

**Report title:** Libraries for the Future: Revised Proposals

**Wards affected:** City-wide

**Strategic Director:** Alison Comley

**Report Author:** Kate Murray

**RECOMMENDATION for the Mayor's approval:**

- 1. Consider the results of the Phase 2 Consultation on the future of the library service**
- 2. Agree to retain the library provision in 27 existing libraries with minimum opening of 20 hours per week**
- 3. Agree to reduced opening hours for 26 libraries.**
- 4. Agree to close Eastville Library building.**
- 5. Identify the most appropriate place to locate library provision to better serve the Lockleaze area.**
- 6. Agree to a reduced savings target of approximately £465,000, recognising that the council will need to find the remaining £635,000 from elsewhere within the council's budgets.**
- 7. Agree to pilot ways of extending library opening hours through an electronic access system such as swipe-card access, to better serve communities through shared use of community buildings.**
- 8. Agree to the delegation of decision making on the allocation of 1.2m capital funding, to the Strategic Director – Neighbourhoods.**
- 9. Agree that all local offer decisions will be made by the service within existing authorisation protocols, and in the context of local consultation with library users, community organisations and Neighbourhood Partnerships.**

## AGENDA ITEM 6

### BRISTOL CITY COUNCIL CABINET 1st September 2015

**REPORT TITLE:** Libraries for the Future: Revised Proposals

**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:**

To outline the revised proposals for the future shape of the library service, taking into account the findings from the extensive citywide public consultation.

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## **1. The story so far**

1.1 This service review started 9 months ago in November 2014 with two key drivers:

- a) An explanation of how all over the country, local authorities have been trying to understand how they can provide an inclusive, responsive library service in the context of both changing customer needs and expectations and significant funding challenges. Bristol has its own specific budget pressures, and our aim was to find a way to keep the heart of what is great about our existing library service while developing a new and sustainable way to meet the challenges of a radically changing environment.
- b) The challenge that despite the fact that libraries are held in such high esteem and value by those who use the service, the number of users across the city is very low and reducing. To create the sustainable, vibrant service which formed our vision, we needed to find a way to reverse this trend.

1.2 The March 2015 Cabinet paper shared the main themes that have emerged from the national research that we are keen to factor into our thinking in Bristol:

- a) 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
- b) Libraries have a role in delivering against the social, economic, educational and cultural agendas, and these need to be more explicit, more multi-agency/ community informed and relevant to the neighbourhoods/areas of the city they serve
- c) Communities should be encouraged to take a more active role in shaping and delivering their local libraries
- d) Libraries need to make the most of digital technology and creative media, including delivering against the digital inclusion agenda for their cities
- e) Libraries need to be resilient and sustainable and we need to develop the right skills for staff to deliver this future
- f) A library offer should in part be focussed around the broad headings of Reading, Health, Information, Digital, Children's Promise.

1.3 Throughout the past 9 months, nothing we have heard would suggest that citizens in Bristol would disagree with these themes. Indeed in the first phase of the consultation, these were some of the key issues raised by respondents. Based on this and local consultation findings, we set our design principles to move forward, agreed in the March 2015 Cabinet paper (see Appendix 7). These principles are key to the future shape and delivery of the service and remain as strong guidance to future development.

1.4 What we want to achieve in Bristol is a vibrant and sustainable network of libraries which will better respond to the needs of more of our citizens and provide additional and relevant services to all our communities, with a particular focus on those in our city who experience more challenges and have less access to opportunities. This is not to exclude the needs of all communities across the city, and those voices have been heard clearly and listened to well, within the second phase of the consultation.

1.5 We also had the challenge to achieve this vision within a significant budget reduction and the proposals laid out in the March 2015 Cabinet report were the first attempts to try to bring these requirements together. Elements of these proposals have not met the

expectations of all communities and there have been many strong arguments made to influence, change and re-shape the way forward.

- 1.6 We have learned a great deal from all the activity and response to the proposals, much of which is evidenced in the paper and the appendices. The whole purpose of a consultation, particularly one as extensive and varied as this has been, is to draw together all the different voices, views, arguments, suggestions and ideas to genuinely inform the development of the proposals, alongside the other relevant sources of knowledge and information.
- 1.7 The level of influence of this consultation will be immediately apparent in the revised proposals contained in this paper. If these proposals are agreed, Bristol will be the Core City with the highest ratio of libraries to population, with a service setting a new base from which to build and develop a relevant, innovative service still much loved by those who know it, but increasingly important and relevant to new users across the city.

## **2. Decisions made to date**

- 2.1 At the Cabinet meeting on 3<sup>rd</sup> March 2015 the following decisions were taken by the Mayor:
  - a. Agreement to undertake a 4-month public consultation from March to June 2015 on the proposals relating to libraries across the city.
  - b. Agreement to 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. (See Appendix 8 for details of the Core Offer)
  - c. Agreement to the timescale for decision making and implementation of the future shape of the service (including the 4-month public consultation referred to in a) above).
  - d. Agreement to establish a comprehensive volunteer programme to support the future development of the service.

## **3. Proposals made in March (in brief)**

- 3.1 The proposal made in the Cabinet paper in March 2015 examined the Phase 1 consultation and proposed a future model of libraries. This model was based on achieving the full £1.1million savings required by Medium Term Financial Plan (MTFP), approved by Full Council in February 2014. It proposed the categorisation of all 28 libraries into a series of groups:

**Group 1:** 6 libraries already delivering to the level of quality which meets our new offer

**Group 2:** 15 libraries needing development

**7 libraries outside Groups 1 and 2:** These did not fit within the two groups in terms of their potential to deliver the full core service and local offer.

This model saw savings from the materials fund, reductions in opening hours with a corresponding reduction in staff numbers and property savings.

#### 4. **Consultation findings**

4.1 We have looked at all the responses to the consultation via the different routes offered. The first consultation from Nov 14 – Jan 15 was designed to draw a range of citywide responses, commenting on the wider issues of a future library service. The second consultation from March – June 15 has been focussed on the specific proposals from the March 15 Cabinet paper.

4.2 This second phase of consultation has generated a large response from different communities across the City, the majority of which have come from those communities where the future of their libraries are uncertain. We received and analysed over 4600 completed consultation surveys and have taken into account a wide variety of other informal responses, which we have recorded, considered and included in an online resource. The full consultation report is available as Appendix 2. A variety of ways have been used to share information, to engage in discussions about the future service with citizens and to capture any feedback:

- a. Formal responses were captured through the consultation survey. This was available online and in paper copy from any library – an Easyread version of this survey was also available.
- b. Formal evening meetings in each Neighbourhood Partnership area. A summary of these meetings can be found on the website: <http://www.bristol.gov.uk/page/leisure-and-culture/libraries-consultation-public-meetings-and-drop-sessions>
- c. Officers from the Libraries and Neighbourhoods teams met a wide range of stakeholders including individuals, community groups, specific equalities groups and local Councillors to discuss options for the future service. Detailed reports on these meetings and who attended are available as part of the Phase 2 Consultation Supporting Resources, which can be found here: <http://www.bristol.gov.uk/futurelibraries>
- d. Dedicated library drop-in sessions in each branch library, to offer an informal opportunity for discussions with library managers.
- e. Updates have been provided via social media and there has been regular dialogue between the public and the Council on our Facebook and Twitter sites; dedicated Council officers have been monitoring comments and queries, and responding to feedback.
- f. A monthly e-bulletin sent to anyone who had registered with Libraries for the Future.
- g. Targeted work with a small number of primary and secondary schools.
- h. The public could also contact the Libraries for the Future team via email or through the staff at any library.
- i. A range of media activities have taken place, including press releases, and radio and television broadcasts to try to reach a broad range of people.
- j. A wide variety of other informal consultation responses have been received from campaign groups, including petitions, letters and emails, action days and films.

These have all been monitored and considered as part of the consultation feedback.

4.3 The following key messages are a high level summary of the main points made as part of the consultation. They reflect comments and representations made through a variety of channels:

- a. The current library service is highly valued and respondents do not understand why the Council would seek to make large savings in this service.
- b. People who currently use the library service want to see their local service develop further, beyond the current provision.
- c. There are varied and sometimes conflicting ideas about what a library is and how it can or should be developed.
- d. There is an appetite for some change and some respondents are keen for opportunities to be explored around different uses and services that could be provided within libraries.
- e. The majority of respondents felt that finding ways to extend opening hours (e.g. swipe-card access) is broadly a good idea. They have raised some concerns about how this would work in practice and people were keen to pilot the approach to deal with any issues before a wider roll out.
- f. For some campaign groups current usage is an important factor in considering the future of libraries.
- g. Respondents felt strongly that libraries are currently poorly marketed and the way activities are communicated needs much improvement.

## **5. What did we learn which has influenced the proposal for the future service**

5.1 The service had never been strategically reviewed across the city and the citizens of Bristol had not had the chance to give their views on the service more generally, either as it is now or as it might be in the future. The consultation has provided a series of strong themes which have influenced our thinking, both specifically and in terms of our thinking on what needs to underpin the service in the future.

5.2 We heard from the consultation that all library provision is valuable and that the perception of “quality” is very different depending on the perspective; personal, professional, community. The national and international thinking and research around the future shape of library provision and what quality looks like is still a strong part of the service thinking. However, the passionate responses from library users about what they valued and saw as “quality” has been heard very clearly and has influenced the amended approach in this paper.

5.3 We also heard a powerful argument that the numbers of people using a library should have been a key part of our criteria for assessing the categorisation of libraries in the city. We had previously made the decision not to include usage because we held the view that if this were a key criteria, it would simply serve to further disadvantage those

areas of the city whose provision was already suffering. Our view was that this would further propagate the myth that citizens in those areas neither want nor care about their lack of access to what libraries could offer them now and in the future. However, the consultation responses showed us that by leaving it out, we weren't looking at the whole picture and that it needed to come directly into consideration.

5.4 What was clear, however, is that we could not sustainably support all the libraries, at any reasonably acceptable baseline level, in the estate within the context of £1.1 million library budget reduction. This has led to further discussions within BCC regarding the level of funding reduction.

## **6. Revised Proposal summary**

6.1 As part of Bristol City Council's aim to ensure that everyone in Bristol has the opportunity to make a positive contribution to our city, the Library Service will be committed to playing its role in reducing deprivation, improving educational attainment, improving life chances and increasing prosperity. The Library Service, working with other services across the Council, partner organisations, community groups and individuals, will target its resources to maximise its ability to influence and achieve these outcomes for the whole city.

6.2 The service will retain and enhance what it does well and what is highly valued in communities, and acknowledge where change is needed to improve the local offer to citizens. This will entail local libraries offering some different services depending on local needs and consequently, different areas may have different spaces and facilities.

6.3 In the context already outlined within this report, the recommendation is that the proposals that were published in the March 2015 cabinet paper are amended.

6.4 The revised proposal is to:

- a. Retain 27 libraries in their current buildings and build improved, relevant, innovative services.
- b. Maintain a baseline of a minimum of 20 hours of opening per week to ensure each library has a solid platform to build great services upon.
- c. Make equitable reductions in opening hours across all libraries by a level of 25% to deliver savings.
- d. Close one library building and seek to move the service provision to a more suitable location to meet local community needs.
- e. Explore options to improve access to libraries outside of traditional staffed hours by trialling "swipe card" access.
- f. As a consequence of this revised proposal, the level of savings required from the library service will be significantly reduced.

6.5 It is proposed that the provision in all 28 library areas is retained in some way, with all libraries opening for a minimum of 20 hours a week. For one library, Avonmouth, there will be an increase in hours to bring it to the 20 hours minimum level. For 27 libraries the provision will continue to be provided in their current library buildings. 25 libraries will have the 25% reduction applied to their current opening hours, with Central Library

reducing its hours by one day as per the consultation question. The actual day Central Library is closed will be subject to local consultation. However, it will not be a Monday as the results from the phase 2 consultation showed that citizens felt it was an important day to be open. Currently Fridays are the days with the least usage. There is the potential of extending hours through swipe-card access where possible and wider community involvement and use. For one library, Eastville, the building will be closed and library service provision relocated to a yet-to-be-identified location in Lockleaze, in order to better provide effective services for that area.

6.6 This proposal identifies net savings of approximately £465k. This is made up of a number of different elements:

<b>Approximate savings associated with proposal</b>	<b>£'000</b>
Central Library reduces hours by one day and changes to working practices	160
Materials fund	70
25% reduction in current opening hours for all libraries with over 20 hours of opening time.	345
Eastville building closure and relocation of some provision	20
Additional cost: development work (staff and technology revenue); cost of Lockleaze provision	- 130
<b>APPROXIMATE NET TOTAL OF REVISED PROPOSAL</b>	<b>465</b>
<b>APPROXIMATE BUDGET PRESSURE</b>	<b>635</b>

These net savings of approximately £465k will leave a remaining £635k that will need to be found elsewhere within Council budgets to meet the requirements of the Medium Term Financial Plan.

## **7. Detailed rationales – why these proposals?**

The revised proposal recommended for approval in this paper takes a number of influencing factors into consideration, including: the valuable consultation feedback, professional library knowledge locally and nationally, staff knowledge, what the city already knows about its citizens and need in each community, and the requirement to make savings:





## 7.1 Hours reductions

The reasons behind proposing a 25% reduction in hours:

- a. This level of reduction is set on the basis that it retains a strong base from which the service can continue to build, incorporating the new ideas and potential for the future of the service identified throughout the consultation.
- b. It begins to address some of the inequity of current provision by ensuring that no library falls below the 20 hours baseline, identified as the level of meaningful local provision on which to build.
- c. It is **equitable** in the sense that 27 of 28 libraries will experience common levels of reduction applied to their opening.
- d. It enables the service to **retain local community facilities**.
- e. It **delivers savings** from the service via staff reductions.
- f. It is **proportional** because those with the greatest current usage will retain the highest number of opening hours, thereby acknowledging the existing demand
- g. The pattern of opening hours in each library will be discussed locally.
- h. It retains a **solid basis** on which to build in the newer element of the future service:
  - i. New community-focussed staff roles to develop new and increased local usage, specifically in areas of disadvantage
  - ii. Extend the use of library buildings (where physically possible and locally wanted) via swipe-card access
  - iii. Building improvements and upgrades for existing technology, hardware and software, to support the digital inclusion agenda
  - iv. New volunteering programme to respond to community demand and to develop and support new activity and local provision.

- 7.1.1 The proposals for the future library service have always seen the future staffed opening hours as one element of the local offer, along with expanded use of the service and the building. We are planning other developments e.g. working with the community to use the library buildings, swipe-card access, working with volunteers and community groups to extend opening hours so that they are far more flexible than they are now, and not dictated by the necessity of library staff presence. In the

future, access will be broadened in a variety of ways. Those libraries with the fewest staff hours will be part of the initial focus for these pilots to support their development.

- 7.1.2 The savings to the service will be delivered via staff reductions by a level of approximately 20 FTE. As the library service was undertaking a review at the same time as the council's corporate restructure in 2014/2015, the service has sought to employ all new staff on a fixed term basis until the conclusion of the Library Service Review. This decision was taken in support of reducing the potential for permanent staff redundancies as a result of the review, so far as possible. These staff reductions will be drawn from front and back office staff.

## **7.2 Eastville Library building closure**

Eastville was one of the seven libraries falling outside Groups 1 and 2 and the consultation sought to identify whether there were opportunities for Eastville to be operated viably in an alternative way. As part of the consultation on Eastville, among 150 respondents, 24% expressed agreement with the grouping. This was the highest level of agreement amongst all 7 of the libraries within this grouping. We explored working in partnership with other council departments and other community organisations. However, no partner or other BCC service could see this as a viable alternative, citing similar reasons as the library service's rationale for its exclusion from Groups 1 & 2.

- 7.2.1 The rationale for closing the Eastville Library building to provide provision elsewhere is:
- a. Acknowledged poor location to service the community of need, i.e. Lockleaze.
  - b. Away from the main retail centre at Eastgate; poor access; little or no passing footfall; poor car parking provision.
  - c. Little "local ownership", evidenced through the relatively low response to the consultation, including face-to-face opportunities.
  - d. Due to the location, no potential interest from other BCC services, or partners to deliver alternative services.
  - e. Since March 2013 Eastville Library has been used, outside of opening hours, for a total of approximately 300 hours of community use.

### **7.2.2 New Lockleaze library provision**

We will be seeking to replace the Eastville provision with something different in Lockleaze, which better meets community needs in this area and the growing need in the north of the ward. We are planning for some provision to be in place before we close Eastville Library building. We will close Eastville Library building on 1<sup>st</sup> April 2016.

- 7.2.3 The new provision is unlikely to be within a single-use, dedicated library building; rather we will be talking to partners and organisations in Lockleaze about using their space to effectively reach communities and work out of existing buildings or community spaces. It may be based around specific services e.g. children's/family work and ICT. We already know from the consultation work that some local organisations are interested in hosting book materials and there may be an opportunity to deposit books in a location but this is unlikely to be a traditional

library setting. It is also likely the service provision will evolve over time as the community changes. Our aim will be to work with local communities and organisations in the area to really understand what is needed and what the most effective method of service delivery might be.

- 7.2.4 The Eastville Library building will be declared surplus as a Council building and closed as a library from April 2016. The intention is that a use will be found for the Eastville Library building looking to avoid it remaining empty for any length of time. Officers will ensure that any opportunities that arise in the area which would suggest an alternative use will be thoroughly explored. The staff who work at Eastville Library also work in other libraries and will be part of the staff review.

### **7.3 Rationale for increasing access via swipe-card technology**

Increasing access to library facilities via swipe card technology has the following benefits:

- a. It is an opportunity to redefine libraries as community buildings, enabling access outside of staffed hours by individuals and groups.
- b. It is an opportunity for citizens to use a traditional library function outside of staffed hours, increasing convenient access.
- c. It mitigates the reductions in opening hours by enabling libraries to be open when staff are not present (where physically possible and locally wanted).

- 7.3.1 As part of the Phase 1 consultation people told us that they wanted to see greater use of the library buildings as community spaces. We are keen to use our library buildings as hubs for the community as well as more traditional libraries staffed exclusively by library professionals. Currently, most of our libraries are only open when two or more members of library staff are present. We wished to explore the possibility of the library building being used as a community venue for citizens and by the community and public at times that may suit different people.

- 7.3.2 We have been consulting on an electronic access system such as swipe card access in Phase 2 of our consultation. The majority of survey respondents are in favour of the idea in principle, but some groups raised some concerns around safety in particular, and equality of access across all our citizens. The concerns are outline in more detail as part of the EQIA (See Appendix 1).

- 7.3.3 We will provide pilots in up to four libraries to extend access. These pilots will be accompanied by appropriate security measures and monitored before a decision is made on further expansion. This will make our buildings more useful and accessible. The extended access will not be on the scale as other services e.g. 24-hour gyms but more about a few hours either side of the staffed hours subject to local consultation. This is already being piloted in Leeds, Radstock, Cullompton in Devon and in Peterborough. We will work with our Health and Safety Advisers, our staff in their new roles, volunteers and communities to ensure that activity that happens outside library staffed hours contributes to the feeling of security for our citizens who wish to use the swipe-card access. These pilots will be implemented alongside other initiatives such as the volunteer programme and community development activities.

## **8. Strengthening the future service - what tools do we have?**

The proposals above are the basis on which the library service plans to build the future service offer to Bristol citizens. There are a number of tools we have developed to support this future delivery, based on previous consultations, best practice from across the country and the aspirations of staff and management of the service.

### **8.1 Community models**

We have begun key conversations with children's centres and other council departments about working in partnership using the libraries as community venues. Some communities have also expressed keen interest in becoming much more involved in working with library services and have many ideas about how they may be developed.

- 8.1.1 A community model could range from being a BCC-run library but with much increased levels of community leadership and influence, through to a wholly owned asset run along the lines of community centre & library. The key principle for developing a "Community Library" approach is to be clear that there needs to be a strong appetite from communities themselves to want to make this step; a strong core cohort of volunteers is essential. It is also important to recognise that where there is the appetite for this kind of change, it may take some time and a number of steps before the community is ready to take further responsibility in either a partnership model with BCC or a wholly owned and run community service. Currently, communities around four libraries have expressed an interest in developing this approach and we will ensure professional expertise and support will be available to support these developments.
- 8.1.2 The library service has clear support to change and adapt for the future. Through the consultation we have amassed a rich data source that includes service suggestions from both groups and individuals across many communities. We will make reference to this as part of exploring innovative design ideas, co-location and co-delivery of services with partners.

### **8.2 New staffing roles**

These new roles are a key development in terms of moving the service forward in a more local, community-focussed way. There are two key changes for staffing:

#### **a. Community-focussed library officers:**

We have developed a new staff role, with a new job description. These staff roles will bring community development skills into the service and will enable us to respond to communities and continue the progress made by their involvement in shaping the service. The consultation has provided invaluable information about what our citizens want to see in our libraries and how the service should develop in the city. These new roles will also be linked closely with existing community teams, both within the Council (e.g. Neighbourhood community development workers and Public Health Community Development teams) and also across the voluntary and community sector. They will also focus on the development of service provision in areas that encourage and increase new users and types of usages of the library

buildings, and will support the volunteers within the new Volunteer Programme.

**b. Volunteer coordinator:**

As agreed in the March 2015 cabinet paper, we will recruit to a new staff role, with a new job description, to coordinate our volunteer programme. We know that many citizens are keen to support the library service and we wish to encourage that support through these volunteer roles. This new role will bring together existing good practice and new ideas into an effective programme.

## **8.1 Volunteering programme**

The Library Management Team will play a significant part in developing the volunteer programme, drawing on the experience of other library authorities, other good practice in volunteering across other partner and community organisations in the city.

- 8.1.1 Bristol as a city is developing a comprehensive approach to Active Citizens, with Cities of Service and other long standing volunteering programmes. The library service volunteers will be connected into this wider set of programmes to deliver the best possible value and benefit to the volunteers and the service. In designing and delivering this programme, the service will be mindful of the different needs of volunteers and ensure that the programme is developed inclusively and offers strong and well supported volunteering opportunities to citizens. As part of the service contribution to tackling social isolation and encouraging learning and economic support, we will work to tailor the programme in particular areas to support the diverse needs of communities, from supporting people out of social isolation and encouraging personal connectivity, to enabling people to use their volunteering to build their skills and capacity to move closer toward work or further training opportunities.
- 8.1.2 The volunteer programme will be focussed on encouraging citizens to become a volunteer in the Library Service, the signing up and induction of volunteers and the overall management and support of them in their roles. We will recruit a permanent volunteer coordinator to oversee the day-to-day running of the programme. We recognise that many citizens have already shown a keen interest in getting more involved in their local library and therefore, between September and November 2015, we will aim to set up the initial programme and respond to community requests in this area. The initial focus will see library resources targeted at supporting those communities that already want to participate more in the running of their libraries and have shown this enthusiasm during the consultation period.
- 8.1.3 Initially, the types of volunteer roles available are likely to focus on computer support, help with story times, children's activities and family history. It is our aim to give these roles as broad an appeal as possible as people generally volunteer for various reasons, such as to support local services, gain valuable work experience and skills development and to improve social networks and connections with the community. The volunteers will be supported and trained throughout the programme and will have the chance to move location as well as participate in social events for volunteers.

## **8.2 Technology upgrades**

a. Broadband:

The consultation responses from staff and the public gave us valuable feedback about electronic and online services. We currently have a variety of broadband speeds and are committed to delivering high speed broadband to all libraries. As agreed in the March 2015 cabinet report, there will be a standard of 100Mbps and we will roll out this programme from August, with Avonmouth, Shirehampton and Stockwood as a priority.

b. Self-service:

As part of the principle of making libraries more flexible and accessible, the aim is to implement the extremely successful self-service system in the remaining libraries where it is not in place (see Appendix 6 for details of where additional self-service machines will be made available).

c. Software/hardware:

Libraries play an important role for citizens in terms of maximising digital inclusion. The consultation raised the issue that some of the software and the free public computers available are not up to the standard required to function as effectively as we need in order to support the digital inclusion agenda. Nationally and locally the shift to providing more and more services online has increased the need for improved technology to be available to all citizens. This supports citizens to access online job opportunities, benefits information and wider leisure based access, particularly for those without access to this technology at home.

## **9. Further future opportunities**

It is important to note that through the conversations over the past 9 months, it has become clear that there are many exciting opportunities which may enable further development of libraries in terms of modernisation of setting, co-location with partners, co-delivered services and community-led initiatives. These conversations are ongoing and will provide local opportunities over the next 18-24 months which could offer further improvements and exciting innovations for the service and our citizens. Other opportunities include the potential to join up with other BCC services and share space to deliver multiple services to citizens via a local hub. The library service already has some co-located examples – such as Fishponds Library sharing space with the Citizen Service Point. These opportunities often offer the chance to extend usage, extend opening hours and maximise the use of spaces for alternative community use. As opportunities arise they will be considered and shared locally.

## **10. Building improvements**

Building improvements will be delivered based on a professional assessment of need and priority of each library within the network, alongside local views and delivery of our vibrant and sustainable libraries vision. These will range from improved signage, to accessibility improvements, to implementing innovative design concepts to increase usage and maximise the potential of community space. All such opportunities and ideas will be discussed and consulted at a local level with library users, Friends of Libraries and wider, new community users.

## **11. Capital investment programme**

£1.2 million capital budget was approved by Full Council in February 2015 for the cost

of change in the library service. The capital budget will be spent on a number of developments and initiatives to enhance the “local offer” provision and support the development of the future service. The intention is that some of this capital will be available for match funding from external sources to maximise this investment, particularly where there may be aspirations for significant building changes. Early developments will include:

<b>Area of development</b>	<b>Estimated cost</b>
Swipe-card access	£40K per library where appropriate (subject to pilots)
Broadband upgrades	£10K per Library where required.
Additional self-service kiosks	£10K per Library where required.
Improved signage	£1K per Library
Building improvements	From £1K to £50K per library dependent on assessed need and priority for that library.
Potential hardware and software upgrades	TBC
Dedicated resources to deliver & support libraries changes	TBC

Every library will benefit from this although not in the same way. The developments will be assessed on a case-by-case basis and related to the local offer. Decisions about this spend will be made by the service within the existing spend protocols, with oversight and monitoring through the Capital Board and Neighbourhoods Scrutiny.

**12. Indicative timescales – proposals for delivery**

- a. Reduced opening hours implemented on 1<sup>st</sup> April 2016
- b. Staff reductions implemented on 1<sup>st</sup> April 2016
- c. Swipe access pilots commence in Summer 2016
- d. Broadband upgrades September 2015 – March 2016
- e. Recruitment to new community & volunteer staff roles: in progress.
- f. Develop and deliver volunteer programme: in progress.
- g. Discussions on Local Offer: commences Winter 2015.

**13. Key actions to be taken forward following Cabinet Approval of proposal:**

- a. **Local discussions on the pattern (but not level) of staffed opening hours.**  
After a prolonged period of citywide consultation we have a wealth of valuable feedback on libraries from the citizens of Bristol. From now there will be a more local conversation with each library on the local offer, pattern (but not level/amount)

of agreed opening hours and the direction of development the community would like to see for their library.

