residents in Filwood feel unsafe in their neighbourhood compared to the other two wards.

How could libraries help improve educational attainment in Filwood, Knowle & Windmill Neighbourhood Partnership area?

- ❖ Educational attainment rate at 11 years (Key stage 2 in English and Maths) is improving in all 3 wards and is close to the city average.
- ❖ At 16 years, educational achievement (at Key stage 4 with 5 GCSEs A*-C) has also improved and is just below the city average in Knowle and Filwood, but in Windmill Hill it has fallen in the last year.
- ❖ The number of children with Special Educational Needs is three times the city average in Filwood.

Case Study: Coffee Mornings

- Run monthly on a Saturday at Filwood Library by a 'sort-of' friends group.
- Activities include a raffle, selling teas, coffees, cakes and sometimes bric-a-brac.

Case Study: Creative writing groups

- Run weekly at Knowle Library, by a volunteer from the local community.
- Run as a drop-in, but 10-12 people attend regularly.

Equalities Impact Assessment: Libraries for the Future Project Baseline data & information

Neighbourhood Partnership	Libraries
Greater Bedminster	<ul style="list-style-type: none"> • Bedminster • Marksbury Road

Bedminster & Marksbury Road libraries are located within the boundaries of Greater Bedminster Neighbourhood Partnership area (NHP).

Census data for Greater Bedminster NHP will be compared against the equalities monitoring information held for each branch library. The data represent active usage (where a person has used a part of the lending service within the previous 12 months).

Library usage data compared with resident population

Key: = More than NP = Less than NP = Equal to NP

Percentage of library users who are...	Library*				NP Area Population**
	Bedminster		Marksbury Road		
Female	62.6%		62.1%		49.6%
Disabled	2.9%		4.2%		17.0%
Aged 0-15	25.6%		46.6%		14.6%
Aged 16-25	8.5%		4.6%		-
Aged 16-24	-	-	-	-	11.0%
Aged 26 – 60	51.9%		35.2%		-
Aged 25 - 64	-	-	-	-	61.3
Aged over 60	14.0%		13.6%		-
Aged over 65	-	-	-	-	13.0%
BME	9.4%		9.7%		7.7%
Religion (any)***	-	-	-	-	47.8%

Data source: *Libraries West (April 2012) **Census (2011) ***% excluding 'not stated'

What do we know about the Greater Bedminster Neighbourhood Partnership area? (Census 2011)

Population

- 8% of the population belong to a Black or minority ethnic group (BME) (city average 16%).
- The largest ethnic group after White British is Other White.
- The NP has the third highest proportion of people with no religion at 44% (Bristol average 37%).

Do libraries have a role in creating safer & stronger communities?

- High levels of 'sense of belonging' and feeling influential in Southville.
- Only 48% of Bedminster residents feel people with different backgrounds get on well together (average is 60%)

How could libraries help improve educational attainment in Filwood, Knowle & Windmill Neighbourhood Partnership area?

- ❖ Educational attainment rate is improving. At 11 years (Key stage 2 in English and Maths) and at 16 years (Key stage 4 with 5 GCSEs A*-C) it is average in Bedminster and above average in Southville.

How could libraries help improve educational attainment in Greater Bedminster Neighbourhood Partnership area?

- ❖ Educational attainment rate is improving. At 11 years (Key stage 2 in English and Maths) and at 16 years (Key stage 4 with 5 GCSEs A*-C) it is average in Bedminster and above average in Southville.

Case Study: Chatterbooks

- Run from Bedminster Library by library staff.
- A children’s reading group for ages 8-12 years.
- 12 children registered in the group.

Case Study: Craft sessions

- Run every Saturday morning on a drop-in basis from Marksbury Road Library.
- Sessions for children aged 3-18 years.
- Run by library staff.

**Equalities Impact Assessment: Libraries for the Future Project
Baseline data & information**

Neighbourhood Partnership	Libraries
Greater Brislington	<ul style="list-style-type: none"> • Wick Road

Wick Road Library is located within the boundaries of Greater Brislington Neighbourhood Partnership area (NHP).

Census data for Greater Brislington NHP will be compared against the equalities monitoring information held for Wick Road branch library. The data represent active usage (where a person has used a part of the lending service within the previous 12 months).

Library usage data compared with resident population

Key: = More than NP = Less than NP = Equal to NP

Percentage of library users who are...	Wick Road Library	NP Area Population**
Female	63.8%	50.2%
Disabled	2.6%	16.5%
Aged 0-15	44.3%	19.2%
Aged 16-25	3.9%	-
Aged 16-24	-	9.7%
Aged 26 – 60	39.8%	-
Aged 25 - 64	-	56.7%
Aged over 60	12.1%	-
Aged over 65	-	14.3%
BME	5.4%	8.7%
Religion (any)***	-	55.9%

Data source: *Libraries West (April 2012) **Census (2011) *** % excluding 'not stated'

What do we know about the Greater Brislington Neighbourhood Partnership area? (Census 2011)

Population

- ❑ 9% of the population belong to a Black or minority ethnic group (BME) (city average 16%).
- ❑ The largest ethnic group after White British is Other White.
- ❑ 9% of people living in the area were not born in the UK (Bristol average 15%)

Do libraries have a role in creating safer & stronger communities?

- Community cohesion indicators are above average in this neighbourhood (respect, get on well together, responsible parenting and trust) and residents are very satisfied with their neighbourhood as a place to live compared to the rest of the city.

How could libraries help improve educational attainment in Greater Brislington Neighbourhood Partnership area?

- ❖ Educational attainment at Key Stage 2, 4+ English and has improved and is now at the city average.
- ❖ Educational attainment at Key Stage , 5 GCSEs A* - C improved in Brislington East from last year but dropped in Brislington West and are both now at the city average

Case Study: Baby Bounce and Rhyme

- Held at Wick Road Library, run by library staff
- Two sessions per week in term-time on Wednesday mornings.
- Approx. 50-60 attend each session.

Case Study: Reminiscence sessions

- Held at Wick Road Library; run monthly by library staff.
- Tends to be regular attendees, but anyone can join.
- Approx. 8-12 people attend.

Equalities Impact Assessment: Libraries for the Future Project Baseline data & information

Neighbourhood Partnership	Libraries
Greater Fishponds	<ul style="list-style-type: none"> • Eastville • Fishponds • Hillfields

Eastville, Fishponds and Hillfields libraries are located within the boundaries of Greater Fishponds Neighbourhood Partnership area (NHP).