**b. Address working patterns and practices to modernise terms and conditions and ensure the new service can be delivered flexibly and effectively.**

Staff in the library service are a valuable resource, highly valued by our customers and citizens. After a long period of uncertainty we want to be clear about the vision for the service and how staff are essential to meeting our customer expectations and developing the service to be more relevant to local communities. We will be working with existing staff, trade unions and our HR colleagues on a staff review (Managing Change) to put in place new corporate contracts, changes to working patterns and to align roles and terms and conditions with the requirements for delivery of modernised services to citizens, ensuring that the new service can be delivered flexibly and effectively.

**c. Scoping the swipe-card access pilots.**

We will be scoping the pilots for the swipe-card access that is intended to allow citizens and the community to use library buildings as community buildings. These developments will be monitored for security and use and we will adapt our further pilots if necessary. We are planning to work with four libraries as early pilots.

**d. Working with Learning City Partnership to pilot a Learning City Hub in a library.**

The library service is involved with the challenge group “Learning for All” and we will be working on a learning initiative in a neighbourhood to bring together current and potential activities in a library to highlight the potential for additional informal learning in a new way. This work will contribute to the Learning City initiative and inform the library service offer around education and learning.

**13. Consultation and scrutiny input:**

**a. Internal consultation:**

- Neighbourhoods Scrutiny Commission
- All Strategic and Service Directors

**b. External consultation:**

- 7 months public consultation: Report on Phase Two of Consultation (March 2015 – June 2015), included as Appendix 3.
- External partners/organisations with an interest in delivering services from libraries
- Other library services nationally

**14. Other options considered:**

- a) **Do nothing:** Rejected. The current service cannot be provided within the agreed Medium Term Financial Plan requirements.
- b) **Proposals consulted on between March – June 2015:** Rejected in light of the consultation response.



- c) **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.

## **15. Risk management / assessment:**

<b>FIGURE 1</b>							
<b>The risks associated with the decision on Libraries for the Future final proposal:</b>							
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. There was a strong consultation response that no change was the preferred way forward and it is therefore possible that there will be objections from existing library users.	<b>M</b>	<b>M</b>	The reduction in staffed hours could be mitigated through a variety of different options e.g. community development, volunteers & swipe cards.	<b>M</b>	<b>L</b>	Kate Murray
2	The consultation highlighted that some equalities groups, particularly women and LGBT, have concerns around their safety if swipe-card access is implemented without the appropriate security measures in place.	<b>H</b>	<b>L</b>	We will pilot the implementation of swipe-card access in a small number of libraries initially, using the evaluation from this to inform any further rollout. We will work with our Corporate Health and Safety colleagues and learn from other local authorities to ensure robust security measures are in place. We will work with equalities groups to understand from them what would help make them feel safe to use swipe-card access.	<b>H</b>	<b>L</b>	Kate Murray

<b>FIGURE 2</b>							
<b>The risks associated with <u>not</u> agreeing the decision on Libraries for the Future final proposal:</b>							
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 mitigation).	CURRENT RISK  (After controls)		RISK OWNER
		Impact	Probability		Impact	Probability	
1	As a universal service the library service will not be sustainable in the future without change and development.	<b>H</b>	<b>H</b>	Following Cabinet approval of the recommended proposal, deliver a coordinated programme of development and change for the library service.	<b>L</b>	<b>L</b>	Kate Murray
2	The library service cannot achieve any MTFS saving without some changes being made to the service.	<b>H</b>	<b>H</b>	Following Cabinet approval of the recommended proposal, deliver a coordinated programme of development and change for the library service that will enable the delivery of agreed MTFS savings.	<b>L</b>	<b>L</b>	Kate Murray
3	The library service could not address the current inequality of resource and provision without change and development.	<b>H</b>	<b>H</b>	Following Cabinet approval of the recommended proposal, deliver a coordinated programme of development and change for the library service that will enable the delivery of agreed MTFS savings.	<b>L</b>	<b>L</b>	Kate Murray

## **16. Public sector equality duties – see Appendix 1 and 2 for full details:**

Library services have high relevance for people from equality communities and detailed equality impact assessments have been undertaken as part of the review of the libraries services. The impact assessment carried out for the purposes of Cabinet's decision is at Appendix 7. See legal advice at para 17c iv below.

- 16.1 Targeted outreach has been undertaken as part of both consultation processes to engage with equalities communities and this has been effective. The feedback from the consultation has not been markedly different from the general consultation – libraries are valued and people don't want changes to services. The consultation also provided an opportunity to inform people from equalities communities about specific current services of which they may not have been aware and which may be of particular interest to them.
- 16.2 One of the areas of difference in feedback was around the swipe-card access proposals. It is clear from the consultation that some people may feel less confident to access an unstaffed library, with concerns of potential assault, abuse or accident being raised by some of the equalities communities. However, at this stage we do not know what 'unstaffed libraries' will offer: they could be bustling with other community activities, be staffed by volunteers or simply be quite busy with footfall of people who enjoy the convenience of being able to choose when to use the library - so at this stage it is not known whether such concerns will manifest as new services develop. If approved, the library service has made a commitment to engage with people from different equalities communities in the development and evaluation of swipe-card pilots.
- 16.3 In terms of the proposals to close Eastville Library building and investigating alternative provision in Lockleaze to better serve the local area, it is acknowledged that citizens currently using the library could be negatively impacted by the changes proposed. We have looked to mitigate these through the other opportunities already agreed e.g. prioritising the new community roles in this area to work with equalities communities to shape the new provision, as well as through maximising existing services already available. However, one of the key drivers around the proposal is to significantly increase the usage of the provision by diverse communities across the Lockleaze area with the purpose of many more of our citizens benefiting from this service.
- 16.4 The proposal to retain the library provision in 27 existing libraries is in direct response to the consultation feedback we received from equalities communities, alongside the wider general response. The Council's obligation to make savings means that this can only be achieved on the basis of reduced opening hours. However, no library will be open for fewer than 20 hours. It is acknowledged that this could have a negative impact on equalities communities, where libraries are no longer open at the times that work best for them. However, we have looked to mitigate any negative impacts through the other opportunities already agreed e.g. the Volunteer Programme; the

new community roles and using these to effectively engage communities in consultation around the Local Offer; technology upgrades and building improvements, alongside the proposal to pilot swipe-card access.

16.5 The proposals to encourage more community activity and engagement do not disadvantage equalities communities but it is recognised that some communities have fewer resources to self-organise than others. This is due to a complex interplay of lack of confidence, lack of financial resources, barriers such as disability and lack of history of self-organising for some communities. However, the library service understands that some neighbourhoods will find it easier to self-organise than others and there is a commitment that anyone who wants to be involved in contributing voluntarily to the future of the service will be supported to participate where possible. There is also a commitment that whatever activities are organised, these will be inclusive.

16.6 The majority of the staff group in the library service would be affected by the proposals. A service re-design of this scale, with a percentage reduction in opening hours, will impact on staff numbers - predominantly frontline staff. We currently have 130.5 FTE working in the library service. The library service has employs a higher than average number of women, with many working part time shifts, in part due to the nature of the current opening hours' patterns in libraries. We will look to follow best practice Council process to mitigate negative impacts wherever possible and will produce an updated staff EqIA as part of the Managing Change process.

## **17. Eco impact assessment – see Appendix 7 for full details**

The significant impacts of this proposal are:

### **Positive:**

- Enhanced digital provision may reduce travel, for example through increased downloads

### **Negative:**

- Increased energy consumption in libraries due to increased community access at evenings / weekends
- Increased waste production due to extended building usage
- Potentially, buildings retained not suitable for future enhancements

### **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 online 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 number of small additional negative impacts are not considered significant overall.

**Advice given by** Claire Craner-Buckley, Environmental Project Manager.

**Date** 1<sup>st</sup> July 2015

**17. Resource and legal implications**

**a. Financial (revenue) implications:**

As set out in the report, the revenue saving generated by the proposals is estimated to be £465k from 2016/17. Approving these proposals for Library Services leaves £635k of revenue savings to be identified by the Council as part of its budget setting for 2016/17, in order to fund the £1,100k originally attributed to Library Services in the three-year budget framework approved in February 2014.

**Advice given by** Robin Poole, Neighbourhoods Finance Business Partner

**Date** 8<sup>th</sup> July 2015

**b. Financial (capital) implications:**

Library Services has outlined in the report its proposals for using the £1.2m allocated to it as part of the Council's budget approved in February 2015.

**Advice given by** Robin Poole, Neighbourhoods Finance Business Partner

**Date:** 8<sup>th</sup> July 2015

**Comments from the Corporate Capital Programme Board:** N/A

**c. Legal implications:**

**i. Compliance with Statutory duties**

The Council proposals for libraries for the future in the city comply with the relevant statutory duties:

The Public Libraries and Museums Act 1964 ("PMLA 1964) Section 7 - 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, through its own stocks or by any other appropriate means and other printed matter, pictures, gramophone records, films and other materials
- Of securing 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.

Case law on this subject has clarified that:

“A comprehensive service does not mean that every resident lives close to a library. [ ] Comprehensive has therefore been taken to mean delivering a service that is accessible to all residents using reasonable means, including digital technologies, in the light of the community’s needs. An efficient service must make the best use of the assets available in order to meet its core objectives and vision, recognising the constraints on council resources. Decisions about the service must be embedded within a clear strategic framework which draws upon evidence about needs and aspirations across the diverse communities of the borough.”

## **ii. Consultation**

The Council is required to make fair and reasonable decisions. To ensure a decision is fair, the Council must consult with those affected.

Principles of proper consultation have been developed through case law and can be summarised as follows:

- 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);
- consultation must be at a time when proposals are still at a formative stage;
- sufficient reasons must be given 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.

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

The consultation process has had due regard and is broadly compliant with principles set out above. The nature and extent of the consultation undertaken is set out in the report.

## **Advice given by Nancy Rollason, Service Manager (Legal Services)**

**Date:** 6<sup>th</sup> August 2015

## **iii. Employment issues**

The Report details the intention to review the opening times of 27 libraries, reduce staff numbers and review terms and conditions of employment. Any changes which will or may affect Council employees employed at the libraries in question, should be subject to consultation with the employees affected in accordance with the Council’s Managing Change policy.

## **iv. Equality Act duties**

In deciding whether to approve the proposals, the Cabinet must have due regard to the public sector equality duty i.e. due regard to the need to advance equality of opportunity between persons with “protected characteristics” and others.

“Protected characteristics” are defined by the Equality Act 2010 and the effect of the proposals on people with protected characteristics is explained in the equality impact assessment at appendix 7 and summarised at paragraph 16 of this report.

**Advice given by Husinara Jones, Lawyer**  
**6<sup>th</sup> August 2015**

**d. Land / property implications:**

The Council owns the freehold interest in Eastville Library. If it is declared surplus to library requirements it will be dealt with in accordance with the Corporate Land Policy and, if no other service need is identified, the site will be disposed of to realise the revenue savings and a capital receipt.

**Advice given by** Lois Woodcock, Principle Corporate Property Officer  
**Date** 8<sup>th</sup> July 2015

**e. Human resources implications:**

These proposals require existing roles within the service to be reviewed and redesigned to effectively meet the needs of a modernised service to citizens. These proposals are also likely to result in the reduction of staff numbers by approximately 20 FTE. Whilst redundancies cannot be ruled out, the service has proactively sought to reduce the impact on permanent staff and the potential for redundancies by filling existing vacancies on a fixed term contract since the corporate restructure in 2014/2015. All changes will be effectively managed under the council’s Management of Change Policy. Staff and trade unions will be consulted on detailed proposals in line with the policy. Voluntary severance may be considered in support of a mutually agreed and voluntary early departure from employment where suitable.

These changes may also provide new opportunities for citizens to gain work experience and be more greatly involved in the delivery of library services through community and volunteer initiatives.

**Advice given by** Sandra Farquharson, People Business Partner, Neighbourhoods  
**Date** 8<sup>th</sup> July 2015

**f. ICT resources implications:**

Broadband upgrades — up to 100Mbs for sites that need to be upgraded (Avonmouth, Shirehampton and Stockwood as a priority). ICT resources available for these upgrades. Lead times from suppliers will determine installation dates.

Swipe-card access will require ICT resources – these resources will be scheduled when requirements confirmed. Resource estimate depends on choice of solution. Likely to be a centrally managed system if widely deployed, or a local system if only a few instances. Facilities management may be managing agents.

Security of IT systems in unmanned sites to be addressed.

As the library service looks at the range and type of offering, ICT will need to work with libraries to consider on the IT solutions and support options for new devices and channels

**Advice given by** Ian Gale, Service Manager ICT Delivery and Integration

**Date** 8<sup>th</sup> July 2015

## Appendices:

<b>Appendix 1</b>	Equalities Impact Assessment for the current proposal (Service)
<b>Appendix 2</b>	Equalities Impact Assessment for the current proposal (Staff)
<b>Appendix 3</b>	Phase Two Consultation Report (March – June 2015)
<b>Appendix 4</b>	Map of the proposed service
<b>Appendix 5</b>	Timeline for changes (to opening hours, Eastville Library closure, staff changes, broadband, swipe pilots)
<b>Appendix 6</b>	Indicative model of proposed changes to each library (hours reduction; self service; broadband; potential for swipe-card access)
<b>Appendix 7</b>	Eco impact assessment
<b>Appendix 8</b>	March 2015 Cabinet Paper
<b>Appendix 9</b>	The Core Offer



## Bristol City Council Equality Impact Assessment Form



Name of proposal	Libraries for the Future proposal – Service Impact Septemeber 2015
Directorate and Service Area	Neighbourhoods
Name of Lead Officer	Kate Murray

### Step 1: What is the proposal?

#### 1.1 What is the proposal?

##### **Background**

Bristol City Council (BCC) has a 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 is set in the context of financial restrictions and a budget reduction of £1.1m.

The Libraries Service has run a two-phase consultation on how to achieve these goals. Phase 1 ran from 10th November 2014 to 2nd February 2015 and focused on what citizens want from a library service and how it could be more relevant to citizens in the future. The consultation report from this phase is available here: <http://www.bristol.gov.uk/futurelibraries>

There is a separate EQIA that considered how best this could be run to achieve a fair and open consultation process.

Using the results of that consultation, along with data from libraries and about communities, national research and case studies, a set of proposals were developed and consulted on in Phase 2, from 4th March to 30th June. These proposals included:

- Reduction in opening hours across all libraries
- Specific changes to some library opening hours (e.g. opening on Sundays, closing on Mondays)
- Grouping libraries into three categories: Group 1: 6 Libraries already delivering to a high service standard; Group 2, : 15 Libraries needing development; and 7 libraries that do not fit into groups 1 & 2, and so would have been at risk of significant change in terms of operation models and/or purpose. Introduction of swipe access technology to extend opening hours (without library staff needing to be present).

**The amended proposals are broadly as follows, these proposals will have different impacts on different communities:**

1. Agree to close Eastville Library building and relocate alternative library provision to the most appropriate place to better serve the Lockleaze

area.

2. Agree to retain the library provision in 27 existing libraries on the basis of reduced opening hours, with minimum opening hours of 20 hours
3. Agree to pilot ways of extending library opening hours through an electronic access system such as swipe card access, to better serve communities through shared use of community buildings.

**Opportunities for improving and expanding the service. These opportunities have the potential to mitigate the proposed reductions in hours by offering provision in a different way, these opportunities have already been agreed:**

- **Volunteer programme** – developing volunteering to add value, increase new usage, increase community participation increasing volunteer participation in the running of libraries in order to enable changes to opening hours and the activities provided within library spaces. We are initially looking at roles to support children’s reading, help with the public computers and family history, to be developed over time.
- **Developing community models of service delivery** – where the community has a greater role in the shaping of the library service.
- **Technology upgrades:** to include delivering broadband to those libraries that need upgrades and looking at new software and hardware.
- **Building improvements:** From improved signage, to accessibility improvements, to implementing innovative design concepts

If these proposals are agreed, they would be supported by a city-wide communications and marketing approach to raise awareness of the changes and to highlight existing services, to attract more people to use the libraries.

## **Step 2: What information do we have?**

### **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 anyone in the city could be affected by the proposals. In addition to this, there are specific groups that will be affected in different ways.

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). This data can be analysed by the library that the members most commonly use, and we can see which Lower Super Output Areas (LSOAs) library users live in, to compare to the profiles of those areas from 2011 census data. The EQIA that supported the consultation that run from March 2015 to June 2015 used data from the Neighbourhood Partnership community profiles, to provide the data for the citywide comparison of all protected characteristics and gain an understanding of potential impact and mitigations. For this proposal, a number of new sources of data have become

available about the protected characteristics of the citizens of Bristol, namely by Lower Super Output Area. This EQIA has drawn on both the data from the Neighbourhood Community Profiles and the LSOA to understand the impact and the mitigations.

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 was to protect the confidentiality of the new member as the current library management system did not have a suitable way of storing the data securely. 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.

We have used various additional sources of information to give us an understanding of people who aren't library users, who might be affected by the different proposals:

- Library user data that is available at postcode and Lower Super Output Area (LSOA) level
- Library user surveys - CIPFA surveys that are in a three yearly cycle, surveying Adults, children and electronic users/customers.
- Information from Phase 1 and Phase 2 of the consultation, including surveys, Citizen Panel responses, meetings in Neighbourhood Partnership areas and libraries and specific work with equalities communities and children & young people (with data from the surveys and equalities meetings including demographic information that enables us to look at results by equalities communities)
- BCC 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
- The Council's statistics on population profiles at LSOA areas about some equalities communities (BME, People over 65, younger people) and deprivation, including information from:
  - 2011 Office for National Statistics (ONS) Census
  - ONS mid-2013 Population Estimates
  - 2014 BCC School Census information
  - Department of Work & Pensions Working Age Benefits claims
  - 2010 DCLG English Indices of Deprivation on Free School Meals
  - BCC & CACI Acorn 2012 survey on internet connectivity

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

There are some gaps in the Neighbourhood Partnership Statistical Profile data about:

- Sexual Orientation
- Marriage and Civil Partnership
- Gender reassignment
- Pregnancy and Maternity
- 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. There are also gaps in usage data for Eastville library as the service has only collected equalities information on current memberships due to the lack of a secure recording system.

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

#### **Phase 1**

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 interest groups to talk to each other. The consultation included outreach to citizens in different ways, with a specific emphasis on ensuring we were involving equalities communities through targeted work as well as making the consultation as accessible as possible.

#### **Phase 2**

Phase 2 started on 4th March, and ran until 30 June 2015. This was a more targeted consultation, with proposals about specific libraries. The consultation was initially planned to run until 27 May, but was extended by the Mayor until 30 June, in order to ensure that communities were given sufficient time to properly consider and respond to the proposals.

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. There were over 6000 formal responses to the second phase of consultation, through either the consultation survey or specifically set up meetings, this number does not include the wide variety of informal responses also received and acknowledged. Please find follow this link to this Consultation Report and supporting resources: <http://www.bristol.gov.uk/futurelibraries>

- **Libraries for the Future** website, with information about the consultation reasoning and timelines for the work and ways to get involved. Users could change the colours of the text, background of the pages and the font and text size, and several subtitled videos are available. It was promoted through libraries, where assistive technology enables people with additional needs to access the computers.
- **Phase 1 survey** – available in paper copies in all libraries and other Council buildings and hosted online. Also sent to the 2000 members of the Citizens’ Panel (broadly representative of the City’s population in terms of protected characteristics). The survey was adapted for young people aged under 16, and an Easy Read survey was available which was more accessible for people with learning disabilities, and people who have difficulty reading English. All surveys were available in alternate forms and community languages on request
- **Phase 2 survey** - accompanied by booklet explaining the specific proposals and available online and in paper copies, including as an Easy Read version. All surveys were available in alternate forms and community languages on request. Surveys were also taken out to community and equalities groups by community development workers, provided to Friends of Libraries groups, Councillors and anyone else who requested them, and advertised through press releases to try to reach non-users.
- **Meetings with equalities groups** – BCC community development workers met with 776 people through 54 equalities community meetings to involve them in the consultation, either as stand-alone meetings or conversations as part of scheduled group meetings. These meetings took place at various times of day, and included presentations and conversations in community languages, and using different tools to enable communications with groups such as people with learning disabilities. 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. We also commissioned RIO to run workshops in primary schools, so younger people could be engaged
- **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.
- Throughout the consultation we have also had dialogue with specific groups to answer questions that have emerged, for example, with the Disability Equality Forum, helping them access and share information about existing services that would be useful for disabled people that they weren’t aware of.

### **In the future**

Moving forward, if the proposals are agreed, we will continue to ensure that we are involving communities, especially equalities communities in the developing service restructure. Specifically, we will

- Involve the local community and community groups in the plans for **alternative provision in Lockleaze**.

- Engage in specific communication with current users of **Eastville library** about the next nearest libraries, transport links to them and alternative provision, including 24 Hour Library online and At Home Library Service run by the Royal Voluntary Service
- Ensure our pilots of **extended hours access through swipe cards** involve equalities communities, specifically those with particular needs or issues, and that any impact on equalities communities, positive or negative, is taken into account in post-pilot decision-making
- When developing any **community run libraries**, we will take particular care to involve equalities community groups to help shape future services, and ensure any community models are committed to supporting specific needs of equalities communities
- The **new volunteer coordinator and community roles** will work with the Community Development team to ensure we are reaching out to all communities to offer the same opportunities to everyone, and services that particularly cater to equalities communities
- **Communications** about service changes and existing services will particularly target equalities communities – for example, working to ensure all disabled people are aware of the services that can benefit them specifically

### Step 3: Who might the proposal impact?

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

#### Step 3: Who might the proposal impact?

**The proposals are a set of interlinked initiatives and changes, as touched on in Section 1.1 and Section 2.3. Some opportunities have already been agreed and provide the context for the 3 specific proposals we are impact assessing within this document. We will look to utilise these opportunities to support change and mitigate against any perceived or actual loss of provision or access. For clarity however, we have split the proposals into separate EQIAs to be clear what the impacts may be and how we can mitigate.**

#### 1) Proposal: Closure of Eastville library Building and relocate alternative provision in Lockleaze:

##### What we know

In this section, we have used the data from the LSOA as it is now available and more accurate to look at the impact on single site. According to the census data, The Black or Minority Ethnic group (BME) population (all groups with the exception of all the White groups) make up 16% of the total population in Bristol.

Eastville is a community with one of the higher levels of Black and Minority Ethnic (BME) people in the City (2011 Census) shows that the population in some of the Lower Super Output Areas (LSOAs) have 41-60.7% BME population in some parts, and 23.3-40.0% in others.

LSOA Eastville is located in has a relatively high proportion of older people of 65, children aged 0-15 compared to the City average.

It is acknowledged that the current customers using the library could be negatively impacted by the changes proposed and wherever possible we have looked to mitigate these with the deployment of the other opportunities already agreed as well as through existing services already in place. However, while Eastville Library Building is an area of deprivation, it does not serve the community in need. The location is away from the main retail centre at Eastgate and is poorly located in terms of access, with no on-site parking, and located away from road crossings and bus stops. There is little footfall:

- Number of items borrowed from Eastville Library, April 2014 – March 2015: 16319 (21st lowest out of 28 libraries)
- Number of visits to Eastville Library April 2014 – March 2015: 21091 (23rd lowest out of 28 libraries)

Parking is also difficult. Because of this, the library has one of the lowest usage rates across all measures, and leading to the conclusion that it is not meeting the needs of the Lockleaze community in its current location. These factors hamper the aspiration to increase usage and further develop the library service beyond the current offer, as well as creating significant obstacles to co –locating with other departments and organisations, demonstrated by the fact that all partnering opportunities explored to date for this library have not been considered viable.

The usage data in equalities groups is very patchy and not an accurate reflection of use in Eastville library. For this reason, the usage data has not been included.

Group	Are there adverse impacts on this group?	Can these impacts be mitigated?	Does the proposal create benefits for this group?	Can the benefits be maximised?
<b>People from BME communities</b>	The LSOA that Eastville is located in has a higher BME population than City average. Our evidence of the level of use, by citizens from BME communities, for Eastville Library is currently incomplete,	Yes. There is very low current usage of the library and it does not service communities in need. The revised proposal will relocate provision to locations already used by the community with other services. Lockleaze area has many LSOAs with a higher BME population than average and we will	The current library’s location severely restricts it’s potential to attract any new users and thereby better meet community needs. Re-locating library provision to more suitable locations has the potential to attract new users from BME groups by relocating to and providing services in places already well-used by these	Yes, by targeting local community groups, including those with high representation from BME communities, to help us shape the new provision.

	<p>therefore understanding impacts at this point is difficult to assess conclusively.</p> <p>What we do know is that BME communities are likely to contain a higher proportion of citizens with English as a second language. This may require access to resources in other languages and, specialist English texts or the advice and guidance library staff can offer. Therefore any change to local provision which includes these communities needs to be carefully implemented.</p>	<p>therefore develop the local offer to best meet and reflect the needs of those communities. We will also promote positive connections with other library services nearby where we have a greater range of services in place already, many of which are well used by BME communities (Junction 3 and Fishponds).</p>	<p>communities.</p>		
<b>Disabled people</b>	<p>Disabled people who live nearby and have</p>	<p>The current location means it is already hard to access</p>	<p>The LSOAs with high proportions of disabled</p>	<p>Involving disability community groups,</p>	



	<p>mobility issues may not be able to walk to the next nearest libraries, and would have to rely on public transport or driving to use a library</p>	<p>on foot, so isn't meeting the needs of the majority of physically disabled people in the area.</p> <p>We will mitigate the impacts through a) ensuring that new provision is located in accessible places, b) we will promote access of the 24/7 online library and RVS At Home service to current disabled home based users, and c) we will ensure people are aware of all the public transport links to the next nearest libraries, Junction 3 and Fishponds, and the new Bishopston Library.</p>	<p>people are in Lockleaze, so moving provision there will aim to make it easier for more disabled people to access the service. We will ensure that any new provision is accessible, including services like accessible toilets that can't be added to Eastville, so disabled people will receive an improved service in the alternative location.</p>	<p>including groups with different needs (e.g. mobility issues, learning disabilities, sensory disabilities) in decisions about new provision in Lockleaze and service design will enable us to provide a higher quality service to disabled people than is possible at Eastville.</p> <p>Ensure the communication is as thorough as possible and uses channels that disabled people engage with.</p>
<p><b>Lesbian, gay or Bisexual people</b></p>	<p>No specific issues related to their protected characteristics</p>		<p>No specific benefits related to their protected characteristics</p>	
<p><b>Gender reassignment</b></p>				
<p><b>Religious belief/non-belief</b></p>				
<p><b>Older people</b></p>	<p>Older people who live nearby and have mobility issues may</p>	<p>The current location means it is already hard to access on foot, so isn't meeting</p>	<p>We will ensure that any new provision is fully accessible, including services like</p>	<p>Ensure the communication is as thorough as possible and uses channels that</p>

	not be able to walk to the next nearest libraries, and would have to rely on public transport or driving to use a library	the needs of majority of older people with mobility issues in the area. We will mitigate the impacts through a) ensuring that new provision is located in accessible places, b) we will promote access of the 24/7online library and RVS At Home service to current disabled home based users, and c) we will ensure people are aware of all the public transport links to the next nearest libraries, Junction 3 and Fishponds, and the new Bishopston Library. Older people's free bus passes means travelling to the next nearest libraries won't cause financial hardship.	accessible toilets that can't be added to Eastville, so they will receive a better service in the new location. Re-locating library provision to more suitable locations has the potential to attract new users from this equalities group, by relocating to and providing services in places already well-used by these communities.	older people engage with.	
<b>Children and Younger people</b>	Local children who use the library with their parents in the day time and after school may be affected if parents	The alternative provision at Lockleaze will still be within the local area and on a public transport route therefore it will be possible for children and young	The newly provided library provision in the Lockleaze area will need to be reflective of needs of children and young people and this change provides an	Ensure the communication is as thorough as possible and uses channels that younger people engage with.	

	decide it is too far to travel to the new locations or the next nearest library if they don't drive or find public transport difficult	people to access the library.	opportunity to work with them to develop provision that works, recognising that the needs of children are often different from those of young people. Re-locating library provision to more suitable locations has the potential to attract new users from this equalities group, by relocating to and providing services in places already well-used by these communities.	Involve young people in service design for the new provision.	
<b>Women</b>	No specific issues related to their protected characteristics, however with the statistics we have on the current library membership, women use the service more than men and therefore more women may be impacted by the proposals than men.	N/A	No specific benefits related to their protected characteristics	Ensure the communication is as thorough as possible and uses channels that women engage with.  Involve women in service design for the new provision.	
<b>Women/maternity</b>	Women with families	The alternative provision at	Moving the provision to	Ensure the communication	

	<p>are more likely to be the main carers for very small children than men, and so may be more affected by the loss of provision at Eastville, if they don't drive or find public transport difficult. With the statistics we have of library membership, women use the service more than men</p>	<p>Lockleaze will be within 1.5 miles and on a public transport route therefore it will be possible for women to access the library.</p> <p>We will mitigate the impacts through a) ensuring that new provision is located in accessible places, b) we will promote access to the 24/7 online library and c) we will ensure people are aware of all the public transport links to the next nearest libraries, Junction 3 and Fishponds, and the new Bishopston Library.</p>	<p>Lockleaze will make the service more accessible to women who live in the area (As for BME people). Communicating about the services in the next nearest libraries, which provide a broader range of services, and hours (even with a % reduction) could encourage more women to use the wider library network. The newly provided library provision in the Lockleaze area will need to be reflective of needs of children and young people and this change provides an opportunity to work with them to develop provision that works for them and their carers.</p>	<p>is as thorough as possible and uses channels that women with children engage with.</p> <p>Involve women in service design for the new provision.</p>	
<b>Men</b>	<p>No specific issues related to their protected characteristics</p>	<p>N/A</p>	<p>No specific benefits related to their protected characteristics</p>	<p>Ensure the communication is as thorough as possible and uses channels that men engage with.</p> <p>Involve men in service design for the new provision.</p>	

**2) Proposal: -Agree to retain the library provision in 27 existing libraries on the basis of reduced opening hours, with minimum opening hours of 20 hours**

The current proposal to retain the library provision in 27 existing libraries reflects the response from the consultation, including the feedback we received from equalities communities. The Council’s obligation to make savings means that this can only be achieved on the basis of reduced opening hours, retaining a minimum of 20 open hours for every library in the city. It is acknowledged that this reduction in opening hours could have a negative impact on equalities communities, where libraries are no longer staffed and open at the times that work best for them. However we have looked to mitigate any negative impacts through the combination of all the other opportunities in the Local Offer to improve the service we have already agreed e.g. the Volunteer Programme, the new community roles and using these to effectively engage communities in discussion around local preferences for opening hours, technology upgrades and building improvements, alongside the proposal to pilot swipe card access.

<b>Group</b>	<b>Are there adverse impacts on this group?</b>	<b>Can these impacts be mitigated?</b>	<b>Does the proposal create benefits for this group?</b>	<b>Can the benefits be maximised?</b>
<b>People from BME communities</b>	BME people are more likely to live in crowded homes (Runnymede Trust 2014, Race Equality Foundation Better Housing briefings 2010), so cuts to library hours after school may disproportionately affect BME people who study in libraries.	Consulting local community groups to find the times BME people want to use library services most, and shaping services accordingly could mitigate the reduction in hours.  The new staff roles and volunteer programme will ensure that service provision is reflective ao the needs of all our diverse communities in a more proactive way than	Local consultation about the pattern of opening hours could result in a service that is more accessible to BME groups by involving them in shaping the opening hours and service provision.	Ensure local consultation about opening hours involves BME community groups

		has been previously possible. Targeted outreach to specific groups will form part of these new roles responsibilities.		
<b>Disabled people</b>	People with mobility impairments can prefer day time opening hours, especially in winter times when pavements can be treacherous. Some disabled people have domiciliary assistance in the mornings and may prefer early opening which could conflict with opening hour's patterns preferred by those using them after school hours.	Consulting local community groups to find the times disabled people want to use library services most, and shaping services accordingly could mitigate the reduction in hours. This will be part of the local consultation of the new pattern of opening hours	Local consultation about the pattern of opening hours could result in a service that is more accessible to disabled people by involving them in shaping the opening hours and service provision.	Ensure local consultation about opening hours involves disability community groups
<b>Lesbian, Gay or Bisexual people and people undergoing Gender reassignment</b>	Libraries are an important resource for LGBT books and literature. Library PCs can be an important private space. Restricted hours can create more demand and less privacy around public PCs.	Consulting local community groups to find the times LGB people want to use library services most, and shaping services accordingly could mitigate the reduction in hours. This will be part of the local consultation of the new pattern of opening hours	Local consultation about the pattern of opening hours could result in a service that is more accessible to LGBT people by involving them in shaping the opening hours and service provision.	Ensure local consultation about opening hours involves LGBT community groups
<b>Religious belief/non-belief</b>	Libraries are an important resource for people to learn about different faiths. Some	Consulting multi faith forums to find the times different faith communities want to	Local consultation about the pattern of opening hours could result in a service that is more	Ensure local consultation about opening

	people may wish to explore converting or reverting to another faith in privacy and library PCs and access to a vast number of books and resources is important to people of faith.	use library services most, and shaping services accordingly could mitigate the reduction in hours  This will be part of the local consultation of the new pattern of opening hours	accessible to people of religious beliefs or non-belief by involving them in shaping the opening hours and service provision.	hours involves Faith communities.
<b>Older people</b>	Older people tend to feel safer during the day and are likely to prefer day time opening which could conflict with opening hours patterns preferred by working people who prefer later opening hours	Consulting local community groups to find the times older people want to use library services most, and shaping services accordingly could mitigate the reduction in hours	Local consultation about the pattern of opening hours could result in a service that is more accessible to older people by involving them in shaping the opening hours and service provision.	Ensure local consultation about opening hours involves older people and relevant community groups
<b>Children and younger people</b>	Younger people who are at school in the daytime, or who live in over-crowded conditions and use libraries as peaceful places to complete homework could be impacted if cuts in hours happen after school and at weekends.	This will be part of the local consultation of the new pattern of opening hours	By involving children and young people in the local consultation around re-shaping hours the outcome could be that the pattern of hours decided on could enable younger people to have access to the services at times better for them, thus potentially encouraging greater use and new young users to use the library service.	Ensure local consultation about opening hours involves children and younger people
<b>Women</b>	No specific issues related to their protected characteristics	This will be part of the local consultation of the new pattern of opening hours	Local consultation about the pattern of opening hours could result in a service that is more	Ensure local consultation about opening

			accessible to women by involving them in shaping the opening hours and service provision.	hours involves women and women's community groups
<b>Men</b>	No specific issues related to their protected characteristics	This will be part of the local consultation of the new pattern of opening hours	Local consultation about the pattern of opening hours could result in a service that is more accessible to men by involving them in shaping the opening hours and service provision.	Ensure local consultation about opening hours involves men and men's community groups
<b>Women/Maternity</b>	Parents and carers with young children may find the opening hours more restrictive and provide less opportunity to visit.	This will be part of the local consultation of the new pattern of opening hours	There may be benefits of using the library building more flexibly in the future if the hours are extended with volunteers and community groups and swipe cards.  Local consultation about the pattern of opening hours could result in a service that is more accessible to women with children by involving them in shaping the opening hours and service provision.	Ensure local consultation about opening hours involves women and women's community groups

**3) Proposal: - Agree to pilot ways of extending library opening hours through an electronic access system such as swipe card access, to better serve**



**communities through shared use of community buildings**

It is clear from the consultation that some people may feel less confident to access an unstaffed library, with concerns of potential assault, abuse or accident being raised by some of the equalities communities. However at this stage we do not know what ‘unstaffed libraries’ will offer, they could be bustling with other community activities, be staffed by volunteers or simply be quite busy with footfall of people who enjoy the convenience of being able to choose when to use the library - so at this stage it is not known whether such concerns will manifest as new services develop. If approved, the Library Service has made a commitment to engage with people from different equalities communities in the development and evaluation of swipe card pilots.

Group	Are there adverse impacts on this group?	Can these impacts be mitigated?	Does the proposal create benefits for this group?	Can the benefits be maximised?
<b>People from BME communities</b>	During the consultation, some people from BME communities said they would feel unsafe using swipe cards to access libraries by themselves, because of safety concerns. These concerns need to be factored clearly into the new service design.	Ensure that the pilots take into account the concerns expressed in the consultation.  Ensure that communication about the proposal is more effective to allay concerns and also communicate our findings from the pilots. Communicate that swipe card access is part of the local consultation and not a library service decision and that there are a variety of ways to work with swipe card access	No specific benefits related to their protected	Ensure the development and assessment of the swipe access pilots involves BME citizens and community groups
<b>Disabled people</b>	During the consultation, some groups of disabled people said - they would not use swipe cards because they would feel unsafe being alone in libraries due to fear of attack/having an accident and being	- Working with volunteers, community groups and local	No specific benefits related to their protected characteristics	Ensure the development and assessment of the swipe access pilots involves Disabled citizens and

	<p>trapped alone. They needed support from staff to be able to access the services, so would not be able to use the libraries in unstaffed periods.</p> <ul style="list-style-type: none"> <li>- Swipe cards may be too difficult for some disabled people to use.</li> <li>- Some disabled people may find just a card system difficult to use</li> </ul>	<p>organisations</p> <p>Ensure that the pilots monitor use specifically by people from equalities communities, and takes this, and people's feedback into account when rolling out pilots and services.</p>		<p>community groups</p>
<b>Lesbian, Gay or Bisexual people</b>	<p>No specific issues related to their protected characteristics</p>		<p>No specific benefits related to their protected characteristics</p>	<p>Ensure the development and assessment of the swipe access pilots involves LGB citizens and community groups</p>
<b>Gender reassignment</b>	<p>During the consultation, transgender people were the only group more likely to strongly disagree with the proposal than agree. Those that did explain their</p>	<p>Ensure that the pilots monitor use specifically by people from equalities communities, and takes people's feedback into account when rolling out</p>	<p>No specific benefits related to their protected characteristics</p>	<p>Ensure the development and assessment of the swipe access pilots</p>

	responses cited “security issues”.	pilots and services.  Ensure communication about pilots and any service decision directly responds to people’s s and explains how these will be taken account of.		involves transgender citizens and community groups
<b>Religious belief/non-belief</b>	During the consultation, some people from faith communities said they would feel unsafe using swipe cards to access libraries by themselves, because of safety fears, including about Islam phobic and other faith based abuse and attack.	Ensure that the pilots take into account the concerns expressed in the consultation.  Ensure that communication about the proposal is more effective to allay fears and also communicate our findings from the pilots.	No specific benefits related to their protected characteristics	Ensure the development and assessment of the swipe access pilots involves faith communities
<b>Older people</b>	During the consultation, some groups of older people said - they would not use swipe cards because they would feel unsafe being alone in libraries, or having an accident and being trapped alone. - They needed support from staff to be able to access the services, so would not be able to use the libraries in	Communicate that swipe card access is part of the local consultation and not a library service decision and that there are a variety of ways to work with swipe card access - Working with volunteers, community groups and local organisations  Ensure that the pilots	No specific benefits related to their protected characteristics	Ensure the development and assessment of the swipe access pilots involves older citizens and community groups

	unstaffed periods. -swipe cards may be too difficult for them to use.	monitor use specifically by people from equalities communities, and takes this, and people's feedback into account when rolling out pilots and services. Staffed hours likely to be concentrated in periods of greatest use, e.g. after school, if that is the local pattern agreed.			
<b>Children and Younger people</b>	Children would have to be accompanied by an adult (as is currently the policy for all children under 8 years of age) to be able to use the library with swipe cards		Possible flexibility in visiting in unstaffed hours if more suitable to the family	Ensure the development and assessment of the swipe access pilots involves children and younger people	
<b>Women</b>	During the consultation, some women said they would feel unsafe using swipe cards to access libraries by themselves, because of safety fears, including about sexual abuse and attack.		No specific benefits related to their protected characteristics	Ensure the development and assessment of the swipe access pilots involves women and women's community groups.	
<b>Women/Maternity</b>	No specific issues related to their protected characteristics	No specific mitigations related to their protected characteristics	No specific benefits related to their protected characteristics	Ensure the development and assessment of the swipe	

				access pilots involves women and women's community groups.
<b>Men</b>	No specific issues related to their protected characteristics	No specific mitigations related to their protected characteristics	No specific benefits related to their protected characteristics	Ensure the development and assessment of the swipe access pilots involves men and men's community groups.

**Proposal : Volunteer programme**

**When a volunteer programme is designed, we will do a specific EQIA**

For all equalities groups there is the potential that volunteers providing additional services could lead to enhanced services for these groups as well as greater opportunities for these communities to gain experience through volunteering. Sharing information about the opportunities with as wide a range of equalities communities as possible can lead to new ideas for services that could be carried out by volunteers, and existing services using the library to deliver opportunities, and to people getting involved as volunteers to deliver specific services for their communities. Ensuring people from equalities communities are represented in our volunteer recruitment. Arrangements will be considered to fund access support needs for disabled people, and out of pocket expenses re travel and child/elder care will also be looked at.

**Step 4: How do we use this information and translate it into action?**

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

The impact on people with protected characteristics and vulnerable or deprived groups has always been at the heart of libraries work, and has been a major factor in developing our proposals.

The concerns from equalities communities about swipe card access have informed our Approach And we are now committed to piloting, closely monitoring this approach, before agreeing to implement across the city. In the pilots we are building in impact monitoring specifically from those communities with concerns.

The proposals have been shaped by the feedback from the consultation which included the feedback from equalities communities and this is evidenced in the change from previous proposals to the current proposals. On analysis of the consultation feedback it has become clear that the responses from the equalities communities have broadly reflected the wider response to the proposals. Specific differences have already been highlighted such as security concerns about the swipe card access – however it's important to note that equalities communities were broadly in favour of this approach, as with the wider consultation. All this is evidenced in the consultation report

#### 4.2 What actions have been identified going forward?

1. Conversations on the local offer that would include:
  - Consultation on opening hours locally
  - Use of library space
  - Needs of local people
  - Developing an improved communications and marketing approach to ensure improved awareness of the offer.
2. New library roles designed to work with the community and to coordinate volunteers
3. Development of staff to include updated and extended community awareness and equalities & diversity training. The last comprehensive training was undertaken in 2012.

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

1. The new library management system which will be installed in May 2016 will enable better management information on our customers and users and use of the services.
2. We will monitor the pilots for the Swipe cards introduction closely for issues, increased and varied usage and any improvements we can make.
3. There will be initial consultations on the pattern of opening hours and continued conversations on the local offer.
4. The Quality of Life survey will be important to assess change with citizens across Bristol and our library customers.

<p>5. Change the way we collect information on library users to make tracking branch use easier and more useful to plan services</p> <p>6. This EqIA will be updated alongside development of proposals as a living document.</p>	
<p>Service Director Sign-Off: Di Robinson</p>	<p>Equalities Officer Sign Off: Anne James Equality and Community Cohesion Team Leader</p>
<p>Date: 6<sup>th</sup> August 2015</p>	<p>Date: 6<sup>th</sup> August 2015</p>

## Bristol City Council Equality Impact Assessment Form



Name of proposal	Libraries for the Future – Proposals Staff impact August 2015
Directorate and Service Area	Neighbourhoods
Name of Lead Officer	Kate Murray

### Step 1: What is the proposal?

#### 1.1 What is the proposal?

Bristol City Council (BCC) has a vision 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 is set in the context of financial restrictions and a budget reduction of £1.1m.

The library service has run a two-phase consultation on how to achieve these goals. Phase 1 ran from 10th November 2014 to 2nd February 2015 and focused on what citizens want from a library service and how it could be more relevant to citizens in the future. The consultation report from this phase is available here. There is a separate EQIA that considered how best this could be run to achieve a fair and open consultation process.

Using the results of that consultation, along with data from libraries and about communities, national research and case studies, a set of proposals were developed and consulted on in Phase 2, from 4th March to 30th June 2015.

These proposals included:

- Reduction in opening hours across all libraries
  - Specific changes to some library opening hours (e.g. opening on Sundays, closing on Mondays)
  - Grouping libraries into three categories: Group 1: six libraries already delivering to a high service standard; Group 2: fifteen libraries needing development; and seven libraries that do not fit into groups 1 and 2, and so would have been at risk of significant change in terms of operation models and/or purpose.
- 
- Introduction of swipe access technology to extend opening hours (without staff needing to be present).



Citizens were asked to comment on all of these proposals where relevant. The consultation was one of the biggest and most wide-ranging undertaken by the Council, with even more surveys completed in Phase 2 to complement Phase 1, and with specific in-depth outreach to equalities communities to ensure their voices were heard. The responses from Phase 2 of the consultation are here. Alongside the formal consultation there has been a significant amount of wider community as well as Elected Member engagement. The strength of concern raised alongside the findings of the consultation has led to internal discussions around the level of savings to be achieved from this exercise. Taking all of this into account, alongside the service perspective, amended proposals have been made which see a reduced savings amount, which enables a strong basis from which to build for the future and will have different impacts on different communities.

The amended proposals are as follows. These proposals will have different impacts on different communities:

1. Agree to close Eastville Library building and investigate relocating some library provision to the most appropriate place to better serve the Lockleaze area.
2. Agree to retain the library provision in 27 existing libraries on the basis of reduced opening hours, with minimum opening hours of 20 hours.
3. Agree to pilot ways of extending library opening hours through an electronic access system such as swipe card access, to better serve communities through shared use of community spaces.

Opportunities for improving and expanding the service. These opportunities have the potential to mitigate the proposed reductions in hours by offering provision in a different way:

- Volunteer programme – developing volunteering to add value, increase new usage, increase community participation increasing volunteer participation in the running of libraries in order to enable changes to opening hours and the activities provided within library spaces. We are initially looking at roles to support children’s storytime, help with the public computers and family history, to be developed over time.
- Developing community models of service delivery – where the community has a greater role in the shaping of the library service.
- Technology upgrades: to include delivering broadband to those libraries that need upgrades and looking at new software and hardware.
- Building improvements: from improved signage, to accessibility improvements, to implementing innovative design concepts

If these proposals are agreed, they would be supported by a city-wide communications and marketing approach to raise awareness of the changes and to highlight existing services, to attract more people to use the libraries.

**This EQIA concerns the staff impact.**

Specifically for staff, there will be:

1. New staff roles - a volunteer coordinator and roles that work far more with the community to develop services and activities that have been suggested by the community and through the consultation.
2. We will also look at changes to the current terms and conditions as corporately new contracts are being introduced. This will be incorporated into the staff review of Managing Change.
3. Historic working patterns particularly at the Central Library
4. Possible changes to staff working patterns and locations of work

**Step 2: What information do we have?**

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

The majority of the staff group in the library service would be affected.

A service re-design of this scale, with a percentage reduction in opening hours will impact on staff numbers - predominantly frontline staff. We currently have 130.5 FTE working in the library service. The library service has a higher than average number of women, with many working part time shifts, due to the nature of the current opening hours' patterns in libraries. We will look to follow best practice Council process to mitigate negative impacts wherever possible and this EQIA will be updated as part of the Managing Change process.

From our diversity survey in 2012/13 of 194 respondents we know – 94% are White British  
6% other ethnic origin  
81% are female  
18% are male

94% are heterosexual  
3% are lesbian  
1% are transgender  
50% are aged 50-64  
42% are aged 25-49  
5% are aged 65-74  
1% are aged 75 and over  
93% are not disabled  
6% are disabled  
49% are Christian  
40% have no religion  
1.5% Buddhist  
1% Muslim  
1% Sikh

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

We have a HR report on our staff and also conducted an equality survey in 2012/13, which is most up to date and had approx. 190 respondents (see above).

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

We will talk to all staff as the proposals become public.

The staff group have been consulted as part of the city wide public consultation (both Phase 1 and Phase 2) on how we will shape the future service. Following three staff reviews in recent years, staff do feel unsettled by further wide scale changes, although these have been signalled for a long time.

We will follow the BCC Managing Change policy to ensure a fair and transparent staff review process. As this will affect many staff in the service, this will take a considerable amount of time and resource – whilst managing a frontline service.

### **Step 3: Who might the proposal impact?**

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

Yes – all impacts will be considered as part of the Managing Change policy. Due to the proposals, there are wide-scale staff changes and new roles. There may be opportunities for redeployment within the library service but if vacant posts or suitable alternatives aren't available within the library service, staff

would go into the wider council redeployment pool. There is a chance of compulsory redundancy if staff are displaced but we are currently operating with a large number of fixed term contracts (FTC) and vacancies which mean that many permanent staff will have more security as there are posts to move into.

Some staff may prefer to not work at times of the week when worship or rest is advised (Friday/Saturday/Sundays and specific holy days) which could create tensions with people with families who also prefer not to work week ends

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

Not yet known. However as above, we know that there are more FTC posts than potential reductions. New work patterns will need to be discussed by the staff teams.

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

Not yet known

3.4 Can they be maximised? If so, how?

Not yet known

**Step 4: So what?**

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

No changes have been identified yet as staff and TUs have not been consulted at this stage. This EqIA will be updated following staff consultation and when we have a clearer picture of the impact of the proposals.

4.2 What actions have been identified going forward?

We will ensure that we talk to staff as the proposals are made public.  
We will ensure they are supported through this time of change.  
We will follow the Managing Change policy to ensure a fair and transparent process.  
Staff could be moved to other library locations or positions if vacancies arise, as their job descriptions are compatible.

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

We will be able to monitor the number of staff redeployed within the library service, and assess how this affects diversity within service areas.

Service Director Sign-Off:

Equalities Officer Sign Off:  
Anne James – Equality and

	Community Cohesion Team Leader
Date:	Date: 13 July 2015



**Bristol City Council**  
**Libraries for the Future**  
**Phase 2 Consultation report**  
**5<sup>th</sup> August 2015**

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Supporting resources available on the [Libraries for the Future website](#) (click to read)

- [Why we were consulting](#)
- [Council papers and reports about the consultation](#)
- [‘What we already know about the libraries’](#) including mapping and individual library booklets
- [Ideas and research from other libraries](#)
- [Phase 1 Consultation Report](#)
- [Proposals that were consulted on in Phase 2](#)
- [Copy of the Phase 2 Consultation survey](#)
- [Copy of the Phase 2 Easy Read proposals](#)
- [How people got involved with the consultation](#)
- [Bulletins & press releases](#) about the consultation
- [Neighbourhood area meeting notes](#)
- [Report for each library with all the survey comments and demographic info of respondents to the questions](#)
- [Report with all the survey comments from the ‘general comments’ & swipe cards section of the survey](#)
- [Full equalities meeting report](#)
- [Full primary schools workshops report by RIO](#)
- [Full secondary schools workshops report](#)
- [Examples of informal engagement with the Consultation](#) (letters, invitations, pictures, petitions, Facebook and Twitter accounts etc.)



## Part 1 – Report Overview

This report provides a summary of the consultation findings from the second phase of the Libraries for the Future public consultation that ran from March – June 2015. The findings from this consultation will be used to inform the final proposals on the future of the library service that are due to go to the Cabinet meeting for decision-making on 1<sup>st</sup> September 2015.

The Phase 1 consultation aimed to get people's views at a city-wide level, on what citizens want and need from library services, Phase 2 consulted on a series of specific proposals. These included grouping libraries into categories, how changes and reductions in opening hours could be implemented, and extending access to the library service through use of swipe card technology. People also gave their views more generally about the future role they saw libraries playing in their communities and the different types of services that could be provided to better meet community need. All consultation responses, in their many and varied forms, have been recognised and taken account of in the production of this report. Where these general comments were submitted through the formal consultation channels they have been analysed and included as "response themes" within this report.

The consultation survey has engaged with thousands of people resulting in numerous suggestions to improve the Library Service, how costs could be lowered whilst preserving a library service in a locality. It is clear that the online and offline survey attracted a large response to the council's proposals, chiefly focussed on the 7 libraries not in groups 1 or 2 and the users of those libraries. The vast majority of the respondents disagreed with the council's proposals and voiced their opinions about how their local library should be preserved, often offering suggestions for how a library could be further invested in and developed. Some respondents to the survey did not address the need to make savings.

### Key messages from Phase 2 of the consultation

The following key messages are a high level summary of the main points made as part of the consultation. They reflect comments and representations made through the variety of different channels available:

- The current library service is highly valued and respondents do not understand why the Council would seek to make large savings in this service.
- People who currently use the library service want to see their local service develop further, beyond the current provision. There are varied and sometimes conflicting ideas about what a library is and how it can or should be developed.
- There is an appetite for some change and some respondents are keen for opportunities to be explored around different uses and services that could be provided within libraries.
- The majority of respondents felt that finding ways to extend opening hours (e.g.: swipe card access) is broadly a good idea. They have raised some concerns about how this would work in practice and people were keen to pilot the approach to deal with any issues before a wider roll out.
- For some campaign groups current usage is an important factor in considering the future of libraries.
- Respondents felt strongly that libraries are currently poorly marketed and the way activities are communicated needs much improvement.

To understand the feedback in more detail about this report includes a wide range of appendices and supporting resources as identified at the front of this report.

## 1.1 - Context

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 help the public. In Bristol we have 28 libraries with a mixed level of provision across the city. There is no standard for what constitutes the appropriate number of libraries within any geographic area. The local authority has the discretion to manage the service so that it is “comprehensive and efficient”.

Bristol City Council faces major financial challenges, having to find savings of £83m by 2016/17. The council approved a budget in February 2014 which included a £1.1 million (approximately 20%) reduction from the library revenue budget by redesigning the service. “Libraries for the Future” therefore aims to understand how we can develop the service to better meet the city’s needs, within the context of having to save money.

What we provide in many of our libraries now is not necessarily relevant to many of our citizens, as reflected by reducing levels of usage when taken across the city. We want libraries to respond to the needs of more of our citizens, particularly those who experience challenges and have less access to opportunities. The council therefore launched ‘Libraries for the Future’ to consult with the people of the city. The aim was to have an open and honest dialogue about what citizens know and like about the service, what could be improved and how we could make the service more relevant to Bristol citizens in the future.