Census data for Greater Fishponds NHP will be compared against the equalities monitoring information held for each branch library. The data represent active usage (where a person has used a part of the lending service within the previous 12 months).

Library usage data compared with resident population

Key: = More than NP = Less than NP

Percentage of library users who are...	Library*						NP Area Population**
	Eastville		Fishponds		Hillfields		
Female	60.0%		59.7%		63.4%		50.3%
Disabled	2.3%		3.6%		2.5%		18.9%
Aged 0-15	39.7%		35.1%		39.9%		20.4%
Aged 16-25	7.6%		7.5%		9.7%		-
Aged 16-24	-	-	-	-	-	-	14.7%
Aged 26 – 60	37.9%		40.8%		29.8%		-
Aged 25 - 64	-	-	-	-	-	-	51.0%
Aged over 60	14.8%		16.6%		20.7%		-
Aged over 65	-	-	-	-	-	-	14.1%
BME	25.9%		22.0%		25.4%		25.5%
Religion (any)***	-	-	-	-	-	-	61.2%

Data source: *Libraries West (April 2012) **Census (2011) ***% excluding 'not stated'

What do we know about the Greater Fishponds Neighbourhood Partnership area? (Census 2011)

Population

25% of the population belong to a Black or minority ethnic group (BME) (city average 16%). This is the second highest % BME of all Neighbourhood Partnerships.

Eastville has the most diverse population of the 3 wards - after White British the next largest ethnic groups include Pakistani, Mixed, Black African, Other White, Black Caribbean and Indian.

The NP has the second highest proportion of Muslims at 10% (Bristol average 5%) and the largest number of Sikh residents.

Only 73% are satisfied with their neighbourhood in Eastville and Hillfields.

How could libraries help improve educational attainment in Greater Fishponds Neighbourhood Partnership Area?

- ❖ Educational attainment rate at 11 years (Key stage 2 Level 4+ with English and Maths) is improving in line with the city but Eastville and Frome Vale are below the city average.
- ❖ Educational attainment rate at 16 (Key stage 4 with 5 GCSEs A*-C) is improving in line with the city but in the last year there has been a drop in attainment in Frome Vale.

Do libraries have a role in creating safer & stronger communities?

- Only 43% in Hillfields and 48% in Eastville feel they belong to their neighbourhood.
- All of the neighbourhood, around 36%, think their neighbourhood has got worse in the last two years, which is above average.
- Fewer than average people feel safe outside during the day and after dark in Eastville and Hillfields.

Case study of library activity at Fishponds Library

Job Advice Sessions

- Run by 'Move On'.
- Sessions are by appointment and an advice worker arranges to meet clients at the library.
- Library staff signpost potential clients.

Equalities Impact Assessment: Libraries for the Future Project Baseline data & information

Neighbourhood Partnership	Libraries
Henbury & Southmead	<ul style="list-style-type: none"> • Henbury • Southmead

Henbury and Southmead libraries are located within the boundaries of Henbury & Southmead Neighbourhood Partnership area (NHP).

Census data for Henbury & Southmead NHP will be compared against the equalities monitoring information held for each branch library. The data represent active usage (where a person has used a part of the lending service within the previous 12 months).

Library usage data compared with resident population

Key: = More than NP = Less than NP = Equal to NP

Percentage of library users who are...	Library*				NP Area Population**
	Henbury		Southmead		
Female	63.7%		63.6%		51.7%
Disabled	5.4%		5.6%		21.4%
Aged 0-15	30.3%		34.1%		22.1%
Aged 16-25	6.0%		6.7%		-
Aged 16-24	-	-	-	-	11.1%
Aged 26 – 60	36.4%		33.5%		-
Aged 25 - 64	-	-	-	-	50.5%
Aged over 60	27.2%		25.7%		-
Aged over 65	-	-	-	-	16.3%
BME	9.3%		16.5%		14.0%
Religion (any)***	-	-	-	-	57.8%

Data source: *Libraries West (April 2012) **Census (2011) ***% excluding 'not stated'

What do we know about the Henbury & Southmead Neighbourhood Partnership area? (Census 2011)

Population

- ❑ There is a higher than average proportion of children at 22% (Bristol average 18%).
- ❑ 14% of the population belong to a Black or minority ethnic group (BME) (city average 16%).
- ❑ The largest ethnic group after White British is Other White

Do libraries have a role in creating safer & stronger communities?

- ❖ Low levels of community cohesion exist in both wards (respect, responsible parenting and trust) and residents perceive problems from anti-social behaviour (ASB).
- ❖ Fewer residents feel safe in Henbury and more Southmead residents say they day to day life is affected by fear of crime.

How could libraries help improve educational attainment in Henbury & Southmead Neighbourhood Partnership area?

- Educational attainment rate at 11 years (Key stage 2 in English and Maths) is improving and is similar to the city average in both wards.
- At 16 years, educational achievement (Key stage 4 with 5 GCSEs A*-C) has dramatically improved over the last two years and is similar the city average in Southmead, and above average in Henbury.

Case Study: Benefits Advice Sessions

- Run by Child Poverty Action Group
- Drop-in sessions.

Case Study: Art Class for Children

- Run at Southmead Library by library staff.
- Up to 10 children attend.
- Drop- in sessions

Equalities Impact Assessment: Libraries for the Future Project Baseline data & information

Neighbourhood Partnership	Libraries
Henleaze, Stoke Bishop & Westbury-on-Trym	<ul style="list-style-type: none"> Henleaze Westbury

Henleaze and Westbury-on-Trym libraries are located within the boundaries of Henleaze, Stoke Bishop & Westbury-on-Trym Neighbourhood Partnership area (NHP).

Census data for Henleaze, Stoke Bishop & Westbury-on-Trym NHP will be compared against the equalities monitoring information held for each branch library. The data represent active usage (where a person has used a part of the lending service within the previous 12 months).