## 1.2 - The consultation

The ‘Libraries for the Future’ consultation has been completed in several phases, and is one of the most extensive consultations ever undertaken by the council. Together, Phases 1 and 2 of Libraries for the Future attracted over 12,800 responses. This is the highest known level of engagement for any council consultation.

The first part of the exercise was to commission a short piece of focused customer insight work delivered by an independent organisation (CX Partners) to begin some conversations with citizens who did not currently use library services to establish why and what they would see the future purpose of a library being. This also included some early stakeholder conversations to begin to explore potential shared/alternative uses within library settings.

**Phase 1** of the public consultation ran from 4<sup>th</sup> November 2014 – 2<sup>nd</sup> February 2015. The aim was to have an inclusive, open conversation across the city about what people want and need from library services. The consultation was designed in collaboration with colleagues in the council’s Community Development and Neighbourhoods teams to ensure we reached the widest range of people both in our neighbourhoods and our diverse communities of interest, including focused work to include the opinions of young people. We had an unprecedented level of feedback, with over 8,000 responses across all parts of the consultation. A detailed consultation analysis report has been previously published and can be [found on the Libraries for the Future website](#).

The **second phase** of the Libraries for the Future consultation ran from 4 March to 30 June 2015. Unlike the first open phase of consultation, this consultation focused on specific proposals for the future library service. The aim of the exercise was to capture comments and feedback on the different elements of the

proposals across all areas of the city, and consider any alternative ways of delivering the service, prior to any final decisions being made.

Formal responses to the consultation were in the form of survey responses, completed by individuals or groups, and through designated consultation meetings and workshops that took place across the City. We have counted and analysed these as part of this report. We received a high level of responses from Bristol residents as well as a small number of people from outside of the Bristol area.

## What we did

Phase 2 was a multi-faceted consultation, there were a number of formal channels where responses received have been recorded, analysed and the results included in this report. This included:

- Meetings in Bristol's 14 Neighbourhood Partnership areas with a presentation and question and answer session from library management, and time for discussion with participants. 372 people attended and a summary of these meetings can be found [on the council website](#)
- Targeted work with Bristol's equalities communities including 54 meetings attended by 776 people.
- A public consultation survey available in paper copies and online with over 4600 responses. A separate Easy Read survey designed for people with learning difficulties, visual impairments, and for younger children, available in hard copy and online
- Thorough consultations with staff members, and regular updates for staff, including encouraging them to complete the surveys as well as attend meetings.

The consultation was designed to be accessible to as many people as possible. This consultation has generated a large response from different communities across the City, particularly where the future of some libraries are uncertain.

Alongside these formal strands of the consultation, various activities were undertaken to support the consultation and encourage people to engage. Whilst these responses could not be analysed in the same way as those submitted through formal channels, these types of responses, where the Council has been made aware of them, have been taken into account and recognised as contributing to the overall key messages from this consultation. These informal ways of engaging included:

- Dedicated library drop-in sessions in each of the 28 branch libraries (two each at Central and Henleaze), to offer an informal opportunity for discussions with library managers, and a chance to help people who needed more support to complete the survey.
- Dedicated [Twitter](#) and [Facebook](#) accounts that provided and shared information, and answered questions from the public, with council officers monitoring comments and queries, and responding to feedback.
- Press releases to try to reach the widest audience possible, and appearances on local radio and television broadcasts ([archived online here](#))
- Libraries for the Future electronic bulletin with nearly 5,000 subscribers that gave monthly updates on the progress of the consultations, and are [archived online here](#). These were promoted across the social media accounts
- Email, phone and written responses to groups and individuals who contacted us with additional questions and feedback throughout the survey.
- Officers from the Libraries and Neighbourhoods teams met a wide range of stakeholders including individuals, community groups, Friends groups, specific equalities groups, organisations and local councillors to discuss options for the future service.

- Specific sessions with library staff members, with regular updates to staff, and encouragement for staff to complete the surveys and take part in consultation events to share their views.
- Updates have been provided via social media and there has been regular dialogue between the public and the council on our Facebook and Twitter sites;

Alongside the formal consultation responses, we received and were aware of a large range of informal responses. These don't form part of the survey/meetings consultation analysis but are taken into account as part of the overall response within the consultation. These included:

- Letters, emails and proposals from members of the public, organisations and councillors to re-shape services or use the buildings in different ways. In these cases we encouraged the contributors to give us their views formally through the official consultation channels.
- Campaign activities run online and in local communities by various library 'Friends of' groups and community action groups, including walks, protest marches and fun days.
- Petitions using the Council's e-petition website and formal channels, which has, in one case, triggered a debate in full council, and in another, was carried out by an 8-year-old boy and officially presented to the Mayor
- Petitions that were run by local politicians but never formally submitted to the Council
- Letters, poems and pictures from school children; and much more.

Examples of these are available [on the supporting resources section of the consultation website here](#), and an archive of these contributions is being kept in the Central Library for anyone to view on request.

The consultation findings both in their original and analysed form now constitute a rich data source the Council can draw on and make reference to, as part of the development of the future service. While this report focuses on the responses to the specific proposals that were made, people gave us a wide range of suggestions for improving libraries in the future, and these will be used as we develop more detailed plans.

### How many people responded to the consultation

The following numbers of people responded to the Phase 2 consultation. There will be some overlap, where some people engaged through more than one strand.

Method of consultation	Number of people who took part
Survey – online	2,834
Survey – paper	1,818
Easy-read survey	114
Neighbourhood Partnership Meetings	369
Equalities group meetings	776
Primary School workshops	31
Secondary School workshops	60
Staff workshops	133
<b>Total</b>	<b>6,135</b>

### Supplementary information

Due to the large response to this consultation, we are unable to include in detail all the informal responses in the body of this report. However our Future Libraries webpages contain a number of resources that support this report – [click here to access them](#).

## Part 2 – Thematic analysis

In this section we will look at broad overviews of the different proposals and responses, pulling together messages from different parts of the consultation. The proposals were:

- **All 28 Libraries were put into a proposed Grouping –**
  - Group 1 (libraries already delivering to a high service standard) – Bedminster, Bishopston, Central, Fishponds, Henleaze and Junction 3
  - Group 2 (libraries needing development) – Avonmouth, Bishopsworth, Filwood, Hartcliffe, Henbury, Hillfields, Horfield, Knowle, Lawrence Weston, Shirehampton, Southmead, St Pauls, St George, Stockwood and Whitchurch)
  - Libraries outside of these two groups (in terms of their potential to deliver the full core service and local offer) - Clifton, Eastville, Marksbury Road, Redland, Sea Mills, Westbury and Wick Road
- **Opening hours**

The proposal was to reduce all libraries' opening hours, with specific proposals around Central, Bedminster and Henleaze. In the survey people were asked which days and times they would be most likely to use the libraries
- **Extended access** to libraries through swipe card technology
- **General comments** and themes from the consultation

### 2.1 Library groupings

The biggest number of responses from the meetings and survey was about those libraries outside of Groups 1 and 2, with significant numbers of responses disagreeing with the proposed grouping. There were relatively fewer responses overall in relation to libraries in Groups 1 and 2, and the level of agreement with the proposed groupings was much higher.

In the Neighbourhood Partnership area meetings, and some of the equalities group meetings, there was strong disagreement for placing any library outside of Groups 1 and 2, and this was reflected in the survey responses (see part 3 for more detailed figures). There was also a perception across the meetings in Neighbourhood Partnership areas and with equalities community groups that libraries in Groups 1 and 2 were 'safe'.

Responses from the survey to the question “Do you agree with the grouping of this library?”:

<b>Proposed grouping</b>	<b>Library</b>	<b>Number of responses to the ‘do you agree with the proposed grouping?’ question</b>	<b>% <u>agree</u> with grouping</b>
Group 1	Bedminster	156	96
	Central	572	98
	Cheltenham Road/Bishopston	114	89
	Fishponds	72	86
	Henleaze	307	92
	Junction 3	80	91
Group 2	Avonmouth	32	84
	Bishopsworth	33	64
	Filwood	27	70
	Hartcliffe	23	54
	Henbury	60	77
	Hillfields	26	59
	Horfield	67	78
	Knowle	80	71
	Lawrence Weston	25	92
	Shirehampton	52	75
	Southmead	61	74
	St George	71	85
	St Pauls	21	57
	Stockwood	35	80
	Whitchurch	29	69
Libraries outside of Groups 1 and 2	Clifton	263	18
	Eastville	150	24
	Marksbury Road	145	15
	Redland	535	11
	Sea Mills	344	8
	Westbury	1,635	4
	Wick Road	1,066	3

It is important to note that in the survey people could comment on any library’s groupings, not just their local library, or the one they used most

There were more negative comments than positive relating to groupings. The survey expressly asked people to comment on why they disagreed with a library’s proposed grouping, but were not given the same opportunity to comment if they agreed.

Responses from the meetings and the surveys showed different reasons as to why people disagreed with the classification of the seven libraries outside of Groups 1 and 2; for example::

- Wanting/needing the ‘traditional’ library service
- The value of borrowing and accessing books, music and films, including valuing libraries as quiet peaceful places that are primarily about reading
- Access to computers and the internet, including for job seekers, school students, people who work from home or are freelance
- Access to sessions such as Baby Bounce & Rhyme and book groups run by the library that use the books and help people enjoy them more

- Social value, for somewhere to go that doesn't cost money, especially in relation to reducing isolation of disabled, elderly and homeless people, and as activities to do with pre-school children
- Libraries acting as as community spaces including using them as focal points for information, Councillors' surgeries, meeting places for other groups (e.g. Pilates classes, craft sessions, private book groups etc.) and libraries' use as polling stations
- A sense in some areas that the library service was the only visible Council service.
- Distance to the next nearest libraries being too far for people to walk to, especially for people with small children or people who have mobility issues.

## 2.2 Alternative uses for and services provided from libraries

Throughout the consultation, people had the chance to describe how they would like to see libraries develop, and there were a large number of respondents who would like to see libraries as venues for shared services. In the Neighbourhood Partnership areas where there are already plans to develop community hubs, such as Lawrence Weston, people were keen to see the library working in partnership with other services. In other areas, such as Bishopsworth, where libraries are seen as being in locations that are not ideal, there was enthusiasm for moving the library and joining it with other services.

Many people are very keen to see libraries develop into models of shared services, whether by co-locating with other services, or having opportunities for more services to be delivered from libraries. However, there was also a strong view that libraries should only be about books, and sometimes computer access.

Suggestions for services that could be combined with libraries, or deliver their services from libraries included Children's Centres, job clubs and Job Centre services, Housing Offices and Citizen Service Points, as well as the potential for commercial services such as childcare, cafes and hot-desking for people who work from home. Suggestions were also made that schools could use libraries when they are closed to the public.

In the workshops with both primary and secondary school pupils, the children had lots of ideas about activities that could be delivered from libraries, for example author talks, competitions, video game tournaments and places to download or listen to music, and all the secondary school workshops were keen on some form of café or eating area in libraries.

In the survey, people answering questions about libraries outside Groups 1 and 2 were asked if they had suggestions for future use of the buildings if they didn't continue as libraries. In this section, lots of ideas for alternative uses for libraries were put forward, but there was also a group of respondents who specifically said that they weren't proposing any alternatives because they wanted the library service to continue as it currently is.

The most frequently proposed alternatives in the survey were:

- Increasing community use – meeting spaces, community hubs, places to meet people
- Co-location of services with libraries, e.g. health, children's centres, job clubs, sessions from housing offices etc.
- Commercial use in partnership with libraries – places for people to work from, cafes
- Selling or using land around libraries to generate income or creating mixed-use developments

The comments in this section included reasons not to have shared use – for example, respondents who felt that having more children's services would be detrimental to their use of the library, and people who felt libraries should focus on books and quiet spaces, and that other services should be provided elsewhere.

## 2.2 Opening hours

To date, the opening hours of the libraries have never been strategically reviewed across the whole city. As a consequence the citywide consultation was an opportunity to ask citizens to comment on the proposal that library opening hours would be changed and reduced , specifically asking what times they would be most likely to use the library.

There were responses both to specific proposals about opening hours, especially for the Central Library, Bedminster and Henleaze, and general comments made throughout the survey. See Part 3 for the responses from the survey.

There were varying responses which are difficult to reconcile. For example, some comments requested opening hours patterns which were easy to remember and are the same across the city, whilst other comments suggested a more local pattern that meant another library was open when one was closed. People have different requirements in terms of opening hours dependant on their perspective and circumstances.

The Central Library was highlighted as a specific proposal, which the Central Library's hours would be reduced by one day per week, and citizens were asked to give their views on the preferred day of closure. Many people commented that Central Library should be open every day of the week, but if it had to close for a day, then Monday (a suggested day) was not the appropriate day. Other days were not suggested via the consultation.

## 2.3 Extended access through swipe cards

Citizens were asked to give their views on proposals relating to improved access to library services through technology. Swipe card access is possible and being trialled in a number of other councils in the UK. This technology would enable customers to use a library building at their convenience outside the staffed opening hours, either for traditional transactional use (returning/taking out books ect), or for wider access such as community group use..

In general, people agreed with the introduction of swipe cards, but were concerned about how a swipe card system would operate in practice. Concerns were raised about safety both of library users and the buildings and contents, as well as fears that some sections of the community, particularly some older and disabled people, would not be able to or want to use swipe cards. The responses highlighted the importance of a pilot scheme monitoring the pilot and improving communication and awareness of any system that was put in place.

As well as asking a question about swipe card access in the consultation survey, we also had discussions at the meetings in Neighbourhood Partnership areas, at library drop-ins, and at the sessions with equalities communities, as we wanted to capture as broad a range of views on this topic as possible, recognising that some people may have different experiences and barriers to overcome in order to feel comfortable about using swipe cards.



## Survey responses

Overall 3,976 people answered this question on the consultation survey:

- 53% (2,108 replies) were in agreement with the proposal (16% (514) strongly agreeing and 37% (1,459) agreeing)
- 23% (904) neither agreeing nor disagreeing
- 24% (964) disagreeing with the proposal (14% (554) disagreeing and 10% (410) strongly disagreeing).

## Comments on the proposal

It is important to note that whilst the majority of people agreed with the proposals, including when they chose 'strongly agree', the majority of respondents who left comments also included a qualifier to their agreement. In general, people think it is a good idea in principle, but have questions or concerns about how a system might operate.

The comments fall into different categories, and the top categories are:

1. It's a good idea.
2. Questions on how it would work in practice
3. Safety / security concerns
4. Respondents value library staff and being served by them
5. Respondents opposed to new technology replacing library staff

Selection of comments from these frequently occurring themes:

*"This is a great idea that will allow access whenever convenient rather than just relying on staffing times"*

*"Will allow for extended opening times to increase visits early mornings/evenings when more working people have time to visit"*

*"Vandalism to books thefts people eating in libraries doing as they please. Bad idea" [sic]*

*"You still need to have staff on duty in case there are problems so the library should be open properly. There are also issues with security and what if the swipe card system did not work, would there be help available there and then?"*

*"It should make libraries more accessible, though for people only wishing to return books on time - a large postbox might be useful. I have some reservations about personal safety both of people entering buildings - perhaps on their own and for the safety of the buildings/ books."*

*"I think it underestimates the value of having staff to help and advice. How will security be maintained with no staff?"*

Other themes that came up in the comments included

- Particularly useful for people who work and are time poor e.g. working parents
- Such a system would help many people use the libraries more, visiting around their own schedule rather than during fixed hours, especially if they could access libraries in the early evening.
- Pilot the system first and learn from the pilot
- Some respondents do not agree with or cannot understand the reason for this suggestion

- Other conditional agreements, including: not suitable for all libraries; as long as it doesn't reduce library staff; if it helps to keep more libraries open; subject to the cost
- Many respondents need reassurance on security measures, e.g. security guard, CCTV, panic button
- Many feel that gym/university library model would not work for public libraries due to there being no barriers to entry, e.g. library cards are free for all, no payment means that vandalism would be more damaging to the public library's finances
- Many respondents felt more detail was required on the proposal, and there are lots of questions about how it would work in practice.

In the consultation meetings, the proposal around swipe cards had particular relevance to equalities communities. A more detailed breakdown of the survey responses by Equalities Communities, in relation to swipe cards, has been included as a separate Appendix to this report (See Appendix 2).

## 2.4 General comments

All strands of the consultation offered people the opportunity to make any other general comments in relation to the proposals for the service, and the survey asked the question "Do you have any other comments on our proposals for the future of Bristol's libraries?" The largest category of comments is people objecting to potential closures, but there are some overall themes that came through.

One of the key issues to note is that there are strong differences of opinion in what a library is/should be:

- Libraries full of activities, especially for children and places to meet new people
- Libraries primarily as places for reading quietly
- More noisy, with talking in libraries encouraged to make them seem more friendly
- Libraries as quiet, peaceful places
- Spaces with more areas for computers and more technology
- Desire for fewer computers and refocusing solely on books
- Libraries primarily as places for community opportunities (for example places to hold meetings and for people to engage with each other)
- Libraries as places primarily for cultural and education opportunities for individuals

These differences are not confined to particular groups – for example, some disabled people felt libraries should be quiet as it made access easier, while others (including parents of disabled children) felt they'd be more welcoming if they were noisier, as they would feel more relaxed and welcoming, and less silent behaviour wouldn't stand out; some of the school pupils valued libraries as quiet spaces to work in while others wanted more activities, music playing and them to be more 'fun'.

The largest grouping of comments from the survey came from people objecting to any libraries being closed, including subsections of comments:

- Feeling that all Council services are being withdrawn from their area
- Cuts for financial reasons are unjustified or "immoral"
- The need to retain libraries because of the informal opportunities they provide such as helping to combat social isolation and their role in children's wellbeing.

- A subset of people commented on what was perceived as a disproportionate impact on the North of the city.

Some of these comments were made by people commenting on these issues and not necessarily experiencing them themselves, but raised through concern for other people.

The next largest groupings of comments are:

- Importance of libraries for children and families
- Opportunities to develop libraries in different ways (through shared and co-located services, and partnerships with services, business and voluntary and community groups)

And then smaller numbers commenting about

- The value of library staff
- Importance of libraries for people who may have less money (free access) and people who may be seeking to improve their skills
- Importance of local services that are easy to travel to

There were a lot of comments about the importance of libraries for students, from people who weren't students themselves, but in most cases it wasn't clear whether respondents were talking about higher education students (e.g. University of Bristol), further education/evening class students, or school/college-aged students, all of whom may have different needs.

As in the Phase 1 consultation, the marketing and promotion of library services were highlighted for improvement. This was emphasised by the fact that there were comments where people were unaware about services already provided.

## Part 3 – The consultation survey

This section provides a further breakdown of responses to the Phase 2 survey.

### 3.1 Structure of the online survey

People could comment on any of Bristol's 28 libraries by selecting them at the outset. For all libraries, respondents had an opportunity to agree or disagree with the proposed grouping for that particular library. If they disagreed, the online form routed them to a question to explain why. For libraries classified as in group 1 or 2, the Council also asked questions about the respondent's preferred times and days of use.

For libraries classified as outside of groups 1 or 2, people were asked for ideas for possible alternative use for the building, to assist the council with its deliberation of the proposal.

At the end of the survey, there was a question about extended hours and swipe card access, asking if they agreed and their reasons for their answer. All respondents were also presented with a 'general comments' question for any other issue they wanted to raise. The survey closed with profiling and equalities questions.

#### Limitations of the survey

The results of this survey represent the views of those people who took part. As an open public consultation, no sampling techniques to produce representative research were used – the response is self-selecting as anyone with an interest could take part, and is therefore not statistically representative. In looking at the response and how the consultation progressed, the following observations can be made:

- The survey has predominantly attracted frequent library users (84%) and existing library members (88%). Extensive outreach work was undertaken by Neighbourhood Partnerships, however, the survey has not attracted a large response from non-users.
- Some people have completed the survey multiple times. Campaigning groups contacted the council during the consultation and the council confirmed people could complete further surveys, particularly if their views had changed.

There was also some feedback from people who felt the online survey didn't enable them to answer all the questions they wanted to. For example, if the response was about one of the 7 libraries outside the groupings, there was no facility to discuss opening hours or days.

## 3.2 Who responded to the consultation survey

The consultation went live on 4 March 2015 and closed on 30 June 2015. A total of 4652 survey responses were received comprising of 2834 online responses and 1818 paper responses.

The headlines of those responding\* are:

- 76% (3530) of total responses stated they were Bristol library service card holders
- 84% (3890) were frequent library users (once a month or more)
- 16% (762) were infrequent library users (less than once a month)
- 14% (555) were 24 years or younger
- 63% (2506) were female
- Less than 1% (14) were transgender
- 44% (1999) were over 50 years
- 8% (272) were Black or Minority Ethnic (BME)
- 92% of people who answered the question about ethnicity told us they are White
- 8% (283) were disabled
- 2% (73) Lesbian Gay or Bisexual (LGB) \*\*
- 58% (1897) have a religion or religious belief
- 1% of respondents reported that they are currently working for Bristol City Council's library service
- 96% (4097) postcodes matching the Bristol City Council area

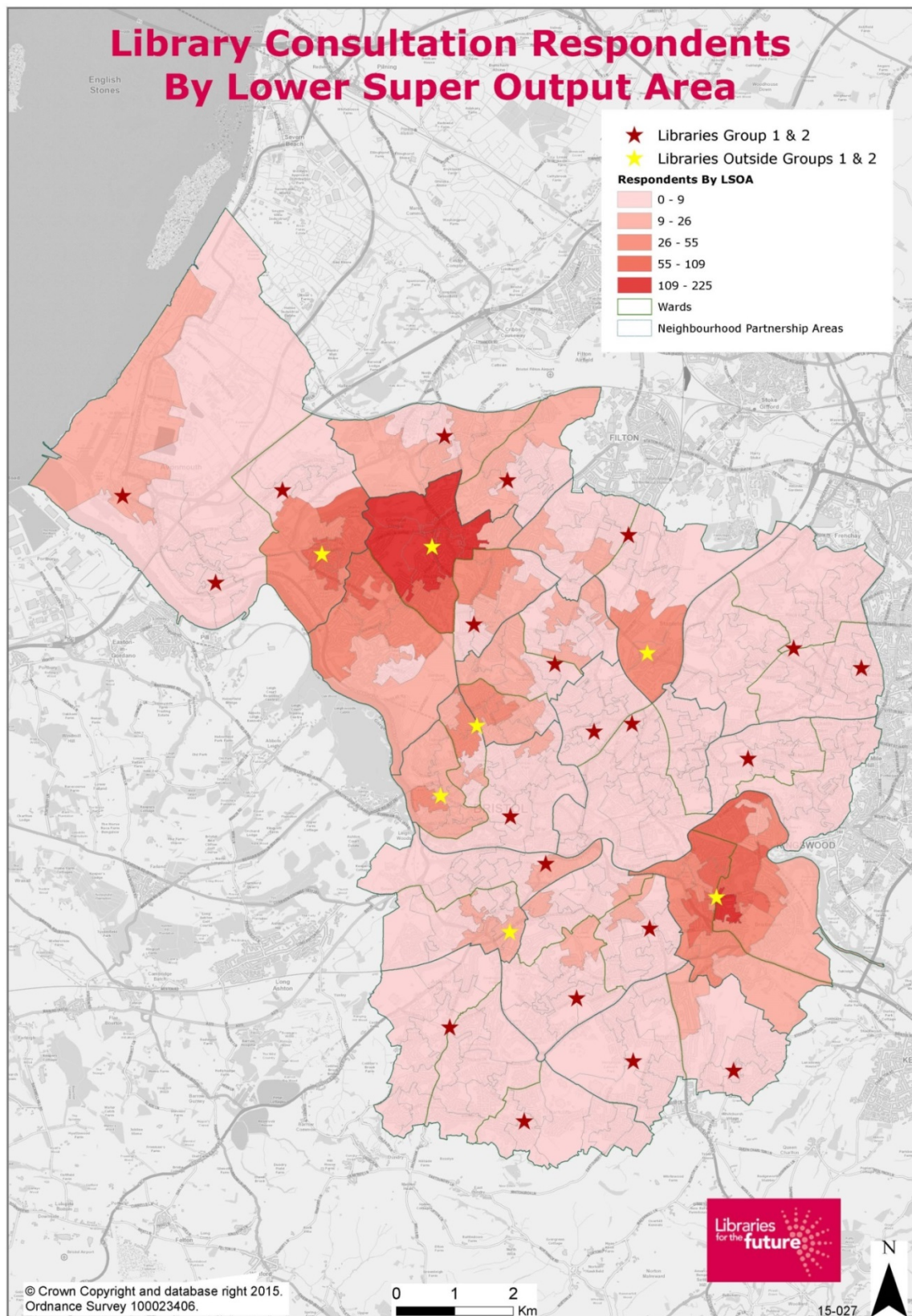
\*Note: Figures quoted are those who answered the question about the specific category (e.g. gender, age, ethnicity, post code) excluding no response and "prefer not to say", unless stated as a % of total responses. Rounding to 0 decimal places

\*\* Where we use LGB in the report, this is because it only relates to people who told us they were LGB in the survey, as we have a separate breakdown of Transgender people. Where we use LGBT, it is in response to issues community groups told us affect the different communities.