Library usage data compared with resident population

Key: = More than NP = Less than NP = Equal to NP

Percentage of library users who are...	Library*				NP Area Population**
	Henleaze		Westbury-on-Trym		
Female	64.2%	↑	62.3%	↑	52.1%
Disabled	2.5%	↓	3.1%	↓	15.4%
Aged 0-15	33.4%	↑	30.9%	↑	18.3%
Aged 16-25	4.5%	↓	4.1%	↓	-
Aged 16-24	-	-	-	-	13.2%
Aged 26 – 60	37.9%	↓	37.2%	↓	-
Aged 25 - 64	-	-	-	-	46.4%
Aged over 60	24.1%	↑	27.8%	↑	-
Aged over 65	-	-	-	-	22.1%
BME	6.0%	↓	5.3%	↓	8.3%
Religion (any)***	-	-	-	-	63.4%

Data source: *Libraries West (April 2012) **Census (2011) ***% excluding 'not stated'

What do we know about the Henleaze, Stoke Bishop & Westbury-on-Trym Neighbourhood Partnership area? (Census 2011)

Population

- ❑ The NP has a higher than average proportion older people at 21% (Bristol average 13%).
- ❑ 8% of the population belong to a Black or minority ethnic group (BME) (city average 16%).
- ❑ The largest ethnic group after White British is Other White.
- ❑ The NP has the highest proportion of Christians in Bristol at 60% (Bristol average 47%)

Do libraries have a role in creating safer & stronger communities?

- ❑ Residents say this is the safest Neighbourhood Partnership area with significantly more residents feeling safe and fewer victims of crime.
- ❑ The area has very few young offenders.
- ❑ Community cohesion indicators are some of the best in city.
- ❑ There are high levels of volunteering.

How could libraries help improve educational attainment in Henleaze, Stoke Bishop & Westbury-on-Trym Neighbourhood Partnership area?

- ❑ Henleaze, Stoke Bishop and Westbury-on-Trym have some of the highest educational attainment rates in the city that are significantly above the citywide average for both Key stage 2 (English and Maths) and Key stage 4 (achieving 5 GCSEs A*-C).

Case Study: Crime Reading Group

- Run alternately between Henleaze and Southmead libraries.
- Up to 11 people attend.

Case Study: Summer Reading Challenge

- 1500+ took part from the Henleaze library.
- The busiest library in the City for this activity.

Equalities Impact Assessment: Libraries for the Future Project Baseline data & information

Neighbourhood Partnership	Libraries
Horfield & Lockleaze	<ul style="list-style-type: none"> Horfield

Horfield Library is located within the boundaries of Horfield & Lockleaze Neighbourhood Partnership area (NHP).

Census data for Horfield & Lockleaze NHP will be compared against the equalities monitoring information held for Horfield branch library. The data represent active usage (where a person has used a part of the lending service within the previous 12 months).

Library usage data compared with resident population

Key: = More than NP = Less than NP = Equal to NP

Percentage of library users who are...	Horfield Library		NP Area Population**
Female	61.7%		49.5%
Disabled	3.6%		17.7%
Aged 0-15	33.1%		19.8%
Aged 16-25	8.8%		-
Aged 16-24	-	-	13.2%
Aged 26 – 60	43.0%		-
Aged 25 - 64	-	-	52.1%
Aged over 60	15.0%		-
Aged over 65	-	-	13.0%
BME	22.1%		24.3%
Religion (any)***	-	-	59.4%

10.3% of library users at Horfield branch were Asian/Asian British (9.1% Horfield & Lockleaze population).

7.3% of library users at Horfield branch were Black / African / Caribbean /Black British (9.6% Horfield & Lockleaze population).

Data source: *Libraries West (April 2012) **Census (2011) ***% excluding 'not stated'

What do we know about the Horfield & Lockleaze Neighbourhood Partnership area? (Census 2011)

Population

- ❑ 24% of the population belong to a Black or minority ethnic group (BME) (city average 16%). This is the third highest % BME of all Neighbourhood Partnerships.
- ❑ Lockleaze ward has a higher proportion of BME residents (30%) than Horfield ward (19%).
- ❑ The NP has the third highest proportion of people not born in the UK at 19% (Bristol average 15%).

Do libraries have a role in creating safer & stronger communities?

- Levels of community cohesion are fairly typical for the city.
- In Horfield significantly more residents are satisfied with how the police and local services are dealing with crime and ASB.

83% are satisfied with leisure facilities / services for all ages in Horfield and is the highest in the city.

How could libraries help improve educational attainment in Horfield & Lockleaze Neighbourhood Partnership area?

- ❖ Educational attainment rate at 11 years (Key stage 2 in English and Maths) is improving and is very similar to the city average in both wards.
- ❖ At 16 years, educational achievement (at Key stage 4 with 5 GCSEs A*-C) has improved in both wards; Lockleaze is just below the city average and Horfield is above average. This improvement has been extremely marked since 2008.

Case Study: Knitting Group

- Volunteer- run at Horfield Library.
- Up to 5 people take part.

Equalities Impact Assessment: Libraries for the Future Project Baseline data & information

Neighbourhood Partnership	Libraries
St George	<ul style="list-style-type: none"> St George

St George Library is located within the boundaries of St George Neighbourhood Partnership area (NHP).

Census data for St George NHP will be compared against the equalities monitoring information held for St George branch library. The data represent active usage (where a person has used a part of the lending service within the previous 12 months).

Library usage data compared with resident population

Key: = More than NP = Less than NP = Equal to NP

Percentage of library users who are...	St George Library		NP Area Population**
Female	60.5%		50.6%
Disabled	2.4%		18.2%
Aged 0-15	39.1%		19.6%
Aged 16-25	5.7%		-
Aged 16-24	-	-	10.5%
Aged 26 – 60	48.1%		-
Aged 25 - 64	-	-	55.2%
Aged over 60	7.1%		-
Aged over 65	-	-	14.6%
BME	16.1%		14.7%
Religion (any)***	-	-	58.2%

- **6.1%** of St George library users were **Asian/Asian British**.
- **5.9%** were **Black/Black British**.
- **3.5%** were **Mixed**.

Data source: *Libraries West (April 2012) **Census (2011) ***% excluding 'not stated'

What do we know about the St George Neighbourhood Partnership area? (Census 2011)

Population

- ❑ 15% of the population belong to a Black or minority ethnic group (BME) (city average 16%).
- ❑ St George West has a higher proportion of BME residents at 19% than St George East at 10%.
- ❑ The largest ethnic groups after White British are Other White and Mixed.

Do libraries have a role in creating safer & stronger communities?

- ❑ Only 14% of the residents in St George East feel that they can influence decisions in their neighbourhood.
- ❑ Only 47% agree that people from different backgrounds get on well together.
- ❑ Only 49% in St George West feel they can trust people locally.

How could libraries help improve educational attainment in St George Neighbourhood Partnership area?

- ❖ Educational attainment rate at 11 years (Key stage 2 Level 4+ with English and Maths) is improving in line with the city and is average for the city.
- ❖ Educational attainment rate at 16 (Key stage 4 with 5 GCSEs A*-C) is improving in line with the city and is average for the city.

Case Study: St George Library

Separate Latvian and Polish Children's StoryTimes are held at this library.

Equalities Impact Assessment: Libraries for the Future Project Baseline data & information

Neighbourhood Partnership	Libraries
Stockwood, Hengrove & Whitchurch	<ul style="list-style-type: none"> • Stockwood • Whitchurch

Stockwood and Whitchurch libraries are located within the boundaries of Stockwood, Hengrove & Whitchurch Neighbourhood Partnership area (NHP).

Census data for Stockwood, Hengrove & Whitchurch NHP will be compared against the equalities monitoring information held for each branch library. The data represent active usage (where a person has used a part of the lending service within the previous 12 months).

Library usage data compared with resident population

Key: = More than NP = Less than NP = Equal to NP

Percentage of library users who are...	Library*				NP Area Population**
	Stockwood		Whitchurch		
Female	62.8%	↑	65.0%	↑	51.7%
Disabled	2.1%	↓	3.4%	↓	21.6%
Aged 0-15	38.0%	↑	36.5%	↑	18.4%
Aged 16-25	5.9%	↓	4.9%	↓	-
Aged 16-24	-	-	-	-	11.1%
Aged 26 – 60	33.5%	↓	32.4%	↓	-
Aged 25 - 64	-	-	-	-	49.0%
Aged over 60	22.7%	↑	26.2%	↑	-
Aged over 65	-	-	-	-	21.5%
BME	3.2%	↓	3.7%	↓	4.9%
Religion (any)***	-	-	-	-	60.9%

Data source: *Libraries West (April 2012) **Census (2011) ***% excluding 'not stated'

What do we know about the Stockwood, Hengrove & Whitchurch Neighbourhood Partnership area? (Census 2011)

Population

- ❑ The NP has a higher than average proportion of older people 21% (Bristol average 13%).
- ❑ 5% of the population belong to a Black or minority ethnic group (BME) (city average 16%). This is the second lowest % BME of all Neighbourhood Partnerships.
- ❑ Second highest proportion of Christians at 59% (Bristol average 47%).

Do libraries have a role in creating safer & stronger communities?

- ❑ Community cohesion indicators are average or just below average for the city (getting on well together, respect, feeling influential, sense of belonging and trust).
- ❑ Perception of an anti-social behaviour problem is below average in Stockwood.
- ❑ Fear of crime is similar to the city average.

How could libraries help improve educational attainment in Stockwood, Hengrove & Whitchurch Neighbourhood Partnership area?

- Educational attainment rate at 11 years (Key stage 2 in English and Maths) is improving and is similar to the city average.
- At 16 years, educational achievement (at Key stage 4 with 5 GCSEs A*-C) in both wards has improved; Hengrove is now better than the city average, and Stockwood just below average.

Appendix 10 - Eco Impact Checklist

Title of report: Libraries for the Future - Proposals				
Report author: Kate Murray Head of Libraries				
Anticipated date of key decision 4th March 2015				
<p>Summary of proposals: The Cabinet Report outlines a proposed future model for the Library service, based on a wide ranging city wide consultation, national research, an assessment of the needs of the city & a need to reduce the current budget. The proposals set out a strategic approach to the service at both the citywide and local level, and also give specific details on how the existing provision fits within the future service model.</p> <p>The proposals set out how the service will target our investment to deliver in the future. The current library network has been assessed as follows:</p> <ul style="list-style-type: none"> • Group 1: Libraries already delivering at a high standard • Group 2: Libraries needing development • Group 3: Libraries which will not form part of the library network requiring consideration for alternative use <p>A further full public consultation on the specific proposals for all the libraries across the city is planned for 4th March – 27th May 2015.</p>				
Will the proposal impact on...	Yes/No	+ive or -ive	If Yes...	
			Briefly describe impact	Briefly describe Mitigation measures
Emission of Climate Changing Gases?	Yes	+ive and-ive	Reduction in the number of staffed branches will reduce energy bills, but increasing community accessibility to the buildings will increase energy usage in evenings and at w/ends.	Library staff are currently well briefed in usage of the Systemslink online Energy monitoring and management system. This gives comprehensive individual building energy usage stats (electricity, gas and water) and building managers should use this tool regularly.
Bristol's resilience to the effects of climate change?	Yes	+ive	As Libraries become more community focussed their role as information points for communities to prepare will be enhanced.	

Consumption of non-renewable resources?	Yes	-ive and +ive	Increase I.T. provision (self-service and broadband) will increase energy usage. 1.5 miles maximum travel to the local branch.	Ensure systems are run as efficiently as possible.eg: equipment is switched off when not in use. Facilitates the promotion of sustainable travel to the library by foot, cycle or bus- encouraging health benefits to citizens and reducing single occupancy car usage and associated fuel.
Production, recycling or disposal of waste	Yes	+ive and -ive	The reduction in the number of staffed branches will mean less production of waste but increasing community accessibility to the buildings will increase waste production in evenings and at w/ends.	Ensure comprehensive recycling systems continue to be in situ. Encourage reduction and reuse of resources.
The appearance of the city?	Yes	Unkn own	Libraries identified as no longer part of the supported library network will be repurposed/ redeveloped.	Ensure developers take environmental factors into consideration.
Pollution to land, water, or air?	No			
Wildlife and habitats?	?	+ive	Community involvement may enhance usage of locality libraries grounds for cultivation or to encourage wildlife.	Encourage biodiversity opportunities at locality libraries.

Consulted with: Steve Ransom, Environmental Programme Manager

Summary of impacts and Mitigation - to go into the main Cabinet/ Council Report

The significant impacts of this proposal are...

Positive:

- Reduction in energy consumption due to reduction in number of staffed branches
- Reduction in waste production due to reduction in number of staffed branches

- Enhanced digital provision may reduce travel, for example through increased downloads

Negative:

- Potentially, increased travel by service users due to reduction in number of staffed branches
- Increased energy consumption in libraries due to increased community access at evenings / weekends
- Potentially, buildings where no alternative use is identified falling into disrepair

The proposals include the following measures to mitigate the impacts...

- Libraries should reduce travel impacts by providing appropriate information and facilities for customers, such as bike racks and bus timetables
- Building Managers need to continue to use on-line energy management tools and facilitate comprehensive recycling facilities at all library branches.
- Proposed community involvement with libraries should include consideration of biodiversity opportunities in library grounds.
- The service should work closely with Corporate Property to carefully manage the condition of any building that becomes surplus to service requirements

The net effects of the proposals are...