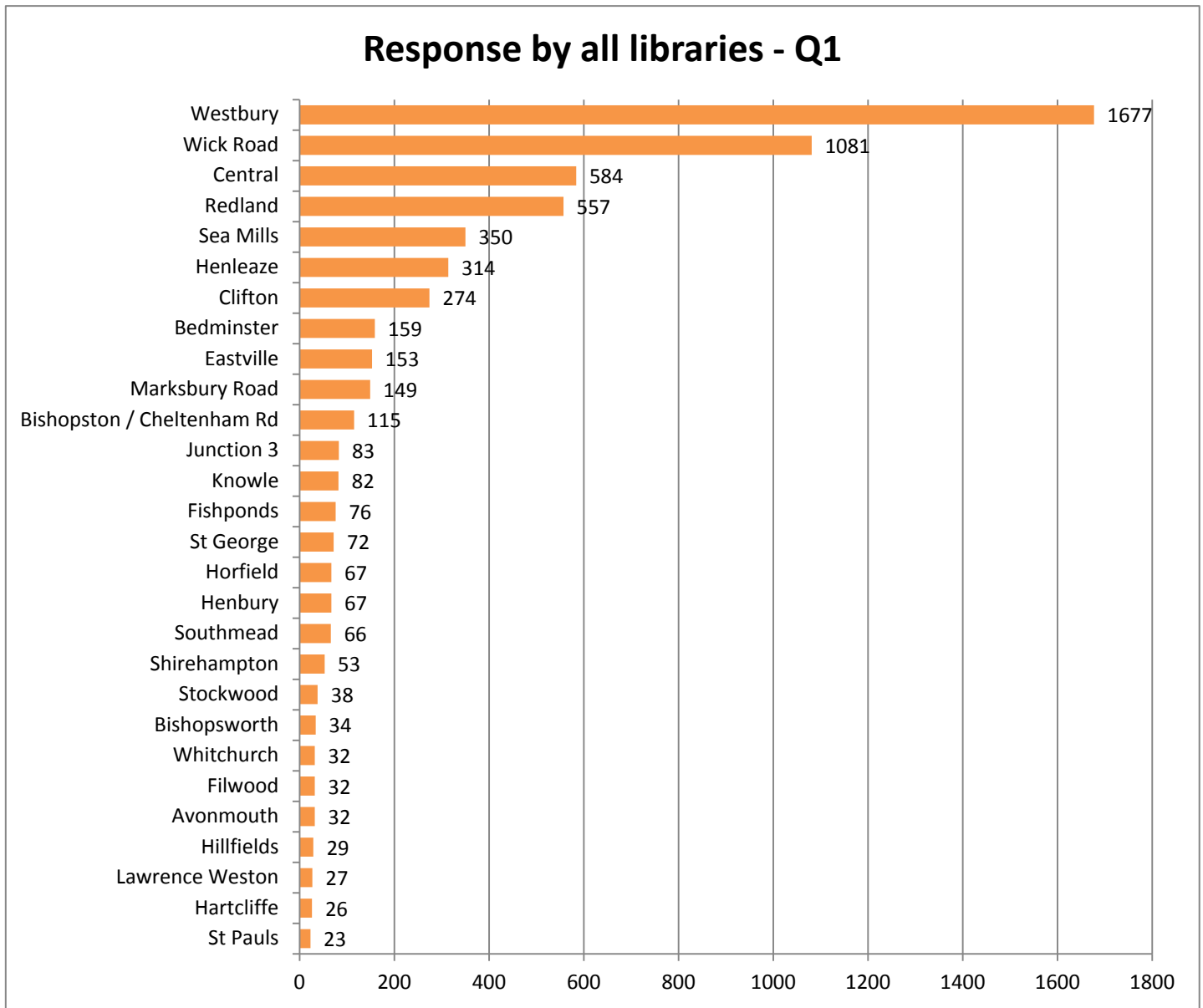
**Despite an extensive outreach and communications campaign, the response has largely come from existing library card holders and frequent library users**

The following map shows the geographical spread of survey responses. This has been produced using the postcodes from respondents who provided one, overlaid with the locations of existing libraries.

**Map of Bristol respondents' postcodes, where one was given**



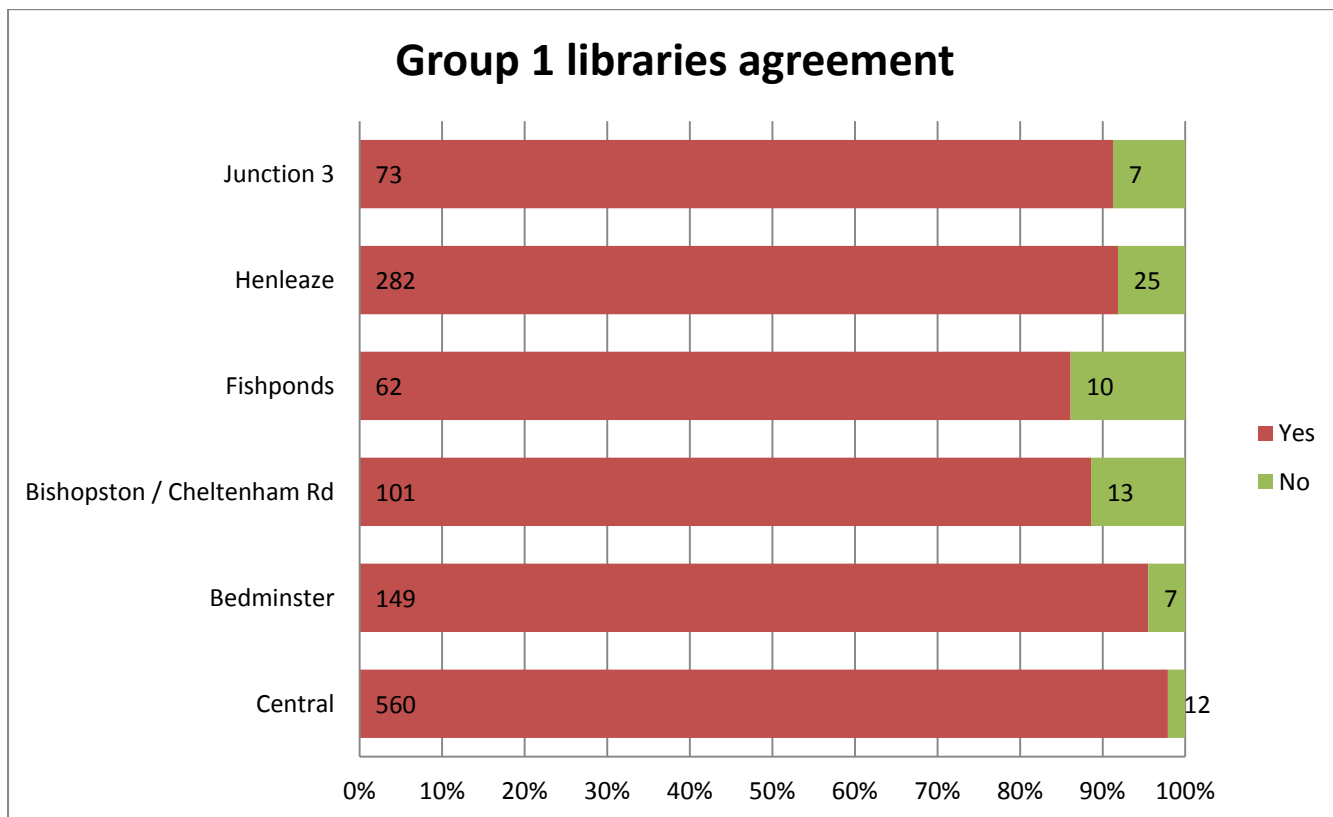
The following graph shows number of responses selecting in Q1 that they would like to comment on a particular library.



This graph shows that the vast majority of the response was focused on libraries ‘outside of groups 1 or 2’ with the exception of those wanting to comment on Central, Henleaze and Bedminster which also attracted a strong response and feature within the top 10 of libraries commented on by respondents.

### 3.3 Survey responses - Libraries in Group 1

For these libraries, we asked if respondents agreed or disagreed with the proposal.



There is strong agreement across all group 1 libraries for their proposed grouping. In looking at the people who disagreed with a library proposed to be in group 1, the majority of these people (with the exception of Bishopston / Cheltenham Rd) were making service suggestions rather than disagreeing with a group 1 categorisation.

An analysis of comments for Bishopston / Cheltenham Rd shows that a small number of people did not feel the state of the current facilities at the current site justified its proposed group 1 grouping, or felt they couldn't properly comment until the new Bishopston library is open.

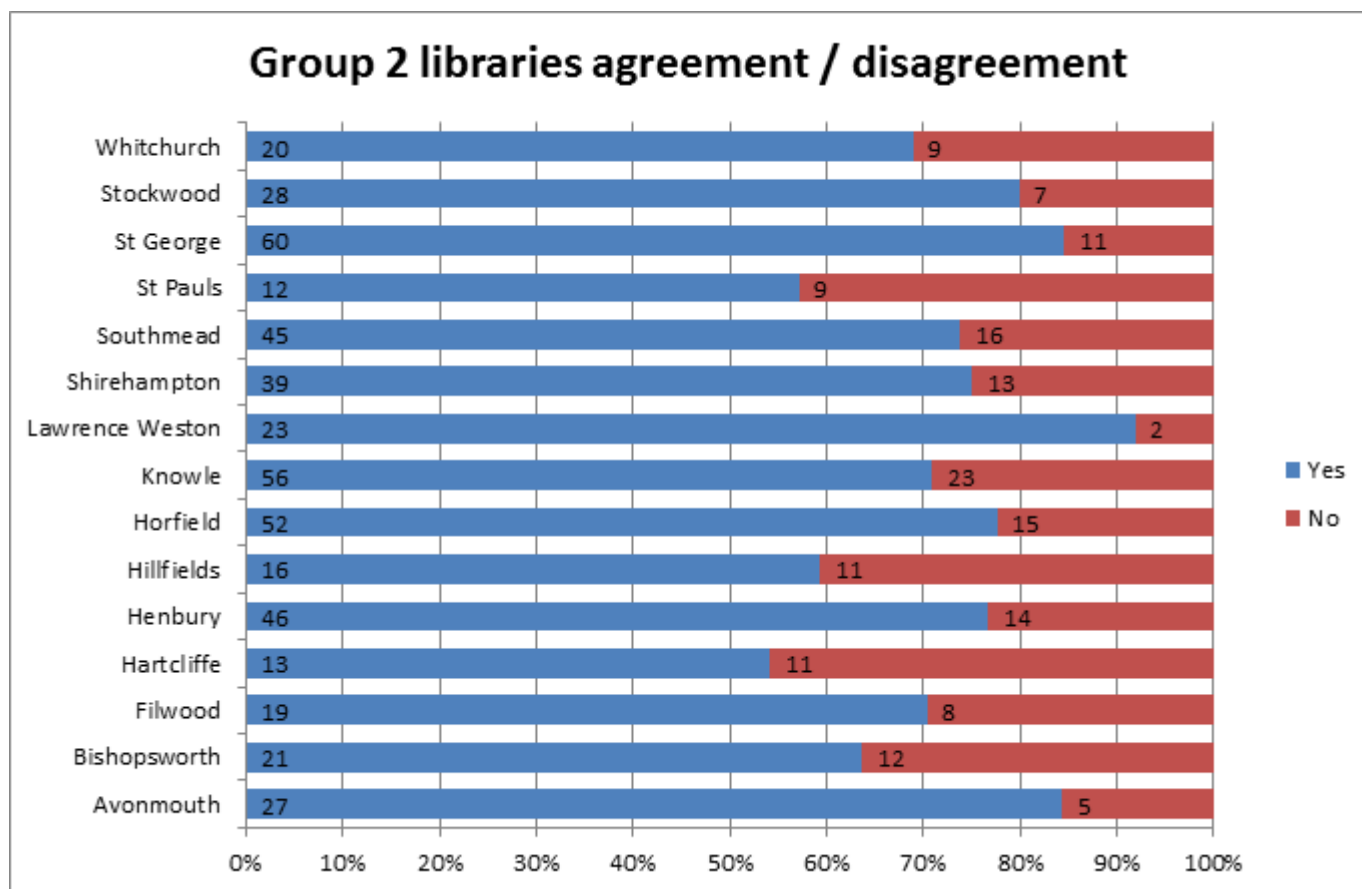
Please note – a small number of respondents who selected a library to comment on did not choose agree or disagree in the subsequent question, hence the difference with the totals from Q1.

Analysis sheets for all libraries can be viewed in [Appendix 1](#).



### 3.4 Survey responses - Libraries in Group 2

For group 2 libraries, we also asked if respondents agreed or disagreed with the proposed grouping. This elicited the following response:



#### Focus on those people disagreeing with a group 2 categorisation

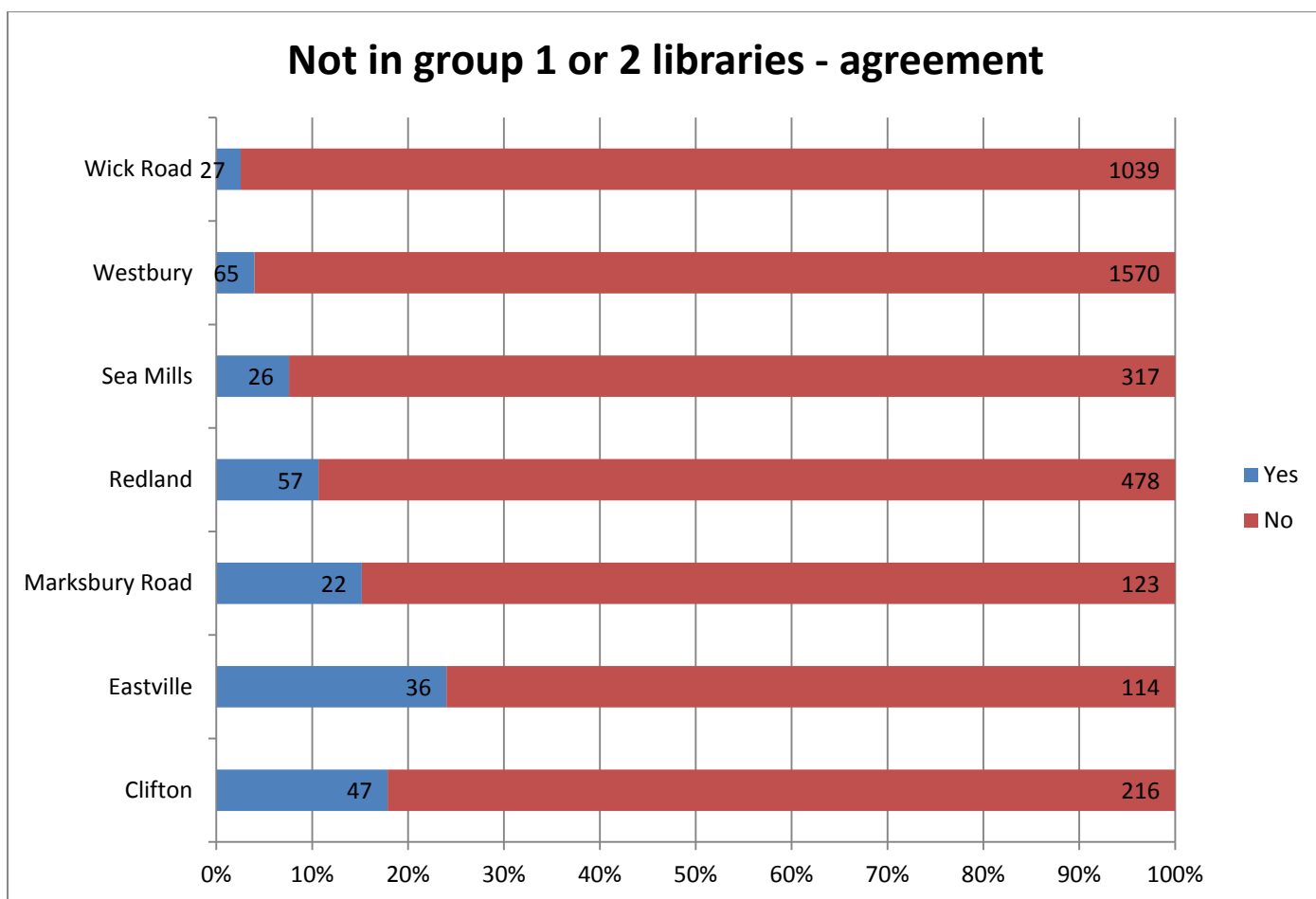
Overall, the number of people choosing to comment on a group 2 library is small, reflecting the fact that the consultation has predominantly attracted people concerned with the proposed grouping of 7 libraries 'not in groups 1 or 2'. There is majority agreement across all the proposed group 2 libraries. However, it is noticeable that there were a small group of respondents who disagreed with the grouping of Hillfields, Hartcliffe and St Pauls

Some of the people disagreeing were in fact making suggestions about how much they value the library, making service suggestions or suggesting it should be in Group 1 (see individual library sheets in Appendix 1 for specific information) and this is particularly the case with St George. In looking at reasons for disagreeing with the grouping of Hillfields, a small number of respondents who were from outside the area felt the library was a candidate to sit outside of groups 1 and 2 due to the poor standard of facilities, low usage and poor location. Comments disagreeing with Hartcliffe grouping include service suggestions, and arguments for alternative categorisation in groups 1 or 'not in groups 1 or 2'.

A small number of respondents who selected a library to comment on did not choose agree or disagree in the subsequent question, hence the difference with the totals from Q1.

### 3.5 Survey responses - Libraries outside of Groups 1 and 2

Again, the agree / disagree question to the proposed grouping was asked for 7 of Bristol's existing libraries. It was this part of the survey which generated the largest response. Here is the summary chart:



Here the volume of respondents taking part, particularly for Wick Road and Westbury, is a much higher proportion than for any other library. These two libraries account for around half (2,758, 44%) of the total survey response. The pattern for group 1 and 2 libraries is reversed with a strong disagreement to the council's proposal peaking at 97% for Wick Road and 96% for Westbury.

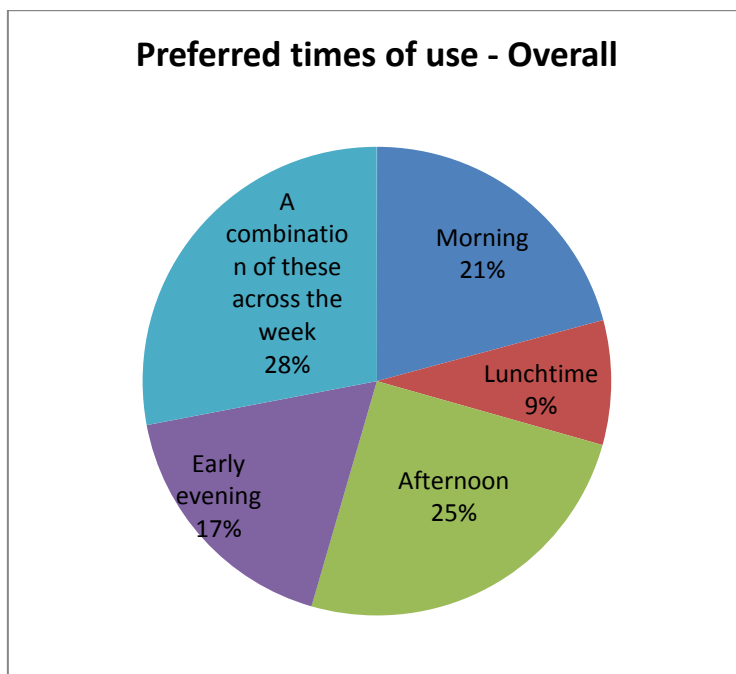
The online survey requested a free text response as to why people disagreed with the proposal. The main themes emerging for each library is presented in the individual library reports in Appendix 1. The [Supporting Resources section of our website](#) also contains a report of all the free text responses received for the online and paper surveys for each library – click the link to see each library.

With libraries outside of groups 1 and 2, we also asked for their ideas for possible alternative use. Again, the main themes are identified in the individual library report along with respondents in their own words.

A small number of respondents who selected a library to comment on did not choose agree or disagree in the subsequent question, hence the difference with the totals from Q1.

### 3.6 Survey responses - Opening hours

People answering questions about libraries in Groups 1 and 2 were also asked questions about their preferred times of opening. With this question, respondents could tick up to two responses, so the table below shows a total number of selections by profile group. Here are the overall results:



The majority of respondents prefer a combination of opening hours across the week. Of the specific suggestions, afternoon opening was the most popular, followed by morning and early evening, with lunchtime the least popular.

For comparison, library specific results are available in Appendix 1.

	A combination of these across the week	Afternoon	Early evening	Lunchtime	Morning	Total number by profile groups
Frequent users (monthly or more)	28%	26%	16%	9%	22%	2415
Infrequent users	29%	22%	24%	8%	17%	487
Up to 24 years	29%	27%	17%	11%	16%	114*
65 years or over	25%	30%	7%	6%	31%	593
Female	28%	25%	18%	8%	21%	1752
BME	21%	24%	22%	13%	21%	208
Disabled	29%	23%	16%	8%	23%	231

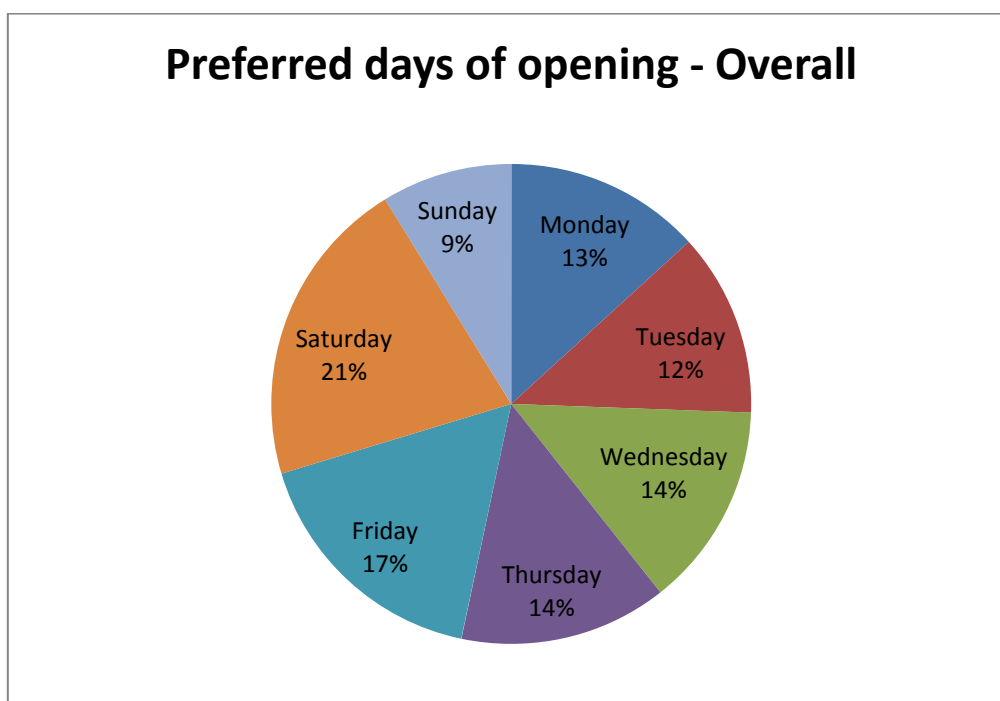
LGB	29%	19%	31%	10%	12%	118
Religion or religious belief	23%	28%	16%	9%	24%	1180
Overall	28%	25%	17%	9%	21%	2902

\* The 16 and under category includes responses from parents completing the survey on behalf of their children

Whilst we have shown the main equalities groups, the low base for some groups should be considered in interpreting this table.

### Summary of preferred days of opening

Respondents commenting on group 1 or 2 libraries were also asked about their preferred days of opening. The overall results show that Saturday is the most preferred day, followed by Friday an equal preference for Thursday and Wednesday. With this question, respondents could tick up to a maximum of four days, so the table below shows a total number of selections by profile group.



For comparison, library specific results are available in Appendix 1.

Profiling of responses by characteristic:

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday	Total number by profile group
Frequent users (monthly or more)	13%	13%	14%	14%	18%	20%	8%	5557
Infrequent users	13%	11%	13%	13%	14%	23%	13%	1070

Up to 24 years	15%	14%	14%	12%	16%	20%	9%	265
65 years or over	15%	16%	17%	13%	18%	17%	4%	1353
Female	13%	12%	13%	14%	17%	21%	9%	4096
BME	18%	14%	12%	12%	15%	22%	9%	451
Disabled	13%	12%	13%	14%	18%	21%	9%	506
LGB	14%	9%	15%	12%	17%	20%	13%	252
Religion or religious belief	14%	14%	14%	13%	17%	21%	7%	2550
Overall	13%	12%	14%	14%	17%	21%	9%	6627

There is a clear pattern that older respondents and those with a religion or religious belief are less likely to want to use the library on Sunday. Older respondents are also less likely to want to use the library on a Saturday. Infrequent users are more likely to favour Sunday library use, as are people from the LGB community. Caution is advised in interpreting this graph owing to the low numbers responding in certain groups.

### **Proposed opening hours**

The survey included opening hours proposals for Central, Bedminster, Filwood, Hartcliffe, Henbury, Henleaze, Horfield, Knowle, Southmead, St George, St Pauls, Stockwood and Whitchurch. Respondents were invited to give a free text response. Across the survey 843 comments were received and you can see all of the comments received in the individual library pages in the [Supporting Resources section of our website here](#).

### 3.7 Survey responses - General comments

The final question gave respondents a chance to tell us about any other comments relating to the proposals. 2825 people took advantage of this opportunity. The main themes emerging are:

- General rejection of the council's proposals, focussed specifically on the proposals for libraries 'not in group 1 or 2'
- Comments around the importance and the value people place in libraries and the Bristol Library Service, including library staff. People also emphasised how the library serves and is an essential part of their local community.
- Importance of libraries for educating children and the important role they play with young families. Includes the importance of libraries for teenagers and students.
- Responses included many ideas for service improvements and how further investment could be made to improve the service, underpinned by the view that the library service should be developed and invested in.
- Comments about how the proposals could make it more difficult to access and travel, particularly by walking, to a local library
- The importance of libraries to the low skilled or low waged - who might be using libraries for internet access - and people looking for employment.
- Suggestions of where else the council could make savings in order to preserve the budget for the library service.
- Comments about how volunteers could make a contribution to the service and maintaining the branch network. Some people were also opposed to the use of volunteers.

A complete list of these comments can be viewed in the [Supporting Resources section of our website here](#).

Where respondents had made equalities impact comments, we have reflected these in the individual library reports in Appendix 1.

## Part 4 – the Easy Read Survey

An Easy Read survey was available to make the consultation as accessible as possible. The survey was designed to have less text, simplified language, larger print, and more explanatory images.

There were 114 Easy Read surveys were completed. Owing to the low response rate the Easy Read survey has been analysed separately from the main survey.

### Agreement with groupings

Library	No	Yes	No %	Yes %
Avonmouth		2	0%	100%
Bedminster		4	0%	100%
Bishopston/ Cheltenham Rd		3	0%	100%
Bishopsworth	1	1	50%	50%
Central		5	0%	100%
City wide	1		100%	0%
Clifton	3		100%	0%
Eastville	3		100%	0%
Fishponds	1		100%	0%
Hartcliffe		1	0%	100%
Henbury		2	0%	100%
Henleaze		4	0%	100%
Hillfields		2	0%	100%
Horfield	1	2	33%	67%
Junction 3		1	0%	100%
Knowle		1	0%	100%
Marksbury	1		100%	0%
Redland	5		100%	0%
Sea Mills	2		100%	0%
Shirehampton	2	1	67%	33%
St George	1	2	33%	67%
Westbury	29	1	97%	3%
Whitchurch		1	0%	100%
Wick	20		100%	0%

There were mixed results for agreement with the libraries groupings. Respondents were largely in disagreement with libraries outside of group 1 or 2, whilst generally in agreement with groups 1 & 2.

### Preferred time of opening

Due to low response rate of the Easy Read survey, no conclusions can be drawn for the majority of libraries, except for Wick Road and Westbury.

For Wick Road and Westbury, morning opening was the most popular choice. Afternoon was also popular, with lunchtime being the least popular.

### Swipe card access

The results for swipe card access are below:

Response	Total	%
Agree a lot	19	17%
Agree	25	23%
Do not agree or disagree	17	16%
Disagree	19	17%
Disagree a lot	29	27%

The response to swipe card access is fairly evenly split, with 40% in agreement, and 44% disagreeing. The majority of disagreement is due to safety and security concerns. There were also several comments relating to piloting any scheme.

### Equalities Impact

All of the free text comments from the Easy Read survey have been read for possible equalities impacts. One additional impact to the themes already picked up in the main survey has been identified. This is outlined below.