The mix of positive and negative impacts are anticipated to largely cancel each other out, so there is unlikely to be a significant change overall

Checklist completed by:

Name: Claire Craner-Buckley	Environmental Project Manager
Dept.: Energy Service	
Extension: 9224459	
Date: 4.2.15	
Verified by Energy Service	

Appendix 11: Bridge Cultural Innovation Programme – Libraries Consultation with Schools & Young People



BRIDGE CULTURAL INNOVATION PROGRAMME – BRISTOL LIBRARIES CONSULTATION WITH SCHOOLS & YOUNG PEOPLE



SUMMARY OF FINDINGS

Context & Purpose

Bristol Libraries has recently carried out the first phase of their major public consultation on the future of libraries services in the county. As part of the consultation process Bristol libraries wanted to contact Primary and Secondary age children, to engage with the library design process and glean their thoughts and ideas.

Through our Bridge Cultural Innovation Programme, the Real Ideas Organisation contacted an agreed number of schools and engaged pupils to understand their views on the future of the library services and ideas on improving them. We also agreed to work with named youth groups to engage in the consultation.

The following outcomes were agreed:

- Evidenced engagement of children and young people in the consultation about the future of the library in their area and their ideas on designing a library service.
- Ensuring children and young people have had an opportunity to talk about their ideas on the library, voicing opinions on likes & dislikes; in addition to discussing current use or non-use of the library services
- To explore whether the library's vision of : *“providing a vibrant and sustainable library service designed with the citizens of Bristol that supports reading & learning; health and wellbeing; employment & business growth and access to free information; for all diverse communities”* is relevant and complete. As well as establishing the importance of young people's opinion in this process.

Summary of consultation

We contacted all 13 schools recommended to us by Bristol libraries and successfully carried out workshops with 3 primary schools. Schools contacted were:

Parson Street Primary, Victoria Park Primary School, Christ The King RC Primary School, Oasis Connaught Primary school, St Barnabas Primary, Cabot Primary School, Knowle Park Primary , Oasis Bank Leaze Primary, Glenfrome Primary, Brislington Enterprise College, Oasis John Williams Secondary and Bristol Metropolitan Academy.

The same workshop session was delivered to all groups. Session plans are attached in appendix 2. The schools that we successfully delivered workshops with were:

- Parson Street Primary, BS3
- St Barnabas Primary, BS2
- Cabot Primary , BS2

From the 3 Bristol based youth groups contacted, we successfully ran workshops with 1 of them. This was The Prince's Trust (The Fairbridge programme (www.princestrust.org.uk/about_the_trust/what_we_do/programmes/fairbridge_programme.aspx))

Workshops were carried out during 25th November 2014 and 15th January 2015, a total of 42 young people were engaged in the consultation workshops.

- Ages ranged from 8 to 18 years old.
- 24 of the young people were female and 18 were male.
- There were 21 non users and 21 library users.
- 9 young people consulted were from youth group setting and 33 from Primary school setting.

Summary of findings

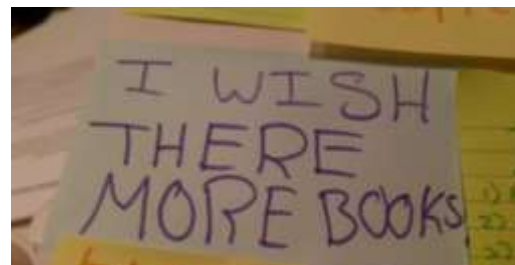
The answers are varied, ideas are creative. They prove interesting and are good to gain an understanding of how young people use the library, reasons why they do not, and to look at ideas generated in order to make the library service more attractive to themselves, their communities and how libraries can adapt current services and what they offer. Detailed responses to questions asked during the workshops are attached to this summary in appendix 1.

- Interestingly, it was a challenge to engage with schools at both primary and secondary level. Responses from both Primary and Secondary schools were not readily offered. We made 3- 4 phases of contact with all 13 schools with offers of engaging with the library consultation, a request to youth organisations and people working young people & schools was also promoted through Bristol city Council's [Ways to Work](#) email network (which goes out to across Bristol & surrounding areas) to engage in the process and received no responses.
- Feedback from staff spoken to stated that academic calendars are full and could not accommodate workshops, in other instances no responses were gained at all. No responses from secondary schools were gained at all. Similarly two out of the three youth organisations who we contacted, did not respond to requests of engaging with the workshops at all. During workshop introductions, it was apparent that not a great deal was known about the city wide library consultations and the changes that are to take place.

- Two Primary schools located within Ashley ward (44% of population are from BME backgrounds and hold one of lowest volumes of visitors approx. 3,304 to 20,759 visits), were rapid in their responses to engage in the consultation workshops. More specifically, Cabot Primary presented a group of 9 heavy readers where the majority of the group and their families used either St Paul's library or Junction 3 at least twice a week. Enthusiasm for books and reading was overwhelming and during the session new ideas for the library were enthusiastically presented. When asking for individuals to partake in library workshops during assembly, the school's Librarian explained that she was inundated with pupils volunteering and the group could have easily been larger. One pupil in the group noted an idea of "taking more than 20 books out at a time" and the group's description of the library was by far the most positive in terms of language & what it meant to them.



Cabot Primary Feedback images



- Reviewing feedback from the youth group (profiled by the Princes' Trust as marginalised, disengaged with various social barriers) against the primary schools', it is worth noting that the groups' non-library users (8/9 people) felt self-conscious and out of place in a library setting, this prevented them from using the library more often or using it at all. Their idea to simplifying the registration process and have easier access to membership would encourage them to use local library or central library service and linking library services with other services young people use proved a popular idea during their session.
- The relationship between school non library users appears to be more of a 'comfortable' one. more free time to go, not having transport to go to the library and their families not using library

"I get self conscious when I walk into the library. I wish it was a more inviting place to go"

- 16 yr old female (Non library user)- Prince's Trust

- Generally perception of the library amongst young people is positive with many describing it as a place to 'get away from the world', relax and learn. Young people go there to read and hire books, but in most cases they did not go there to use PC's or socialise, but generally agreed that access to pcs, laptops & digital equipment and the library spaces could be developed to benefit them, their families and the wider community.
- Dislikes for the quality of the library service were minimal, but a common opinion was that that the Libraries' appearance was dull and unwelcoming, interiors not vibrant enough, with some libraries not being clean & needing improved toilet facilities.

Summary and highlights of feedback gained.