Disabled people	Loss of a library, and therefore access to large print books, could leave people with visual impairments unable to access suitable books for free.
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## Part 5 – The Neighbourhood Partnership Area meetings

As part of the Phase 1 Consultation, discussions were held at Neighbourhood Forums and consultation meetings took place in all libraries, outside of opening hours - sometimes in the evening. In response to feedback, in the Phase 2 Consultation we arranged a drop in session at each library (two for Henleaze and Central Library) during the opening hours, in a daytime session, to encourage citizens to fill in the survey, and an evening meeting based around the Neighbourhood Partnership area.

There were 14 evening meetings, chaired by a Neighbourhoods Team manager and facilitated by the Neighbourhood Officers. Action notes were taken in each meeting and published on the Bristol Future Libraries website in May. The format of the meetings was broadly similar with an introduction with the context of the consultation and then a chance to ask questions and then specific conversations about the library/libraries involved.

People who couldn't attend were directed to the drop-in sessions at their local libraries, encouraged to complete the surveys, and email any specific questions. To enable as many people as possible to attend the meetings, they were held in Council and community venues that were accessible by public transport.

The meetings varied in attendance levels, with more people generally attending where the Partnership area included libraries outside of Groups 1 and 2, with the exception of Horfield & Lockleaze, which included Eastville. Each meeting was recorded, and notes sent to all the attendees and added to the [Libraries for the Future webpages on the Council's website](#).

Headline messages from each library are included in the individual libraries reports in Appendix 1, and brief notes are included below to provide a flavour:

Neighbourhood Partnership	Attendees	Library	Key messages
<a href="#">Ashley, Easton &amp; Lawrence Hill</a>	4	Junction 3	The meeting discussed the proposals to reduce hours
		St Pauls	Discussions included the importance of access to computers in St Pauls, and issues of lack of privacy in the current space, about the reduction in opening hours, and possibilities of schools and other groups using the space when the library is closed.
<a href="#">Avonmouth &amp; Kingweston</a>	20	Avonmouth	Meeting focused on Sea Mills & Lawrence Weston, no key themes.
		Kingsweston	Included discussions about Lawrence Weston not being an ideal library, and how it could be incorporated into the community hub that is in development for the area, as one thing people like are the shared services on the same site.
		Sea Mills	Concerns raised about Sea Mills being outside of groups 1 and 2. Included need for library to help bring communities together, and the importance of the social aspects of libraries. Concerns about staff cuts, conversations about volunteers, and evening opening.
		Shirehampton	The meeting focused on Lawrence Weston and Sea Mills, but included comments that the opening hours of Shirehampton make it difficult for working people to use it, and the need for more computers
<a href="#">Bishopston, Cotham &amp; Redland</a>	20	Bishopston	Meeting focused on Redland library and concerns about it being outside of Groups 1 & 2, with comments that it was hard to talk about Bishopston until it opens, and that it will provide services for a new set of people in the new location.

		Redland	Included concerns the library not being in group 1 or 2, and concerns that “underinvestment” in the upkeep of the library was now having an impact on the conversation about the status, including confirmation it is not a listed building. The possibility of a community Asset Transfer was discussed, and using volunteers – and concerns raised that if the library was closed, the next nearest libraries are perceived as too far away and inaccessible.
<a href="#">Dundry View</a>	7	Bishopsworth	Including discussion about how while the location of the library wasn't ideal, it was important to have something in the area. Comments were made regarding the importance of considering measures other than book issues, as the level of PC usage is high.
		Hartcliffe	Including concerns raised about any relocation of Hartcliffe, and the importance of the library for access to computers in the area.
<a href="#">Cabot, Clifton &amp; Clifton East</a>	14	Central	The meeting focused on Clifton and Redland, but concerns were raised about the proposal to close Central on Mondays, especially because of computer use by jobseekers, and because of the size and importance of the library
		Clifton	Concerns raised about Clifton not being in groups 1 or 2. Included discussion about usage rates, Clifton having recently had accessible toilets added, the importance for students, and a perception that the Central library is not accessible from Clifton because of the hill. Discussions were also started about the possibility of running Clifton as a community model
<a href="#">Filwood, Knowle and Windmill Hill</a>	5	Filwood	Included discussion of opening hours and whether the library could move or be improved
		Knowle	Including discussion about swipe card access and possible relocation. Discussion about the current location, with some people feeling that being upstairs made it harder for older people to access.
<a href="#">Greater Bedminster</a>	14	Bedminster	The meeting focused on Marksbury Road library, but also looked at the proposals to close Bedminster on Sundays, with no overall conclusion.
		Marksbury Road	Concerns raised about the library being outside of groups 1 and 2, including discussion about Compass Point Children's Centre use of the building, and other possible uses, for example by doctors' surgery. The Friends of Marksbury Road group gave ideas of ways the building could be extended and developed. The need to protect libraries in deprived areas was raised.
<a href="#">Greater Brislington</a>	50	Wick Road	Concerns raised about the library being outside of groups 1 and 2. Issues were raised about the lack of community facilities in the area, lack of public transport access and the routes to the nearest alternative libraries, the impact on disadvantaged communities in the area, and inequality of provision between the north and the south of the city.
<a href="#">Greater Fishponds</a>	4	Fishponds	Included discussion about how the library works, and suggestions about Fishponds services.
		Hillfields	Discussions included swipe cards, the consultation rationale, and opportunities for Hillfields library to work closely with schools
<a href="#">Henbury &amp;</a>	8	Henbury	Including discussion about swipe card access, possible use

<a href="#">Southmead</a>			of volunteers and suggestions for how other services could be delivered from the library, and other uses made of the space, including specific activities in Henbury such as benefit advice and using the room for community meetings. A question was raised about the re-building the library to incorporate a Community Centre with disabled facilities as well as some sort of play/creche area and community hub for the area.
		Southmead	The importance of computer access in the area was raised, and a discussion had about relocating Southmead are part of the development of Greystoke Strip, and whether as part of the development, a new building could be built to incorporate a Community Centre with disabled facilities as well as some sort of play/creche area and community hub for the area. The meeting also included discussion about swipe card access, possible use of volunteers and suggestions for how other services could be delivered from the library, and other uses made of the space.
<a href="#">Henleaze, Stoke Bishop &amp; Westbury on Trym</a>	216	Henleaze	The meeting focused on Westbury library, but included concerns in the comments about Westbury library that Henleaze would not be able to cope with increased demand if Westbury were to close, especially for computers.
		Westbury	Concerns raised about the library being outside of groups 1 and 2, including conversations about why the proposals weren't based on current usage, and that the popularity of the library should be a factor for it not to close, along with other arguments against closing the library. Alternative models were discussed, including using the land to generate income.
<a href="#">Horfield &amp; Lockleaze</a>	3	Eastville	Included discussion about the location of the library being in the wrong place for community need, and possible relocation, concerns were regarding older people and the closest alternatives if Eastville closed, and the use of the At Home service to mitigate this, and the growing population of Lockleaze needing provision
		Horfield	Including discussion about swipe card access and possible relocation
<a href="#">St George</a>	4	St George	Concerns were raised about reductions in staffing hours and the impact on the library, and the current waiting times for computers. Suggestions were made about combining other services with the library, and possibly extending the library, including to help with the shortage of meeting rooms in the area.
Stockwood, Hengrove & Whitchurch	0	Stockwood Whitchurch	There were no attendees at the consultation meeting in Stockwood, Hengrove and Whitchurch, so no summary is provided.

## Part 6 – Meetings with Equalities community groups

### Background

As part of Phase 1 of the Consultation, the Bristol City Council Community Development Team contacted 87 equalities groups across the city, and held 65 consultation sessions. For Phase 2, they contacted all of these groups, as well as some extra groups they'd become aware of since Phase 1, to consult on the specific proposals.

As a result, they ran sessions with 56 groups, either as an agenda item at their usual meetings or stand-alone library meetings and drop-ins.

Some groups felt that they had already given their views through Phase 1, and did not feel it necessary to have further conversation about libraries – in these cases, all groups were given information about Phase 2 and encouraged to complete the survey. Ten groups in total opted out of the second stage of the consultation – either by expressing that they did not wish to take the consultation further or by not attending pre-arranged meetings.

As in Phase 1, meetings took place in a range of community venues local to the groups; including supplementary schools, libraries, community centres, community rooms in tenanted blocks and places of worship. Meetings were held at various times of the day. Some groups met in the daytime, others in the evening. A significant number of meetings were held at weekends in order to ensure people could attend.

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

As well as groups from equalities communities recognised under law, efforts were made to consult with other, e.g. social housing residents, young parents' groups, community groups in areas of deprivation which also included members of equalities groups.

Meetings were advertised through a variety of mechanisms: social media, emails, letters, posters, online information, inclusion in groups' newsletters & communications and word of mouth were used. This was an important in trying to reach as many people as possible, particularly those people that currently don't use a library

776 people were consulted in total through these sessions, including:

- 394 people from BME Communities
- 102 people have a physical disability
- 33 people who have a learning disability
- 44 LGBT community members
- 306 older people over 60
- 39 people from a specific equalities group (LGBT) were under 16 (with more under 16 year olds attending through other groups)
- Women's groups
- People in social housing

Bristol City Council community development workers facilitated the meetings, explaining the proposals in the consultation, with a focus around the proposals that might impact more on equalities communities than others. Specific tools were used to interact with some groups, for example, visual communications aids for people with learning disabilities and printing on appropriately coloured paper for people with dyslexia. Extra support was available for people with disabilities. Where people needed or wanted support to complete the survey, workers gave them one-to-one help.

A particular emphasis was made with regards to swipe card access and opening hours. Where people had concerns about specific libraries, they were also encouraged to attend their local library meeting, as well as to complete the survey.

In order to reach as many communities as possible, community workers and volunteers used Somali, Urdu, Hindi, Bangladeshi, Arabic, Tamil and Polish community languages at meetings, in order to translate both the proposals and the discussions.

Groups that were local to an area whose library was in Group 1 or 2, or whose members predominantly came from these areas, were less likely to give opinions, other than being pleased their libraries were in these groupings. Reductions in hours were discussed in these meetings as well.

Please see the report in the [Supporting Resources section of the website here](#) for the full meeting schedule and comments from the meetings.

### **Specific issues raised by different groups**

All issues were raised by a specific equalities group session unless otherwise stated (please note, where groups cover more than one equalities issue, e.g. older BME people, their answers have been included in both sections)

#### **BME people**

- All libraries and their facilities are important.
- Facilities in libraries need to be improved.
- Promotion and marketing of services needs to be improved.
- It is important that staff reflect the diversity of the local community.
- Proposals to seek funding from other sources.
- Mixed feelings about swipe card access expressed. Reasons to agree included:
  - extended hours,
  - being able to use libraries after work,
  - being able to use the libraries for meetings and other activities,
  - would increase use,
  - are better than closing libraries.
- Reasons to disagree included:
  - safety concerns about being alone in libraries with strangers,
  - concerns about vandalism, damage and theft,
  - what might happen in emergency,
  - concerns about getting locked in,
  - data protection issues around CCTV,
  - trained library staff benefits all users, so libraries without staff couldn't provide the same service.

#### **LGBT people**

- Mixed responses relating to swipe card access, with some broadly in favour of swipe cards, but concerns about people's safety, especially if people are attacked; what happens if there is a power failure; would emergency services have access; issues about people stealing books
- Interested in co-locating libraries with other services

#### **Disabled people**

- No libraries should be closed

- 1 group of people with learning disabilities agreed with swipe card access
- 1 group with mixed views about swipe cards – safety & security versus ease of access
- 6 groups strongly disagreed with swipe cards over issues of security and having no one there to talk to/help, especially for partially-sighted people and people with dyslexia. One group felt swipe cards are potentially discriminatory against those with dyslexia and some older people
- One mental health group felt swipe cards could help homeless people and those with chaotic lifestyles access services – felt homeless people would stay longer if opening hours were extended, which they saw as a good thing, but safety issues would need to be taken into account of, especially if people managed to stay overnight.
- I.T. equipment should be able to download free dyslexia supportive programmes and that the needs of dyslexic people should be better embedded in library approaches.
- One group of people with learning disabilities asked that library staff are trained on working with people with learning disabilities.

### **Older People**

- Concerns about any libraries being closed
- Unhappy about Wick Road library not being in Groups 1 or 2 because of it being a community facility.
- Happy to see Junction 3 in Group 1
- Mixed feelings about swipe cards, with some members thinking it's good to extend hours and provide easy access and convenience, whilst others disagreed: they felt elderly people would not be as happy to use them as other groups; concerns over safety and that swipe cards would limit access to one person only, where they use a family card; felt libraries would be unwelcoming without staff, and that they needed help from staff to use them.
- One group generally agreed with swipe cards, however with concerns over safety and security
- One group strongly disagreed with swipe cards on the grounds of security, issues of accidents and a comment about “children running around”, and felt this would put older people off using libraries.

### **Faith groups**

- Concerns about libraries being shut, especially because of the computer use
- Concerns about Marksby Road, Wick Road, Sea Mills are in Groups 1 or 2 as thriving community groups meet there and feel it meets community needs
- Mixed feelings about swipe card access expressed: agreed because of extended hours, being able to use libraries after work, being able to use the libraries for meetings and other activities, would increase use, are better than closing libraries; disagreed because of safety concerns, of what might happen in emergency, data protection issues around CCTV, trained library staff benefits all users
- One group felt swipe cards were “the lesser of two evils” when compared to closures
- Promotion and marketing of services needs to be improved.
- Proposals to seek funding from other sources.

### **Women's Groups**

- Having staff that speak Somali in Junction 3 would be useful
- One group agreed with swipe cards

- Two groups had mixed feelings about swipe cards – agreed because of extended hours access, disagreed because of lack of security, issues of vandalism and homeless people sleeping in the library and because trained staff benefit all users. One group suggested a password system was more secure than a card.
- One group mostly disagreed with swipe cards because of safety issues – would not use it alone, although some members thought if safety issues were addressed (eg CCTV), it would be useful to access the library out of standard working hours
- One group happy to see both Junction 3 and Fishponds Library in Group 1.

### **Social housing tenants**

- Happy to see Henleaze library in Group 1
- Concern about Sea Mills library not being in Groups 1 or 2

### **Community groups in areas of deprivation**

- Strong views on swipe cards – overall not in favour, concerns about safety and tail-gating as well as excluding groups who currently use the libraries
- Happy Lawrence Weston library is in group 2 (perceived as “safe”) and looking forward to it being relocated into the proposed community hub

### **General issues**

- A number of groups felt they had already expressed their views and there wasn't much more to add to the Phase 1 Consultation responses.
- Many groups expressed satisfaction in Community Development officers coming back to explain more about the Phase 2 Consultation and also summarising the results of Phase 1 Consultation

## Part 7 – Primary schools workshops

As in Phase 1 of the consultation, the Real Ideas Organisation (RIO) were asked to deliver workshops with children from primary schools across the city, to gain an insight into their views about, and use of their current local library.

A number of primary schools were contacted, and workshops were run in Henleaze Juniors, Oasis Connaught Primary, Knowle West and Westbury on Trym CofE Primary. Workshops were delivered between 8th June and 22nd June 2015 and involved 31 children. 23 were library users and 8 had used the library once within the last year or not at all, 13 were male and 18 female, and ages ranged from 9 to 11 years.

Key messages included:

- The library has a general positive meaning to young people, a calm, peaceful and relaxing environment, where you can read and borrow books.
- Regardless of the children's library use or non-use, the majority are familiar with their local library and have a relationship with it to varying degrees, and many expressed the need to 'save the libraries', demonstrating its value within local communities
- Some children wanted libraries to be open after school and at weekends
- Children wanted more activities in libraries, including clubs, competitions, including 'write your own book' and a year-round version of the Summer Reading Challenge.
- Children wanted libraries to have 'young person' specific areas, with bright colours, beanbags, cushions and good lighting. They liked libraries that were cosy and peaceful, but didn't like that some libraries have low lighting, were hot and stuffy, and had funny smells
- Children had lots of ideas for how else libraries could be developed, including spaces to hire for clubs and activities, author talks, and family activities. They wanted stock that reflects current TV, film and youth culture, and more new books and films.

Differences between the wards where the schools are located were noticeable. Henleaze and Westbury wards have the lowest child poverty rates in the city, while Filwood ward has one of the highest rates of child poverty in the city. Oasis Connaught school children in Filwood overall used the library for internet, book reading and were more likely to use the library by themselves or with siblings compared to Henleaze and Westbury children; children from both Henleaze and Westbury talked about buying books or had access to computers and the internet at home, so this was not a primary reason for visiting the library. There were other significant differences which can be seen in the full report from RIO [in the Supporting Resources section of the website here](#).



## Part 8 – Secondary schools workshops

All Bristol secondary schools were contacted and offered a menu of various levels of engagement with the consultation – staff coming into schools to run workshops with pupils; staff talking about the consultation at assemblies or to classes; and asking the schools to distribute the details of the consultation.

Only two secondary schools asked for workshops – Bristol Brunel Academy, Speedwell, and Fairfield High School, Horfield. The visits were primarily arranged through staff in the school library. Other schools were interested, but due to holidays, exams and previous commitments, weren't able to run workshops in this phase of the consultation.

The workshops were delivered in June, and included 30 Year 7 students at Brunel Academy and a mixed age group of 30 students from Years 7, 8, 9 and 10 at Fairfield. The workshops were organised so that there was an introduction to the consultation and the importance of collecting people's thoughts across the city, followed by discussion in small groups and then a concluding plenary session to draw everything together. At the Brunel Academy workshop, pupils answered questions about what they liked about libraries, what they didn't like, and how they thought the libraries could improve, and at Fairfield they were also asked how libraries could change, and how they could save money. Pupils answered these about any libraries they used, whether school, Bristol City Council or other Councils' services.

### Responses

The general message was that **different school children had different uses** for the library service – for example, some value the quiet and peaceful space, while others want libraries to be more 'fun', and feel they'd be more welcoming if they had music playing, and were more noisy. One suggestion was that libraries should have distinct quiet and noisy areas to combine these aspects. Some pupils focused on the books, others on computers, and others on activities, such as clubs, events and homework support – while some pupils contributed ideas across all these categories. Many students were concerned about their own personal use and access to libraries while others also thought about other user groups such as wheelchair users.

In general, the school pupils wanted **more technology** – better computers, wifi, audiobooks, Kindles, DVDs and had lots of suggestions about stock they'd like to see, particularly Manga, comics, young adult books and books that would help their education. In many cases, these already exist, especially the ability to suggest stock to be bought (which was something both requested and implied), and the workshops highlighted a need for more communication about existing services.

The pupils **wanted libraries to be more comfortable**, with sofas, armchairs and bean bags, and all the workshops included suggestions about libraries having cafes, and eating and drinking areas and facilities. They also wanted libraries to be easier to navigate, with better signs and maps.

In terms of **opening hours**, school children want the libraries to be open after schools and at weekends, with suggestions about seasonal opening hours to reflect holidays and revision periods.

The students understood the importance of looking for value for money and also making budget savings and so had several ideas about how this could be achieved, for example using volunteers and having paid-for events.

The workshops provided a useful way to capture ideas and comments from this age group. By giving the students specific topics, it meant they could have an active discussion within their group and come up with a group consensus but also allow for individuals to comment. In both cases the group activity was facilitated by Bristol Libraries' staff.

The full workshop outputs are available in the report on the [Supporting Resources section of the website](#).

## Part 9 – Library staff workshops

Members of the Library Service staff were encouraged to give their views as a group of professionals who are actively involved in shaping the service to local communities. As well as workshop sessions, staff were also encouraged to complete the consultation survey.

Six staff consultation meetings were held between 13th and 19th April 2015. Libraries opened later than usual to allow as many staff members as possible to attend the meetings. In total, 133 staff attended.

The meetings took the form of a question and answer session with representatives from the library management team, followed by group discussions where staff views were recorded. The subjects covered included both elements of the public consultation and other topics of interest to staff relevant to the overall review, including:

- Library ‘groupings’
- Opening hours
- The future role of volunteers in the library service (*this was not part of the public consultation*)
- The proposed reduction in the book fund (*this was not part of the public consultation*)
- Proposed swipe-card access technology
- Changing or new staff roles (*this was not part of the public consultation*)
- Working with others in libraries and the best future use for library buildings

The most frequently raised opinions in each of these subject areas were as follows:

### Library ‘groupings’

- The groupings should be based on usage
- Some libraries’ groupings were questioned.

### Opening hours

- Libraries should stay open at lunchtimes
- A number of responses relating to Central Library opening hours and what would be the best pattern, as well as how this could affect other libraries.

### Volunteers

- Opportunities seen to add value in the form of specialist sessions.
- Concerns about coordination and management of volunteers.
- Concerns relating to the distinction between volunteer and staff roles and the extent to which this could mean staff reductions.

### Book fund (*The money used every year to buy new books and materials for library network*)

- Reduction in book fund could affect library usage
- Recognise that savings have to be made, recognising that the book fund is a key way of attracting people to libraries.

### Swipe card access

- Mixed feelings about swipe cards were expressed, with some safety concerns highlighted.

### Changed/new staff roles

- In relation to an increased community focus to roles in the future, staff expressed a desire for more training and information on this.

### Working with others and future use of library buildings

- We should work more with other council departments (including Citizen Service Points).

## **Libraries for the Future Phase 2 consultation report**

### **Appendix 1 – Individual library reports**

In this Appendix there is a report on each of the 28 libraries, pulling together information from across the range of consultation activities. There is more information for the libraries were outside of Groups 1 and 2 about future use for the buildings, and for those libraries with specific opening hours.

In addition to this Appendix, there is a Supporting Resources section on the [Libraries Consultation pages](#) on the Bristol City Council website (click the link to see the site) that includes the full reports from different strands of work that contributed to the Consultation report. One of the things you can find on the website are [separate reports on each of the 28 libraries](#) (click the link to see the reports) that include all the survey responses to each question, and the demographic breakdown of respondents who answered questions about that library. If you click this link, you can see [a collection of examples](#) of letters, pictures, press releases and news articles representing community and informal activity around the consultation

When reading the analysis of comments, please note that respondents were able to comment on any library they chose, from just 1 to the full 28, as well as the city-wide libraries service, not just the libraries they use, or that are local to them.

## Avonmouth

Official consultation activity	Attendees	Date
Library Drop-In Session	0	13 <sup>th</sup> April 2015
Neighbourhood Partnership area meeting	55	31 <sup>st</sup> March 2015

### **Responses from meeting in the Avonmouth & Kingsweston Neighbourhood Partnership area to discuss the local libraries**

Full meeting notes online [here](#). The discussion included concerns raised about staff being cut, with suggestions of volunteers and co-location of services

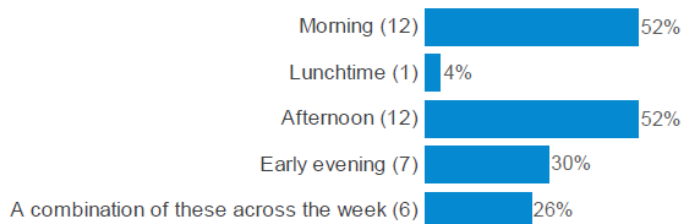
### **Responses from Consultation Survey**

#### **Responses to the question “Do you agree with the proposal that this library should be a group 2 library?”**

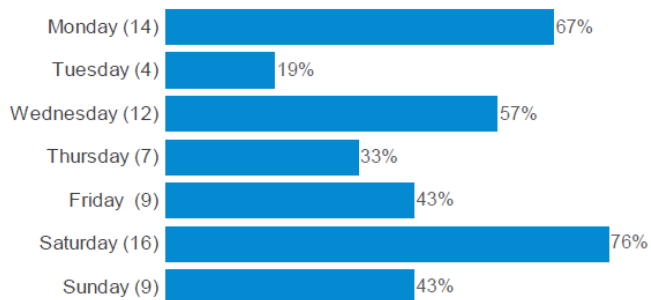
32 people responded to this question, with 27 (84%) agreeing with the proposal, and 5 (16%) disagreeing.

#### **Responses on opening hours and days**

Answers to “To help us plan future opening hours, when would you be most likely to want to use this library (Tick up to two responses)”



Answers to “What days of the week would you prefer this library to be open? (Please select a maximum of 4 days)”



### **Issues specific to Equalities communities raised through the consultation**

Avonmouth Dyslexia group had some concerns about swipe cards, especially for people with dyslexia.

### **Other local factors raised through the consultation**

Nothing specific

**Bedminster**

Official consultation activity	Attendees	Date
Library Drop-In Session	3	23 <sup>rd</sup> April 2015
Neighbourhood Partnership area meeting	14	20 <sup>th</sup> April 2015

**Responses from meeting in the Greater Bedminster Neighbourhood Partnership area to discuss the local libraries**

Full meeting notes online [here](#) . The meeting focused on Marksbury Road library, but also looked at the proposals to close Bedminster on Sundays, with no overall conclusion.

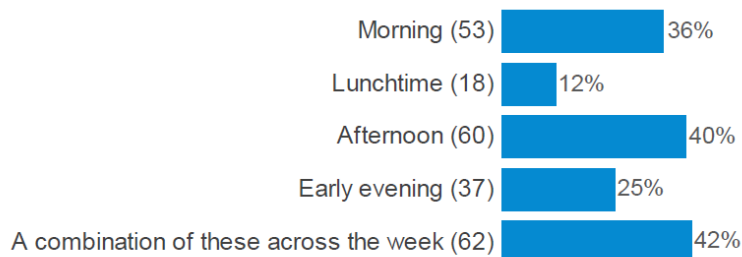
**Responses from Consultation Survey**

**Responses to the question “Do you agree with the proposal that this library should be a group 1 library?”**

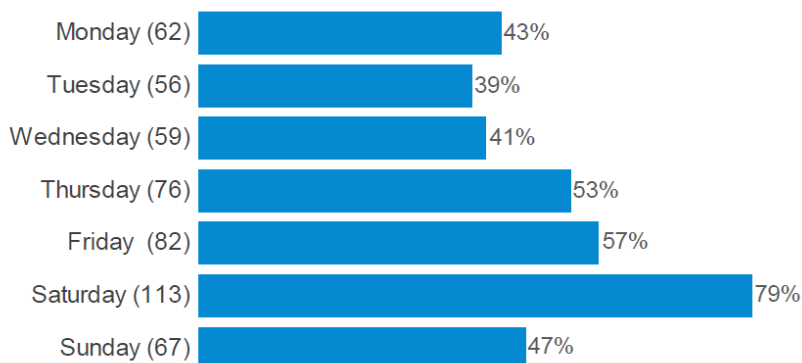
156 people responded to this question, with 149 (96%) agreeing with the proposal, and 7 (5%) disagreeing.

**Responses on opening hours and days**

Answers to “To help us plan future opening hours, when would you be most likely to want to use this library (Tick up to two responses )”



Answers to “What days of the week would you prefer this library to be open? (Please select a maximum of four days) “



**Responses to the proposal to close Bedminster on Sundays**

With this library, respondents were asked for comments on a specific opening hours proposal:

Changes to opening hours to reflect usage patterns; closing Sundays.

We received 85 comments in response to this proposal.