Stock- What's in the Library

- have a wider selection of books, latest children's books, more genres to choose from.
- Increase the amount of PC's in local libraries and have access to tablets, so people can have quick use sessions.
- Better quality CDs/DVDs to rent out/Download music at cheaper prices
- Sell books at the library or set up a way to get cheap 2nd hand books.

Community- What could the library offer families & young people

- Advertising the library services further. Create films/adverts/mailings to households.
- More regular activities for families, workshops, training, reading & writing improvement – a better variety of activities overall.
- Activities for parents & children to do together ie- reading, book reviews, poetry clubs.
- Times specifically for families to come to the library i.e.– 6-7pm.
- Make Libraries more of a social place for the community to come.

Ideas: Engaging young people

- Interschool reading challenges & reading competitions—the summer reading challenge is popular.
- Inspirational key note speakers/local authors visiting libraries offering reading afternoons
- Clubs/events specifically for young people & ages groups, music and film are of real interest.
- Keep library stock up to date with latest young person's authors and trends.
- Use young people to advertise services for young people (peer to peer),i.e.- Films/posters
- Design a library card competition for all schools to take part in.
- Young person's section on library website, where YP's can design book covers, talk to other library users etc.
- Make process for library cards easier for young people and teenagers., Issue membership in conjunction with other social memberships (link in with partners such leisure centres and gyms,

Space- How to use the library space differently?

- Make the libraries more colourful bright & welcoming– make them 'happier' and comfortable places to be.
- Better cleanliness & public amenities in local libraries.– I.e. toilets, baby changing, cafes, & vending machine.
- Use spaces to hold events, pop up shops, film nights, community events.
- More sections in local libraries, for reading, pcs, younger children– similar to Bristol Central library.

Staff- What could the staff do differently?

- Be more approachable and friendlier.
- Additional staff during peak times, so they can assist people and show people where books are, be more interactive with people
- 'Employ' younger people or have young people volunteer at the libraries.
- Staff to have fun and bright uniforms to make them distinguishable.

Summary of themes found in feedback and ideas

Recognition of young people as valued users.

Increasing access for schools & young people to take part in reading comps & challenges.– a sense of healthy of competition & achievement was apparent, in addition to incentives for using library services.

Develop relationships with young people profiled as 'hard to reach' & 'disengaged' to break down barriers between them & library

Financial Awareness amongst young people

Access to cheaper book buying, film rental & music download for young people and their families as well as an opportunity to buy cheaper refreshments and food whilst using library services.

Library brand & Vibrancy

Library card design to be fresher & appealing to young people- run a design comp. Update Library brand and makeover interiors so they are bright and welcoming

Digital Technology

Access to more technology and libraries to 'upgrade' current digital services as well as provide additional resources – bring libraries digital services up to date. Library to promote and enhance its profile as providers of "innovative technology".

Engaging Audiences

Raising awareness of local library services, through various mediums.
Provide fewer steps to library registration process- almost 'instant' registration.
Adapt library environments to become community hub and social spaces; strengthening the position of the library as central to communities.

Fulfilling the Outcomes

- Evidenced engagement of children and young people is illustrated through communication between RIO and named organisations; in detailed feedback attached to this report and also through film footage of Parson Street Primary workshop.
- A group of 42 young people and children across school and youth group settings have been given the opportunity to tell Bristol libraries their thoughts and ideas on current library service through a fun and interactive workshop led by RIO through our Cultural Innovation Programme.
- We have established that the library's vision "*providing a vibrant and sustainable library service designed with the citizens of Bristol that supports reading & learning; health and wellbeing; employment & business growth and access to free information; for all diverse communities*" is not complete and relevant in relation to young people in Bristol. Young people do not consider the current library service to be a "vibrant and sustainable" service and the current library offer for young person needs to be modified and updated.

Potential next step ideas

- To hold a library workshop event or a series of events; across Bristol Central library or selected local libraries to engage young people from school and non-school settings. The event will allow further space for ideas and opinions on future library services to be presented and will provide an equal opportunity for all young people to be involved in the conversation.
- To find ways of increasing range of library stock for young people; using a group of young people to influence and shape the options of stock and the libraries offer while considering the implications of cost for the library service.
- To work in partnership with a specific school (or schools) and its key staff and pupils – in a detailed context to develop future solutions for improved library services in their area.
- To investigate methods of Increasing awareness and engaging young people, schools and youth organisations with the current library changes and future of libraries, in light of the lack of engagement throughout this process.
- For Bristol Library Services to explore the idea of developing library presence on various social media platforms; creating engaging marketing campaigns to connect with a variety of younger audiences while celebrating/promoting the Library's services in Bristol and using young people as the 'face' of campaigns.
- To explore methods of increasing library subscription among young people, by partnering with local cultural, arts & leisure organisations.
- To investigate and review the potential for selected libraries to adapt current environments to provide innovative 'spaces' such as makerspaces or hubs where young people can learn and develop new skills ; to research and investigate socially enterprising/community impacting models to create a robust and sustainable library service for young people and communities- using young people in research and design processes of potential ideas.

BRIDGE CULTURAL INNOVATION PROGRAMME – BRISTOL CONSULTATION WITH SCHOOLS & YOUNG PEOPLE

APPENIX 1: Detailed feedback of workshops groups.

Setting	Princes Trust Centre	Date	9 th Dec 2014
No. of young people	9	Age Range	15- 18
Gender breakdown	5 boys/4 girls	Libraries used	Wick Road

Group has no additional relationship to the library.

SUMMARY OF FEEDBACK.

What does the word library mean to you?

Relaxing, Reading only, Printing, Job search, Information, Borrow books, Boring, A Social place, No meaning, don't use at all, won't use.

Library users (1 out of 9)

-What do you do when you go to the library?

Take neighbours children to read, print stuff out, take books and movies (6-7 books a month) Meet friends, read books

-How would you describe the library?

Place I can escape, Get away from the world, relax, peace & quiet. It's an informative place, lots of information.

-What would make you use the library more?

Wider selection of books in specific genres, more activities for young people in the library.

Non library users (7 non users I partial user- not current user)

Why don't you go to the library?

Don't have the time, doesn't enter my mind, Moved to an new area, not yet a member, not interested, PC's are always really busy and spend too much timing waiting around, libraries seem exclusive, Problems with membership (if I forget my card, they can never find me on the system) . The fines you get are not flexible, too expensive for young people. Its always too hot in the library, not clean or tidy. People stare at you when you walk in, makes me self-conscious.



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How would you describe the library?

Untidy, not welcoming - its too quiet, too many children making noise, embarrassing to walk into the library, quiet, informative.