In the feedback on this proposal, there was a mixed response with people both agreeing and disagreeing with the proposal, although the largest group was in disagreement. Several people stressed the importance of continued Sunday / weekend opening for Bedminster library in their comments.

Example comments included

*“I am shocked to see that there is a proposal to close Bedminster Library on a Sunday. When I have visited it has been really well used, especially by children. This service can really improve the life opportunities of these children.”*

*“Closing on a Sunday is fine, as long as there is opportunity to visit on a weekend day (I.e the Saturday) and a variety of times throughout the week (to include morning/afternoons/ early evening hours).”*

*“This is not a wealthy part of town and if the library is well used why close it on a Sunday?”*

### **Issues specific to Equalities communities raised through the consultation**

Nothing specific

### **Other local factors raised through the consultation**

Some comments made that the current library is too small for the need, and the space limits the services that can be run from it.

## Bishopston

Official consultation activity	Attendees	Date
Library Drop-In Session	5	22 <sup>nd</sup> April 2015
Neighbourhood Partnership area meeting	20	30 <sup>th</sup> April 2015

### **Responses from meeting in the Bishopston, Cotham & Redland Neighbourhood Partnership area to discuss the local libraries**

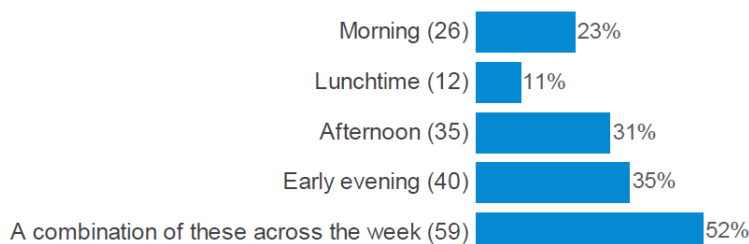
Full meeting notes available online [here](#). The meeting focused on Redland library, with comments that it was hard to talk about the new Bishopston library until it opens, and that it will provide services for a new set of people in the new location.

### **Responses from Consultation Survey**

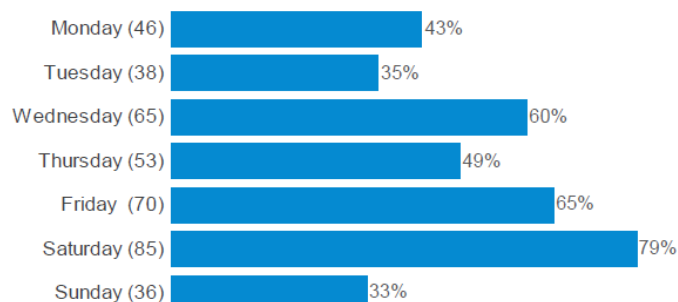
#### **Responses to the question “Do you agree with the proposal that this library should be a group 2 library?”**

114 people responded to this question, with 101 (89%) agreeing with the proposal, and 13 (12%) disagreeing.

Answer to “To help us plan future opening hours, when would you be most likely to want to use this library (Tick up to two responses - when would you be most likely to want to use this library)”



#### **What days of the week would you prefer this library to be open? (Please select a maximum of four days)**



Comments are mostly based on the current premises in Cheltenham Road rather than the new Bishopston library that is currently being built, with some people saying they can't comment until the new library is open, and others talking about inadequate provision at Cheltenham Road.

### **Issues specific to Equalities communities raised through the consultation**

Nothing specific

### **Other local factors raised through the consultation**

Nothing specific

**Bishopsworth**

Official consultation activity	Attendees	Date
Library Drop-In Session	6	22 <sup>nd</sup> April 2015
Neighbourhood Partnership area meeting	7	30 <sup>th</sup> March 2015

**Responses from meeting in the Dundry View Neighbourhood Partnership area to discuss the local libraries**

Full meeting notes available online [here](#). The meeting included discussion about how while the location of the library wasn't ideal, it was important to have something in the area. Comments were made regarding the importance of considering measures other than book issues, as the level of PC usage is high.

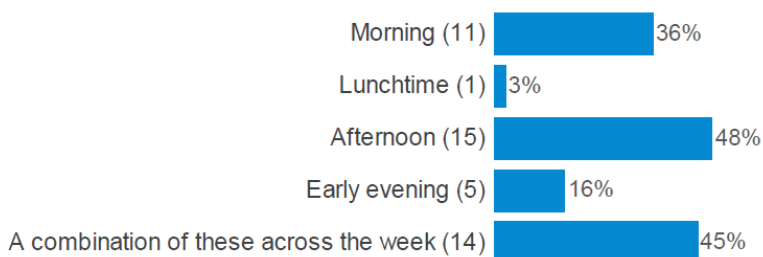
**Responses from Consultation Survey**

**Responses to the question “Do you agree with the proposal that this library should be a group 2 library?”**

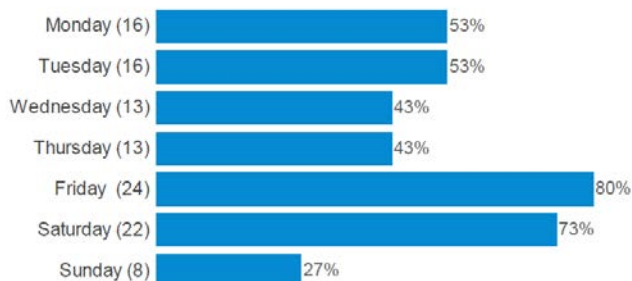
33 people responded to this question, with 21 (64%) agreeing with the proposal, and 12 (36%) disagreeing.

12 comments were made by very who ticked that they disagreed and of these, 9 were positive or about how the respondent valued the library.

Answer to “To help us plan future opening hours, when would you be most likely to want to use this library (Tick up to two responses - when would you be most likely to want to use this library)”



**What days of the week would you prefer this library to be open? (Please select a maximum of four days)**



**Issues specific to Equalities communities raised through the consultation**

Nothing specific

**Other local factors raised through the consultation**

Nothing specific



**Central**

Official consultation activity	Attendees	Date
Library Drop-In Session	5	21 <sup>st</sup> April 2015
Neighbourhood Partnership area meeting	14	16 <sup>th</sup> April 2015

**Responses from meeting in the Cabot, Clifton & Clifton East Neighbourhood Partnership area to discuss the local libraries**

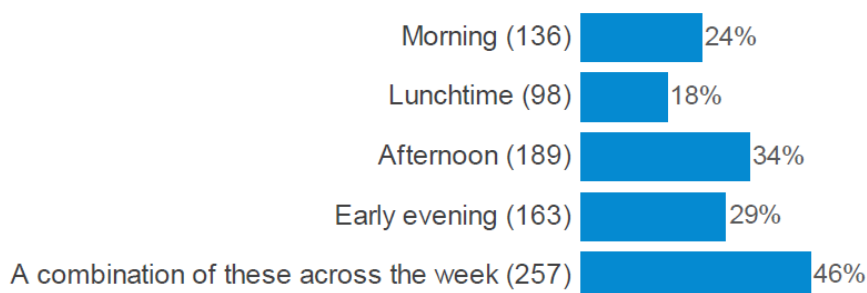
Full meeting notes available online [here](#). The meeting focused on Clifton and Redland, but concerns were raised about the proposal to close Central on Mondays, especially because of computer use by jobseekers, and because of the size and importance of the library.

**Responses from Consultation Survey**

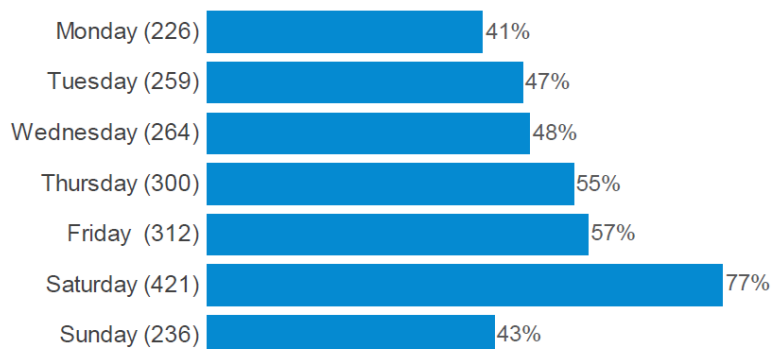
**Responses to the question “Do you agree with the proposal that this library should be a group 1 library?”**

572 people responded to this question, with 560 (98%) agreeing with the proposal, and 12 (2%) disagreeing.

Responses to the question “To help us plan future opening hours, when would you be most likely to want to use this library”



**Responses to the question “What days of the week would you prefer this library to be open?”**



**Specific opening hours proposal**

With this library, we asked for comments on the proposal to close the Central library on Mondays, but open consistently Tuesday to Friday 9.30-7.00 and open both Saturday (9.30am to 5pm) and Sunday (1pm to 5pm).

We had 340 comments in response to this proposal, and the responses were broadly split between people agreeing and disagreeing.

Those agreeing liked the consistency of hours, and the flexibility offered by evening and Sunday opening. The people disagreeing largely felt that closing on a Monday was a mistake as many people use it on that day, and that the city's flagship library should be open 7 days a week.

There were also a number of comments about needing even later opening on the weekday evenings for working people.

**Examples of comments from people who agreed:**

*"I think this is a good idea. These were similar days that I had chosen and tend to use. Having the library open until 7pm will give those who work during the day an opportunity to have access to it after work in the evenings. And persons with disabilities who require access and quieter times can use it too on the Sunday afternoon."*

*"I am happy with this. Although I would prefer the library to be open seven days per week, I can accept that financial constraints might not make that possible. It will be possible for me to borrow and return books on the other weekdays when I come into the centre for my job."*

**Examples of comments from people who disagreed:**

*"How will this affect those people dependent on the library's internet/IT facilities? What benefits are there for 4 hours being open on a Sunday that outweigh, say, half-day opening on Monday?"*

*"I think that the Central Library should be open on Monday as well, though the Tuesday-Friday hours are great, as are the Saturday and Sunday hours. However as the flagship of the Library Service it should be five week days."*

*"I do not wish it to be open on a Sunday as it is recognised as a day in which everyone should have the chance to rest and that includes librarians."*

*"I'm unclear as to why the library needs to stay open so late? The universities offer adequate library facilities to students 24x7, and I can't see the demand for late opening from other groups? For our family's use of the library, it would be better to not close one day a week but to offer shorter opening hours."*

**Issues specific to Equalities communities raised through the consultation**

Younger people particularly wanted Central library to stay open in the evenings

**Other local factors raised through the consultation**

Nothing specific

**Clifton Library**

Official consultation activity	Attendees	Date
Library Drop-In Session	44	20 <sup>th</sup> April 2015
Neighbourhood Partnership area meeting	14	16 <sup>th</sup> April 2015

**Responses from meeting in the Cabot, Clifton & Clifton East Neighbourhood Partnership area to discuss the local libraries**

Full meeting notes available online [here](#). The meeting included disagreement with the library being outside of Groups 1 and 2, discussion about usage rates, Clifton having recently had accessible toilets added, the importance for students, and a perception that the Central Library is not accessible from Clifton because of the hill. There was also discussion about the possibility of running Clifton as a community model.

**Responses from Consultation Survey****Responses to the question “Do you agree with the proposal that this library sits outside of Group 1 and 2?”**

263 people responded to this question, with 47 (18%) agreeing with the proposal, and 216 (82%) disagreeing.

The most popular reasons for disagreeing with the proposal in the comments were

**1 Happy/value the library**

Comments showing respondent is happy with existing services and offer from the library, meets respondent's needs and serves community well

**2 Library is already in a good location**

Comments supporting library's existing location and its accessibility to respondents

**3 Community need for a library in the area**

Comments making the case for the area to retain its library, citing groups within the local community who use / need it

**4 General rejection of proposal**

Comments disagreeing with the council's proposal and its rationale

Examples of comments within these categories

*“This library was refurbished in 2010 and provides excellent service. I do not consider that the service needs updating in any way”*

*“I feel Clifton Library is in an ideal location - it is central to the Village and as we do not have a community hall it is the only place where many can sit, read the papers, use computers and feel part of the community.....”*

*“This is our only community resource, our only local place to find out local information, serve the residents, serve the businesses, serve the visitors. It is disabled friendly having just been refurbished at a cost of £180,000. It is well used, a good reference centre, has lively children's reading groups, good computing facilities, printing facilities, copying facilities and friendly, knowledgeable librarians.”*

*“On reflection I think that Clifton Library (which was refurbished in 2011) should be in group 2. There is an upstairs room which is underutilised. It is currently by our book group and our discussion group but more use could be made of this room at no cost to BCC.”*

Key themes emerging from **comments about possible alternative use** for the building

<b>1 No change</b>	Comments against any changed use for the building and wanting it to remain as a library
<b>2 Community use</b>	Comments emphasising how the library should retain its community access and suggesting new community uses for the building, often alongside a library
<b>3 Service suggestions</b>	Comments largely assuming building will continue as a library and making suggestions for how the service could be developed
<b>4 Suggestions for other alternative uses</b>	Comments suggesting how the building could be used for other uses. Many of these comments suggest these alongside a library

Example comments from these categories

<p><i>“It needs to stay as a Library. Close other libraries with lower usage”</i></p> <p><i>“It should be retained as a library and its role expanded to fulfil a community education and hub role. The room upstairs is a fantastic resource as is the library space, which could also be used when closed as a library.”</i></p> <p><i>“I would like to see the Library extend its facilities and act as a multi-functional community space serving many varied needs for the Clifton residents, workers and visitors.....”</i></p> <p><i>“The library could be promoted as a venue for community based activities and could encourage the growth of support groups for in particular the elderly in Clifton of whom there are many and could promote cultural activities for which there is likely to be demand - it needs to be more pro-active in developing its uses but that is not a hugely expensive ask”</i></p>
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**Other local factors arising from the survey responses include:**

- The cumulative impact of the proposed closure of Redland alongside Clifton
- Perception of difficulties in travelling to Central Library, because of the hill
- Potential for the upstairs room in Clifton Library to be used for more community use

**Issues specific to Equalities communities raised through the consultation**

Comments from equalities communities in the survey that relate to their protected characteristics included

Younger people < 24 years	Perceived difficulty for mothers to take young children to alternative libraries Lots of children’s group activities currently held there
Older people > 65 years+	Frequently used by older people who perceive difficulty reaching alternative libraries For lonely older people, the local library represents a friendly place to go and provides social contact
Gender	Perceived difficulty for mothers to take young children to alternative libraries Buses only allow 2 strollers on at a time – could cause an issue if parents needed to commute with children to a parent-child activity at another library
BME	No specific issues raised
LGBT	No specific issues raised
Disabled	Perceived difficulty reaching alternative libraries Worried about losing access to resources for partially sighted people, e.g. audio books
Faith	No specific issues raised

**Campaign activity about the library**

Included “[Save Clifton Library](#)” petition on the website of Stephen Williams, the former local MP (not submitted to the Council)

**Eastville Library**

Activity	Attendees	Date
Library Drop-In Session	8	27 <sup>th</sup> March 2015
Neighbourhood Partnership area meeting	3	25 <sup>th</sup> March 2015

**Responses from meeting in the Horfield & Lockleaze Neighbourhood Partnership area to discuss the local libraries**

Full meeting notes available online [here](#). The meeting included discussion about the location of the library being in the wrong place for community need, and possible relocation, concerns were regarding older people and the closest alternatives if Eastville closed, the use of the At Home service to mitigate this, and the growing population of Lockleaze needing provision.

**Responses from Consultation Survey****Responses to the question “Do you agree with the proposal that this library be outside of Groups 1 and 2?”**

150 people responded to this question, with 36 (24%) agreeing with the proposal, and 114 (76%) disagreeing.

Key themes emerging from **comments about this library’s proposed grouping** in rank order are:

**1 Community need for a library in the area**

Comments making the case for the locality to retain its library, citing groups within the local community who use / need it

**2 Happy / Value the library**

Comments showing respondent is happy with existing services and offer from the library, meets respondent’s needs and serves community well

**3 Invest in facilities**

Comments suggesting investments and improvements to make the library more attractive and to get the most out of the existing building

**4 Other libraries too far away**

Comments that alternative libraries are too far away, including difficult to get to by public transport, need a car to get there and too far to walk

Example comments from these categories

*“..... Please do not take away Eastville library without coming up with a replacement option that is accessible and will not (AGAIN!) result in Bristol East having a loss of resource. I know the Clifton and Redland campaigns will be more vocal, but a library is needed in Eastville, from a place to teach English as a foreign language, to the access to computers by the digitally excluded to the access to learning and a space to do their homework for the young and adult learners alike.”*

*“Eastville library is an amazing resource for me as a mature student and my young children. I am able to use the computer facilities there and we go as a family twice a month to borrow the maximum books they are allowed.....”*

*“The library has been allowed to 'run down' offering fewer of the things now deemed vital for a flourishing library. The local people could sense this would happen with the opening of new library in Easton which does not serve the needs of people in the area around Eastville Library. They have been proved right....”*

*“This is a local library serving the local community with no other library being in walking distance”*

Key themes emerging from **comments about possible alternative use** for the building in rank order are:

<b>1</b>	<b>No change</b>
	Comments against any changed use for the building and wanting it to remain as a library
<b>2</b>	<b>Community use</b>
	Comments emphasising how the library should retain its community access and suggesting new community uses for the building, often alongside a library
<b>3</b>	<b>Service suggestions</b>
	Comments largely assuming building will continue as a library and making suggestions for how the service could be developed
<b>4</b>	<b>Suggestions for other alternative uses</b>
	Comments suggesting how the building could be used for other uses. Many of these comments suggest these alongside a library

Example comments from these categories

<p><i>“It’s close to a big school, there are no other libraries around, Lockleaze need to strengthen its community life and the library could be a hub for it.”</i></p> <p><i>“This library is in quite an odd area. Whatever happens to the building space should involve the community itself. Be it for children or families it’s all about the needs of the community.”</i></p> <p><i>“Coffee shop/ facilities. Mini retail outlet within the library. Voluntary librarians (if viable). Even a small charge when using any library facility.”</i></p> <p><i>“Primarily, WE WANT OUR LIBRARY. However, I would be open to the idea of it being retained as a library on fewer days (but more evenings) and set aside for community use on the remaining days. Hire of the space would necessarily be reasonably priced and to a wide range of groups.”</i></p>
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Other local factors arising from the survey responses include:

- Proximity of the library to local schools and its role in providing library services to children and young people
  - Distance and difficulties in travelling to alternative libraries, including perceived difficulty in getting a bus to the nearest libraries in Fishponds, J3 and St Pauls.
  - Belief that this library is important for Lockleaze residents
  - Subsection of comments that Eastville is not well-placed and is hard to access because of the lack of car park
- “Building is not ideally located to be used for anything.”*
- “Difficult to say, as access is a problem - very few car parking spaces available nearby”*

**Issues specific to Equalities communities raised through the consultation**

Responses in the survey comments from people from equalities communities

Younger people < 24 years	No specific issues raised
Older people > 65 years+	Provides space for elderly people to socialise and get out Helps older people stay independent Difficult for older people to reach alternative libraries, therefore risk leaving them socially isolated.
Gender	Some respondents enjoy taking their children to the library and taking part in activities. One respondent said library used as a playgroup resource. Space easily accommodates large groups of mothers, babies, assorted

	pushchairs etc. along with the child-size tables and chairs that the group brings along.
BME	<p>One Councillor reported that many Muslim women in the area have limited scope to integrate into the community, because of cultural restrictions on what is appropriate for them to do on their own without husbands or in public. Muslim women are able to bring their children to the library, on foot if they don't drive, and can therefore access services for themselves, including local information, reading material to help their English skills, interaction with others and the library staff all of which help them to integrate with the local community</p> <p>One comment said that a lot of Eastville library users have English as a second language and many are unaware of proposals for this Library or indeed how to go about objecting to the proposal to close it.</p>
LGBT	No specific issues raised
Disabled	<p>Friendly welcoming access - good for disabled people</p> <p>Need for disabled toilet</p>
Faith	No specific issues raised

At the workshop for Bristol Brunel Academy secondary school pupils, the main comments about Eastville library were that there is “not enough books” at the library and for some it is a “dull” environment to be in. [Click here](#) to see the full Secondary school report on the Supporting Resources section of our website for more information.

#### **Campaign activity about the library included**

“[Access to library services in Lockleaze](#)” petition set up by local Councillor Estella Tincknell on the Council’s online petition site with 46 online signatures.

“[Save Eastville Library](#)” petition on the site of Charlotte Leslie MP (not submitted to the Council).

Leaflet campaign by Councillors Gill Kirk and Estella Tincknell.

**Filwood**

Official consultation activity	Attendees	Date
Library Drop-In Session	4	24 <sup>th</sup> April 2015
Neighbourhood Partnership area meeting	5	24 <sup>th</sup> March 2015

**Responses from meeting in the Filwood, Knowle & Windmill Hill Neighbourhood Partnership area to discuss the local libraries**

Full meeting notes available online [here](#). The meeting included discussion of opening hours and whether the library could move or be improved.

**Responses from Consultation Survey**

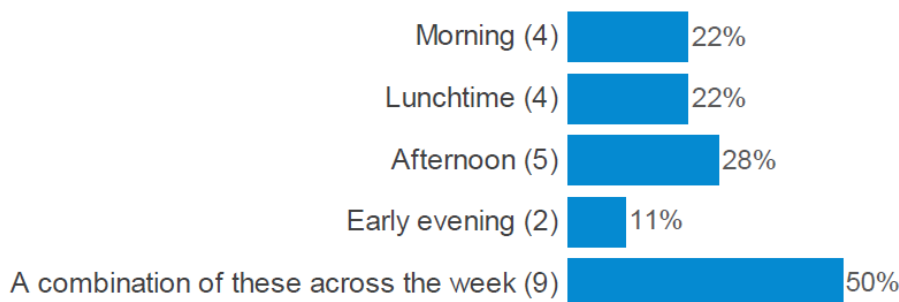
**Responses to the question “Do you agree with the proposal that this library should be a group 2 library?”**

27 people responded to this question, with 19 (70%) agreeing with the proposal, and 8 (30%) disagreeing.

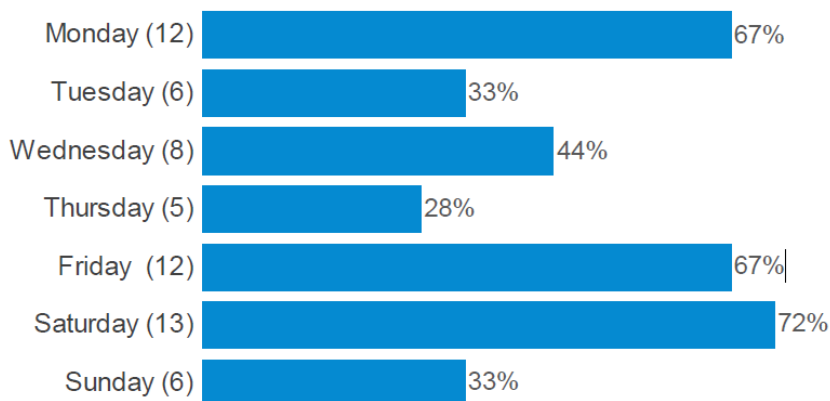
8 comments were made in the section asking why people disagreed with the proposal, and 6 of them were positive about the library, or about how much the respondent valued the services.

Comments on the proposals to reduce the opening hours strongly disagree with any cuts.

**Responses to the question “To help us plan future opening hours, when would you be most likely to want to use this library?”**



**Responses to the question “What days of the week would you prefer this library to be open?”**





### **Specific opening hours proposals**

With this library, we asked for comments on a specific opening hours proposal

Changes to staffed hours to make them more consistent and reflect usage patterns. One more closed day per week.

We had 14 comments in response to this proposal. From the low number of respondents, the majority disagreed with the proposal.

Comments disagreeing with this proposal included the need to maintain opening hours in a deprived part of the city and especially for people living in the Filwood / Knowle West area who may need the library for job searches, benefits claims etc. Example comments included:

*“This library really needs to be open as many days as possible. Given its location and the fact that many people rely on it for internet and computer use especially Universal Job Match and satisfying job Centre Plus requirements”*

*“To close down or reduce funding to this Library would have a massive impact on a poor area of Bristol that desperately needs MORE money spent on it not less.”*

### **Issues specific to Equalities communities raised through the consultation**

Children in the workshop at Oasis Connaught Primary School expressed a lot of appreciation for the library, and used it on weekdays after school and at weekends to borrow books, do homework and access the internet. [Click here](#) to read the Primary Schools consultation report in the Supporting Resources section of the Consultation website, which has more detailed information.

### **Other local factors raised through the consultation**

Nothing specific

## Fishponds

Official consultation activity	Attendees	Date
Library Drop-In Session	0	16 <sup>th</sup> April 2015
Neighbourhood Partnership area meeting	4	14 <sup>th</sup> April 2015

### Responses from meeting in the Greater Fishponds Neighbourhood Partnership area to discuss the local libraries

Full meeting notes available online [here](#). The meeting included discussion about how the library works, and suggestions about Fishponds services.

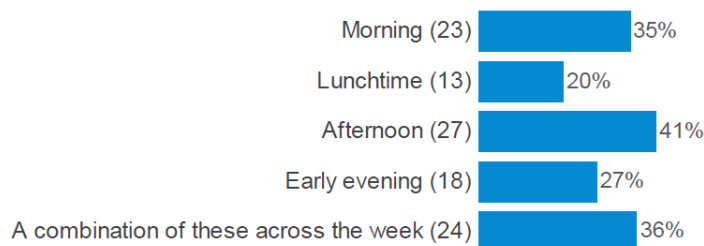
### Responses from Consultation Survey

#### **Responses to the question “Do you agree with the proposal that this library should be a group 2 library?”**

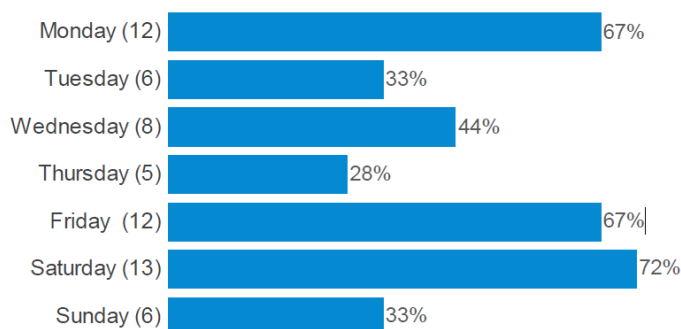
72 people responded to this question, with 62 (86%) agreeing with the proposal, and 10 (14%) disagreeing.

Some respondents feel that being in a shared space with the Customer Service Point was a negative – however people commenting on other libraries cited Fishponds as a good example of shared services.

#### **Responses to the question “To help us plan future opening hours, when would you be most likely to want to use this library”**



#### **Responses to the question “What days of the week would you prefer this library to be open?”**



### Issues specific to Equalities communities raised through the consultation

One of the BME women’s groups was happy to see Fishponds in Group 1 (perceived as “safe”).

### Other local factors raised through the consultation

Mixed views about how well the library works as a shared space with the Customer Service Point.