What would make you go to the library?

Parents controlling children, so doesn't disrupt my time there, more nonfiction books. Quality of DVDs, games that you are hire are bad, distracted by other users, then you can't watch the films you have paid for, more visual aids for people who are not able to read signs/directions properly. Quick use PC access, no waiting around.

Ideas Generator activity

Stock – what's in the library.

- Different types of books, wider selection of genres.
- Get better quality DVD's & Games to get more people using that instead of Netflix or Amazon.
- Increase security on PC's to ensure safety when browsing & using personal data sticks.

Space- How to use library space

- Make the space comfortable- get heating/air conditioning right, clean & smelling fresh- more inviting.
- Create a 'happy' inviting space with more colours around the building.
- Create an area for PCS that is away from the reading areas.
- Quick use PC's, hop on hop off for those people that just need to use the internet.
- Create a Music room- where you can download music onto smart phones cheaply, safely & easily. Have a space where it almost has a youth club feel, but not limited by age. Where you could learn about music, play music through headphones, relax.

Library staff- what could library staff do that was different?

- Be more approachable & respectful to teenagers.
- More helpful when you ask them questions.
- Be friendlier and respectful to young people.
- Libraries appear to be understaffed as never enough staff to help you, more staff at peak times



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Setting	Cabot Primary, BS2	Date	9 th Dec 2014
No. of young people	8	Age Range	8-10
Gender breakdown	3 boys 5 girls (heavy reading activity)	Libraries used	Junction 3, St pauls, Central

Cabot primary have taken part in Summer Reading challenge.

SUMMARY OF FEEDBACK

What does the library mean to you?

Books, Reading, an amazing place, reading, calm, comfortable, comic books, taking time out, having fun, enjoyment, computers, massive buildings.

Library users review (all)

-What do you do when you go to the library?

Use computers, read books, take books, home, read in the library, learn something new, stay silent, express yourself, look at the covers of books, sit comfortably, read with my family, go with my family to read and get books out.

-How would you describe the library?

Quiet, amazing, cool, peaceful, welcoming, an escape, not very colourful, lots of different books, I like being alone- it's calm and relaxing and fun.

-What would make you use the library more often?

(the majority of the group use either St Pauls library or Junction 3 at least twice a week already as well as using their school library)

More computers, more time to visit the library, if I lived in the library, more top rated/latest books, new books.

(As there were no non library users in the focus group, we asked how to describe the library to their friends and family or people that didn't like the library. As well as asking why some people may not use the library)

"There are all kinds of books, big, small, with words and pictures, it's a good place to go to relax, take your time to choose books and read. It's calm and quiet.

When asked why young people may not use the libraries the overall answer was no being able to travel to the libraries on their own and parents not allowing them to go to the library. "some people may not be able to travel to their local library, their families don't like reading, don't realise the other things you can do at the library".

Ideas Generator activity

Stock – what’s in the library.

- If we can take more than 20 books out at a time.
- More books stocked.
- Different types of genres/books for children and young people.
- More selection of DVDs and interesting books.
- More educational books.

Staff- what could library staff do differently?

- More staff to help.
- Can we get young people to ‘work’ in the library?

Space- How to use library space

- More computers and access to tablets/digital equipment.
- Separate section for children and young people when using the computers.
- “The St Pauls library needs more space, so lots more people can borrow more than 3 books”
- More colour on the walls, to make it more colourful.
- Better toilet facilities.

Young people- How can the library attract young people to the libraries?

- New design on library card- makes it more eye catching for young people.
- Create a ‘hall of fame’ for the person that read the most books in a month- their picture goes up on the wall.
- Rewards for reading more books.
- Separate section for children and young people , so not distracted by adults.
- Special guests that visit the library- authors/artists/etc.
- The library could create a website where you design your own book cover and you can write your own book & print it.
- A club that runs from 5pm til 6pm, so you can read with your parents.
- You could make an advert (film) about the local libraries.

Setting	Parson Street Primary, Bedminster	Date	15/01/2015
No. of young people	17 (Youth Council members)	Age Range	Year 5 & 6
Gender breakdown	7 boys & 10 girls	Libraries used	Marksbury road

What does the library mean to you?

Books, reading, peaceful, learning, words, learning skills, knowledge, learning to read. Educational, exciting.

Library users review (6 users)

What do you do when you go to the library?

Read, learn new things, collect books, draw, homework, play on computer, research stuff, get better at rading and learning, get dvds, relax, sit down and read a good book.

How you would you describe the library?

Good, fun, bright, colourful, peaceful, big, has computers, quiet.

What would make you use the library more?

(1 pupil used Marksbury road library 4 times a week, the rest maybe once a week)

Better book (quality of the books and then selection especially for children) if we could get the latest books, better pcs and IT equipment, if it was brighter and painted blue!

Library Non Users (11 non users)

Why don't you go to the library?

Have enough books at home, the books that I want to read I buy and read at home, I don't have time, no transport and can't get to the library, not interested in the library, too tired and its can be too loud in the library with babies making noises. No one mentions the libraries, I don't see posters for the library, so don't

think of going there, only go there for special events or with school because other times, I have enough books at home and I get some from school. My parents don't take me and I live too far away to walk there.

As a non user can describe the library?

Its ok, boring, too far, it has books, but not enough of the ones I like.

What would make you go to the library?

If I had more time, if they had more reading challenges, more books, my mum says im too loud to take to the library and I live too far away to go more than I do. If there were posters advertising the library and what is on in the library, more services for younger people?

Ideas Generator Activity

Stock – what's in the library

- Different books
- More ipads/tablets
- Better games, dvds, toys, comics and music
- If we could buy music in the library
- Make the variety of children's books better

“Libraries are good if you want to read books, so you can get better at your reading and when you go to school, you can move up levels very quickly and become a good reader!”

Member of Youth Council, Parson Street Primary School.

Staff- what could library staff do differently?

- If there were more staff to help
- If they were friendlier

Young people- How can the library attract young people to the libraries?

- Clubs for young people, film clubs, reading clubs, magic clubs, magic events.
- Themed sections and each section is customised according the theme- ie Harry potter, Easter, etch
- Reading competitions to get people reading more, get vouchers if you read lots of books.
- More kid friendly, softer cushions and chairs for babies and young children.
- Every time you read a book, you get a stamp and the more books you read the more stamps you get. Get so many stamps & get a prize, more reading challenges, like Summer Reading challenge, more reading competitions,
- Story time with authors reading to them, promotional events
- Design a library card competition across schools.
- Have a library party (!) so people could celebrate books and talk about their favourite books and have snacks, at Christmas open up the library and have mince pies and talk to different people about books.

Space- How to use library space

- More sections within the library (age specific)
- More tables and chair
- If the library was brighter and different colours inside, have murals on the walls of different book covers,
- More signs in the library so we can understand where to go
- Better toilets and a café.
- Pop up book sales, books fairs in the libraries themselves.
- Really comfy areas with bean bags, where you can read in peace and quiet.

Appendix 2- Session plan

Introduction

Bristol Libraries are changing.

There are currently 28 libraries across Bristol; some are used more than others.

Bristol libraries would like to change the way in which libraries are used and understand what you think about libraries. Your ideas are important to them.

You can help create a modern library service for Bristol!

Activity 1

Brainstorming session on current library use.

5 – 10 min discussion on what a library means to them. Move around circle & record/interpret feedback.

Prompts- What is in a library? What do you do there? Who uses the library? Who can you meet there?

Under each heading capture feedback on individual post it notes for collation.

I go to the library	I don't go to the library.
What do you do when you go to the library?	Why don't you go to the library?
Prompts- Borrow books, dvds, cds, read in library, do homework, use internet/computers?	Prompts- too far, don't read, use internet at home/phone?
How would you describe the library?	How would you describe the library?
Prompts- Safe, welcoming, friendly, where you learn, happy, quiet.	Prompts- Safe, welcoming, friendly, where you learn, happy, quiet.
What would make you use the library more?	What would make you go to the library?
Prompts- meet friends, opening times, closer to home	Prompts- knew more about library services, meet friends,

Design your own library service task.

You have been hired!

By Bristol libraries to create a new library service.

Here is your chance to design your very own library service.

Activity 2 – Ideas generator activity

Providing sheets of paper & pens- ask groups to work together to generate ideas for an up to date library service.

Hand out visual resources to assist in idea generator

Think about the space- how can it be used?

People in the library? What can staff do to help, what could they do differently?

Stock of library? Different books, DVDS, games, etc

What could the library offer young people & their families?- workshops, safe spaces, clubs activities

How can we attract young people to the library?

Space

How to use the library space?

Library Staff.

What could people in the library do to help?

Young People

How to attract young people and children to the libraries?

Ideas

Generator!

We want your ideas!

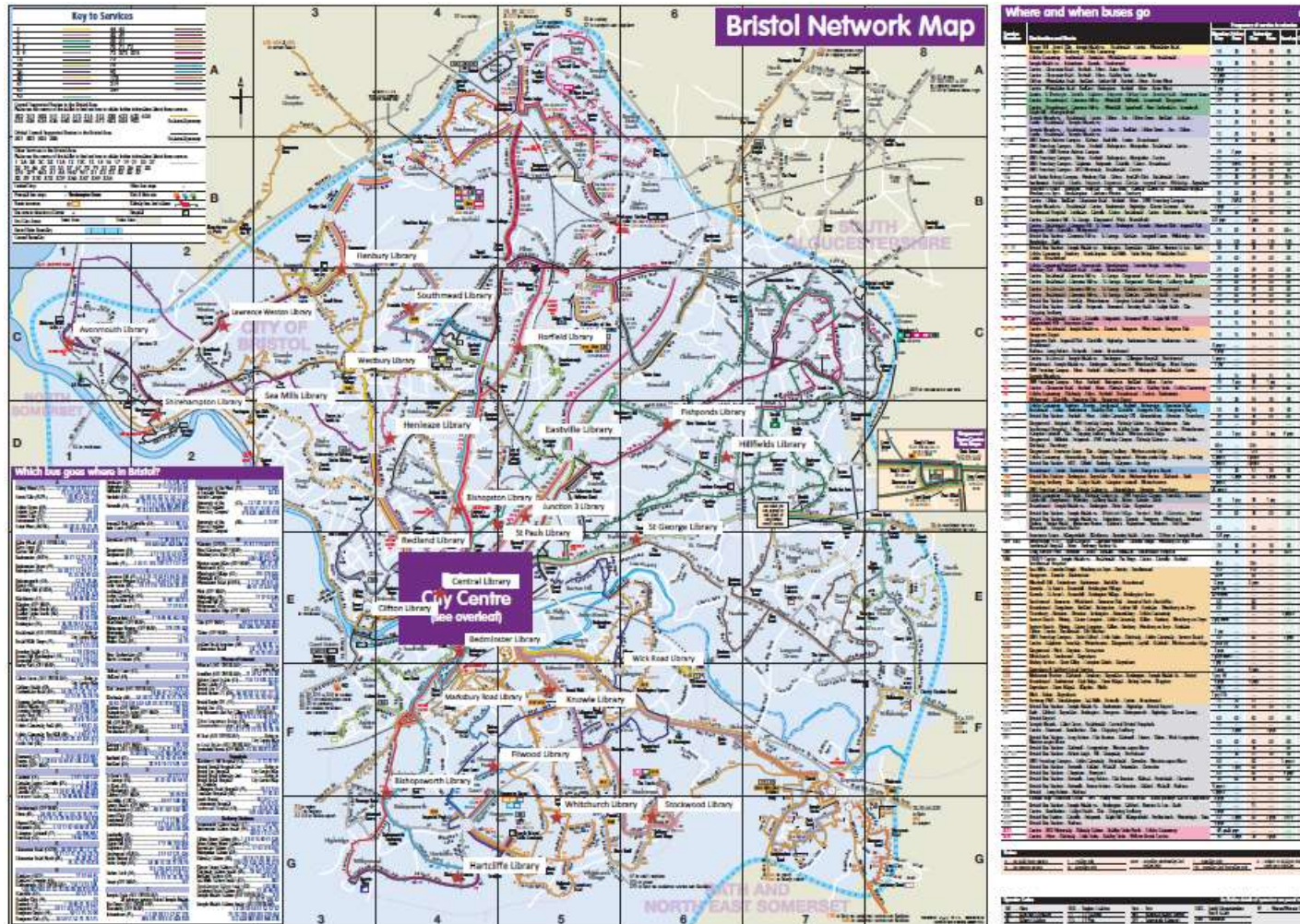
Stock.

What is in the library?

Community

What could the library offer young people & their families?

Appendix 12: Map of Bus Routes with Proposed Library Locations



This map can be viewed in detail via the Bristol Future Libraries web pages from the 4th March

<http://www.bristol.gov.uk/page/leisure-and-culture/future-bristols-libraries-consultation>