**Hartcliffe**

Official consultation activity	Attendees	Date
Library Drop-In Session	2	19 <sup>th</sup> March 2015
Neighbourhood Partnership area meeting	7	30 <sup>th</sup> March 2015

**Responses from meeting in the Dundry View Neighbourhood Partnership area to discuss the local libraries**

Full meeting notes available online [here](#). The meeting included concerns about any relocation of Hartcliffe library, and the importance of the library for access to computers in the area.

**Responses from Consultation Survey**

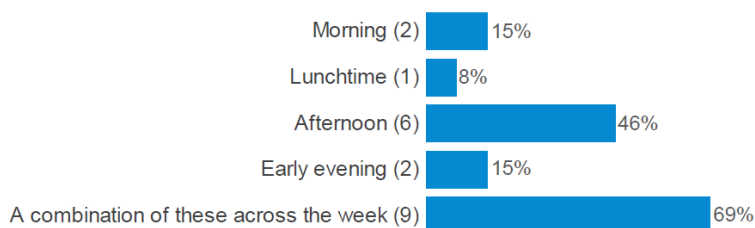
**Responses to the question “Do you agree with the proposal that this library should be a group 2 library?”**

24 people responded to this question, with 13 (54%) agreeing with the proposal, and 11 (46%) disagreeing.

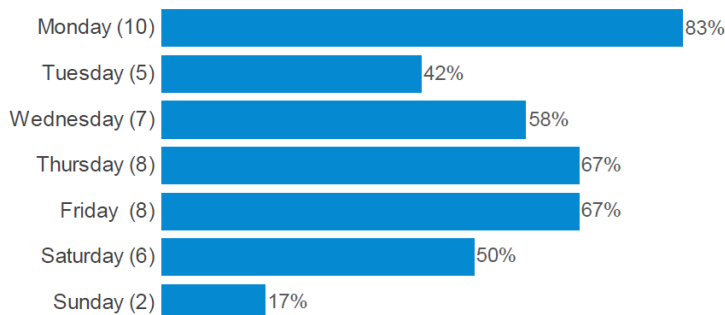
11 comments were made in the section asking why people disagreed with the proposal, and 8 of them were positive about the library, suggested it should be in Group 1 or were about how much the respondent valued the services.

Comments on the proposals to reduce the opening hours strongly disagree with any cuts.

**Responses to the question “To help us plan future opening hours, when would you be most likely to want to use this library”**



**Responses to the question “What days of the week would you prefer this library to be open?”**



**Specific opening hours proposal**

With this library, we asked for comments on a specific opening hours proposal

Changes to staffed hours, reflecting usage patterns. One more closed day per week.

We had 17 comments in response to this proposal and the majority disagreed with the proposal.

*“I think it is useful if Bishopsworth and Hartcliffe libraries are closed/open at alternate times so at least one that I can access is open.”*

*“That’s the worst thing that could happen to it. How can people make better use of it if they can’t access it?”*

**Issues specific to Equalities communities raised through the consultation**

Nothing specific

**Other local factors raised through the consultation**

Nothing specific

## Henbury

Official consultation activity	Attendees	Date
Library Drop-In Session	0	24 <sup>th</sup> March 2015
Neighbourhood Partnership area meeting	8	23 <sup>rd</sup> April 2015

### **Responses from meeting in the Henbury & Southmead Neighbourhood Partnership area to discuss the local libraries**

Full meeting notes available online [here](#). The meeting included discussion about swipe card access, possible use of volunteers and suggestions for how other services could be delivered from the library, and other uses made of the space. These included specific activities in Henbury such as benefit advice and using the room for community meetings. A question was raised about the re-building the library to incorporate a Community Centre with disabled facilities as well as some sort of play/creche area and community hub for the area.

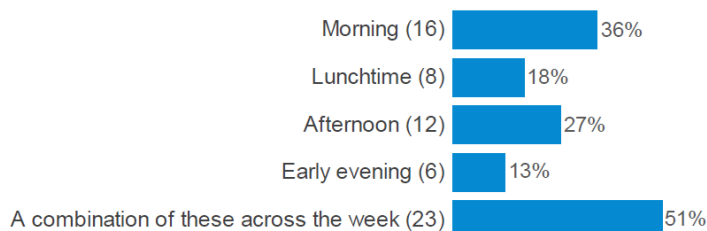
### **Responses from Consultation Survey**

#### **Responses to the question “Do you agree with the proposal that this library should be a group 2 library?”**

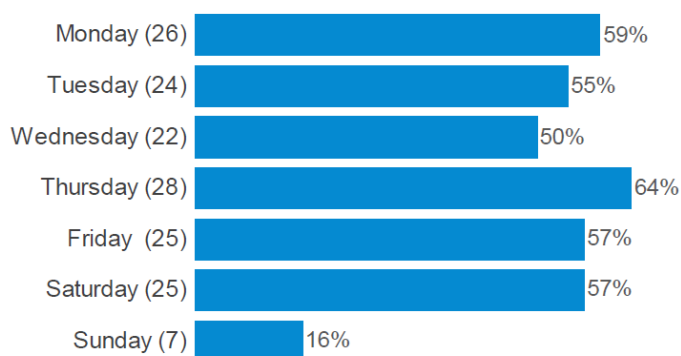
60 people responded to this question, with 46 (77%) agreeing with the proposal, and 14 (23%) disagreeing.

13 comments were made in the section asking why people disagreed with the proposal, and 7 of them were positive about the library, suggested it should be in Group 1 or were about how much the respondent valued the services.

#### **Responses to the question “To help us plan future opening hours, when would you be most likely to want to use this library?”**



#### **Responses to the question “What days of the week would you prefer this library to be open?”**



### **Specific opening hours proposal**

With this library, we asked for comments on:

.....a reduction in staffed hours to reflect usage patterns.

We had 39 comments in response to this proposal. Whilst the largest group disagreed with proposal, there were a range of issues being raised with no clear theme from a small response. Example comments:

*“The opening hours would appear to already be sensible however if this does not reflect usage patterns then it would make sense to change the staffed hours to reflect this better. For example does the library need to be open on a Thursday evening; would it benefit from opening at lunchtime time but not in the morning...”*

*“I find the current opening hours for this library confusing. It's hard to remember when it is open / shut, particularly as it also closes at lunch time. Because of this, I tend to go to Westbury, which has clearer opening hours. I usually go after school as part of journey home.”*

### **Issues specific to Equalities communities raised through the consultation**

Nothing specific

### **Other local factors raised through the consultation**

Nothing specific

## Henleaze

Official consultation activity	Attendees	Date
Library Drop-In Session	5	10 <sup>th</sup> March 2015
	0	12 <sup>th</sup> May 2015
Neighbourhood Partnership area meeting	216	15 <sup>th</sup> April 2015

### **Responses from meeting in the Henleaze, Stoke Bishop & Westbury on Trym Neighbourhood Partnership area to discuss the local libraries**

Full meeting notes available online [here](#). The meeting focused on Westbury library, but included concerns in the comments about Westbury library that Henleaze would not be able to cope with increased demand if Westbury were to close, especially for computers.

### **Responses from Consultation Survey**

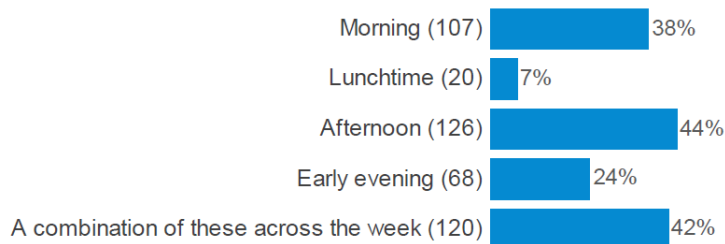
#### **Responses to the question “Do you agree with the proposal that this library should be a group 1 library?”**

325 people responded to this question, with 282 (92%) agreeing with the proposal, and 25 (8%) disagreeing.

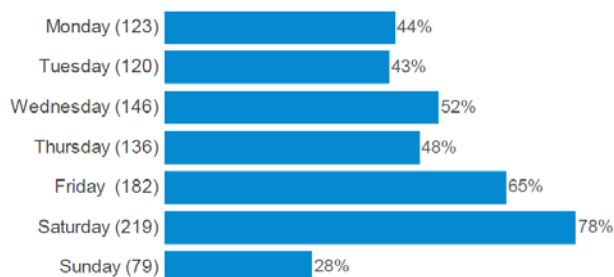
#### **Responses to the proposal to close Henleaze on Wednesdays and open on a Sunday**

There is no one overall agreement, and a clear disagreement between people who work in the week and would be able to access the library more if it was open on Sundays, and those who don't work in the week, or work part-time, who both would prefer it open on Wednesdays, and who don't see the need to open on Sundays at all (this includes a small subset of people who object to Sunday openings of any services on principle that isn't seen in many other areas). There were also comments from people who wouldn't use the library on Sunday, but see the benefits for working people and school children.

#### **Responses to the question “To help us plan future opening hours, when would you be most likely to want to use this library?”**



#### **Responses to the question “What days of the week would you prefer this library to be open?”**



## Specific opening hours proposal

With this library, we asked for comments on:

Changes to opening hours; open on Sundays but closed Wednesdays.

We had 163 comments in response to this proposal. There were a range of issues being raised with no clear theme from a small response. The largest group of respondents showed agreed with the proposal, often citing the extra convenience of being able to use the library on a Sunday for those people with busy lifestyles. The second largest response disagreed – many found the existing opening hours to suit their lifestyles.

Some respondents challenged the reasons for adjusting the opening hours of this library and suggested their own alternatives – often an extension of the opening hours.

*“Yes I like this proposal A LOT! I think it would be more useful to have the library open on a Sunday than a Wednesday.”*

*“I do not want Sunday opening. In fact I would prefer that shops also did not open on Sundays, particularly as on line shopping is now an option, Let’s bring back a quiet day once a week.”*

*“I am happy with this in principle but would rather see flexible hours across the week so could be Sundays alternately or ams with some Wednesday ams etc”*

*“Needs to open when we need to use them, mornings afternoons and lunchtimes, during the week”*

## **Issues specific to Equalities communities raised through the consultation**

Two social housing groups were pleased that the proposals included Henleaze being perceived as “safe” (included in Group 1).

Children in the consultation workshop at Henleaze Junior School who lived in the area but didn’t use the library said they don’t borrow books because they would rather buy their own copy. Some children use the library to get ideas of books to buy, but don’t borrow them. [Click here](#) to read the Primary Schools consultation report in the Supporting Resources section of the Consultation website, which has more detailed information

A small proportion of the people disagreeing with Sunday opening cited church, and language that can be construed as religious (“Sunday should be a day of rest”), as a reason they disagreed.

## **Other local factors raised through the consultation**

Concern in the survey comments about Westbury library that Henleaze would become overwhelmed if Westbury stays in Group 3, and in particular, that demand for computers would be too high



**Hillfields**

Official consultation activity	Attendees	Date
Library Drop-In Session	0	1 <sup>st</sup> May 2015
Neighbourhood Partnership area meeting	4	14 <sup>th</sup> April 2015

**Responses from meeting in the Greater Fishponds Neighbourhood Partnership area to discuss the local libraries**

Full meeting notes available online [here](#). Discussions included swipe cards, the consultation rationale, and opportunities for Hillfields library to work closely with schools.

**Responses from Consultation Survey**

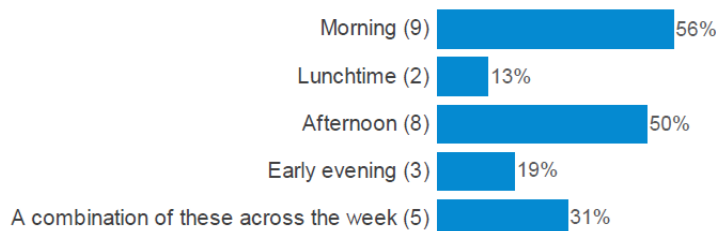
**Responses to the question “Do you agree with the proposal that this library should be a group 2 library?”**

27 people responded to this question, with 16 (59%) agreeing with the proposal, and 11 (41%) disagreeing.

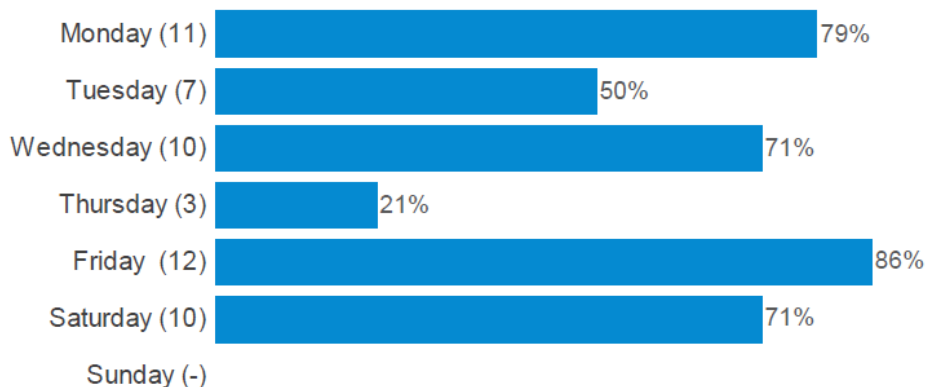
Comments from people outside the area were about lack of need for the library, while people from the area valued the service, and disagreed with the proposals to reduce opening hours.

In the section asking about opening hours, the majority disagreed with the proposals, and comments included the need for opening after school and work hours, and the importance of the computers for job seekers.

**To help us plan future opening hours, when would you be most likely to want to use this library (Tick up to two responses)**



**What days of the week would you prefer this library to be open? (Please select a maximum of four days)**



### **Issues specific to Equalities communities raised through the consultation**

Children in the workshops at Bristol Brunel Academy had generally positive views of Hillfields – saying it is easy to travel to, and is near a lot of schools, but they want it to be improved, with more computers and a more modern setting – although two students said it was “boring”. [Click here](#) to see the full Secondary school report on the Supporting Resources section of our website for more information.

### **Other local factors raised through the consultation**

Some respondents who use Wick Road library suggested Wick Road should be in Group 2 instead of Hillfields.

**Horfield**

Official consultation activity	Attendees	Date
Library Drop-In Session	3	23 <sup>rd</sup> March 2015
Neighbourhood Partnership area meeting	3	25 <sup>th</sup> March 2015

**Responses from meeting in the Horfield & Lockleaze Neighbourhood Partnership area to discuss the local libraries**

Full meeting notes available online [here](#). The meeting included discussion about swipe card access and possible relocation

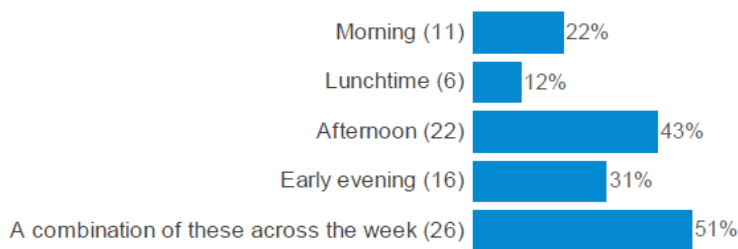
**Responses from Consultation Survey**

**Responses to the question “Do you agree with the proposal that this library should be a group 2 library?”**

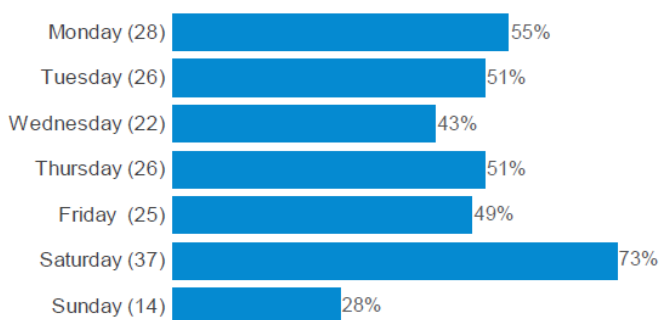
67 people responded to this question, with 52 (78%) agreeing with the proposal, and 15 (22%) disagreeing.

15 comments were made in the section asking why people disagreed with the proposal, and 12 of them were positive about the library, suggested it should be in Group 1 or were about how much the respondent valued the services.

**To help us plan future opening hours, when would you be most likely to want to use this library**



**What days of the week would you prefer this library to be open? (Please select a maximum of four days)**



With this library, we asked for comments on:

At this library, we propose a reduction in staffed hours to reflect usage patterns

We had 40 comments in response to this general proposal. Whilst the largest group disagreed with proposal, there were a range of issues being raised with no clear theme from a small response. Example comments included:

*“It is very sad that you feel the need to make the library less available to those who do still want to visit it.”*

*“opening during weekend days is vital and must be retained if this library is to extend usage to those in non-shift work full-time employment. Currently this library is impossible for many to access during the week due to the early closing time [only one late day”*

**Issues specific to Equalities communities raised through the consultation**

Nothing specific

**Other local factors raised through the consultation**

Nothing specific

### Junction 3

Official consultation activity	Attendees	Date
Library Drop-In Session	3	1 <sup>st</sup> April 2015
Neighbourhood Partnership area meeting	4	26 <sup>th</sup> March 2015

#### **Responses from meeting in the Ashley, Easton & Lawrence Hill Neighbourhood Partnership area to discuss the local libraries**

Full meeting notes available online [here](#). The meeting discussed the proposals to reduce hours.

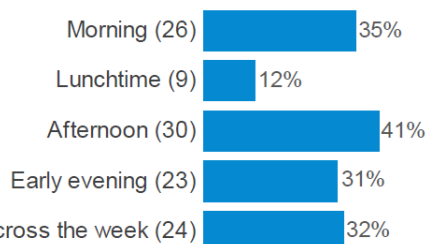
#### **Responses from Consultation Survey**

#### **Responses to the question “Do you agree with the proposal that this library should be a group 1 library?”**

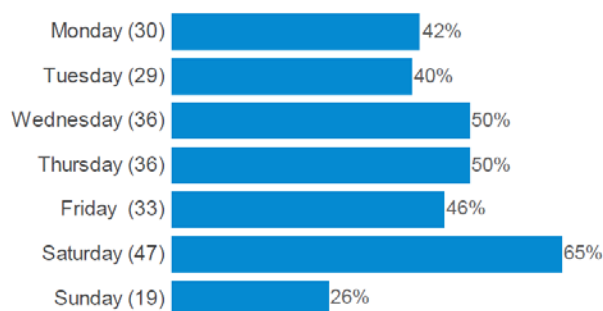
80 people responded to this question, with 73 (91%) agreeing with the proposal, and 7 (9%) disagreeing.

Junction 3 was held up as a good example of a library by commenters on other libraries.

#### **Responses to the question “To help us plan future opening hours, when would you be most likely to want to use this library?”**



#### **Responses to the question “What days of the week would you prefer this library to be open?”**



#### **Issues specific to Equalities communities raised through the consultation**

Two BME groups were pleased that Junction 3 was in Group 1, and people from 3 more BME groups used the library – one service suggestion was that having staff who spoke Somali in the library would be useful.

Children in the secondary schools workshop has positive comments about Junction 3, including “the lovely staff are really friendly” and that it should not be closed because “it is new and very big and has clean facilities”.

#### **Other local factors raised through the consultation**

While some people from other areas questioned why both St Pauls and Junction 3 are needed, local people value the services of both for different reasons.

**Knowle**

Official consultation activity	Attendees	Date
Library Drop-In Session	4	16 <sup>th</sup> March 2015
Neighbourhood Partnership area meeting	3	24 <sup>th</sup> March 2015

**Responses from meeting in the Filwood, Knowle & Windmill Hill Neighbourhood Partnership area to discuss the local libraries**

Full meeting notes available online [here](#). The meeting included discussion about swipe card access and possible relocation. Discussion about the current location, with some people feeling that being upstairs made it harder for older people to access.

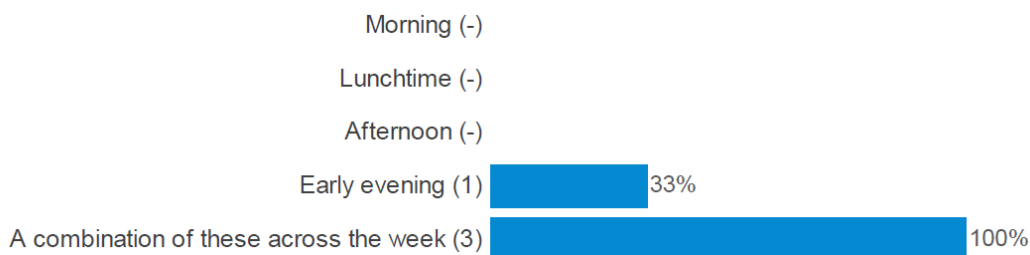
**Responses from Consultation Survey**

**Responses to the question “Do you agree with the proposal that this library should be a group 2 library?”**

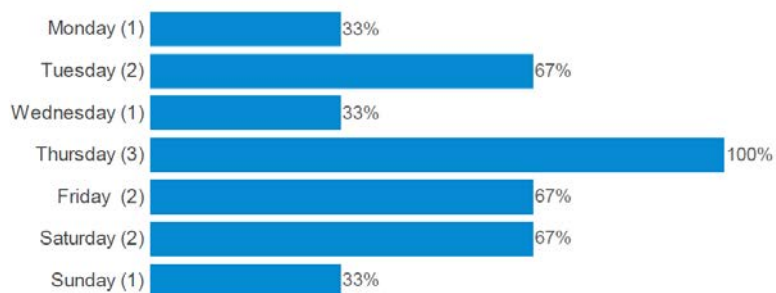
69 people responded to this question, with 56 (71%) agreeing with the proposal, and 23 (29%) disagreeing.

22 comments were made in the section asking why people disagreed with the proposal, and 19 of them were positive about the library, suggested it should be in Group 1 or were about how much the respondent valued the services. Comments included requests that it’s extended or has better signage, but in the context of wanting it to stay open.

**Responses to the question “To help us plan future opening hours, when would you be most likely to want to use this library?”**



**Responses to the question “What days of the week would you prefer this library to be open?”**



With this library, we asked for comments on:

At this library, we propose a reduction in staffed hours to reflect usage patterns

We had 38 comments in response to this proposal. There were a range of issues being raised with no clear theme from a small response. Example comments included

*“I think as doors close people say away, the more the doors close the less people will drop in.”*

*“What? Comment on just the fact that you “propose a reduction in staffed hours to reflect usage patterns”? What is the detail?! To what extent reduced staffed hours? The only comment I can make on this is that it cannot be a good thing. How can it possibly be a good thing to have a reduction in staffed hours?”*

**Issues specific to Equalities communities raised through the consultation**

Nothing specific

**Other local factors raised through the consultation**

Need for libraries serving deprived communities was a common factor in the responses.

## Lawrence Weston

Official consultation activity	Attendees	Date
Library Drop-In Session	1	10 <sup>th</sup> April 2015
Neighbourhood Partnership area meeting	20	31 <sup>st</sup> March 2015

### **Responses from meeting in the Avonmouth & Kingsweston Neighbourhood Partnership area to discuss the local libraries**

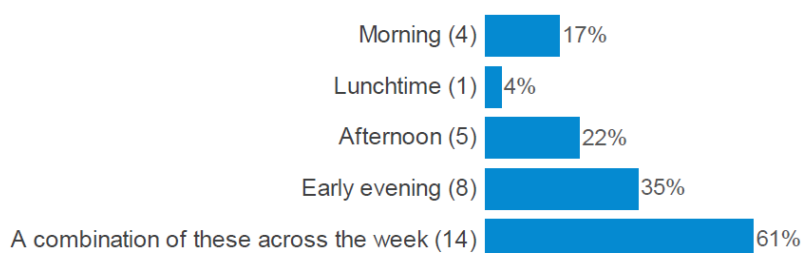
Full meeting notes available online [here](#). The meeting included discussions about Lawrence Weston not being an ideal library, and how it could be incorporated into the community hub that is in development for the area, as one thing people like are the shared services on the same site.

### **Responses from Consultation Survey**

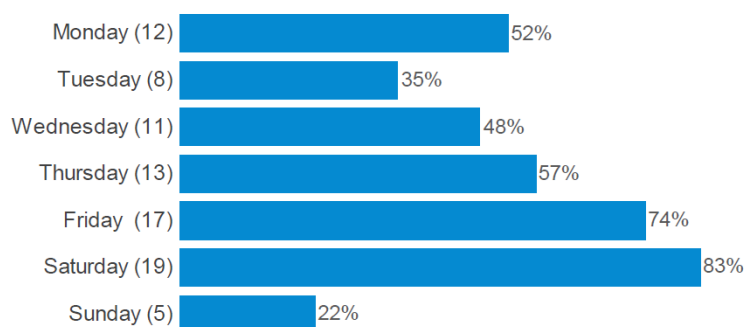
#### **Responses to the question “Do you agree with the proposal that this library should be a group 2 library?”**

25 people responded to this question, with 23 (92%) agreeing with the proposal, and 2 (8%) disagreeing.

#### **Responses to the question “To help us plan future opening hours, when would you be most likely to want to use this library?”**



#### **Responses to the question “What days of the week would you prefer this library to be open?”**



### **Issues specific to Equalities communities raised through the consultation**

One group was pleased the library was in Group 2, and looked forward to it being incorporated into the future community hub.

### **Other local factors raised through the consultation**

Need for libraries in deprived areas raised.



**Marksbury Road**

Activity	Attendees	Date
Library Drop-In Session	8	29 <sup>th</sup> April 2015
Neighbourhood Partnership area meeting	14	20 <sup>th</sup> April 2015

**Responses from the meeting in the Greater Bedminster Neighbourhood Partnership area to discuss the local libraries**

Full meeting notes online [here](#). The meeting disagreed with the library being outside Groups 1 or 2, and included discussion about Compass Point Children’s Centre use of the building, and other possible uses, for example by doctors’ surgery. The Friends of Marksbury Road group gave ideas of ways the building could be extended and developed. The need to protect libraries in deprived areas was raised.

**Responses from Consultation Survey****Responses to the question “Do you agree with the proposal that this library sits outside of Group 1 and 2?”**

145 people responded to this question, with 22 (15%) agreeing with the proposal, and 123 (85%) disagreeing.

Key themes from **comments about this library’s proposed grouping** are:

**1 Happy / Value the library**

Comments showing respondent is happy with existing services and offer from the library, meets respondent’s needs and serves community well

**2 Community need for a library in the area**

Comments making the case for the locality to retain its library, citing groups within the local community who use / need it

**3 Library already in a good location**

Comments support library’s existing location and its accessibility to respondents

**4 Other libraries too far away**

Comments that alternative libraries are too far away, including difficult to get to by public transport, need a car to get there and too far to walk

Example comments in these categories include:

*“This is in a great location and fulfils a vital role in the community. We attend the ‘bounce and rhyme’ session every Friday which is fantastic as do a lot of my friends.”*

*“We want this library kept open. It’s part of the community - part of my kid’s lives. Parson St school walk here every week and I regularly bring my kids (6yrs & 2yrs). Have been here for storytelling, crafts, baby singing. Everything isn’t about computers, kindles etc. Kids need to be inspired by books.”*

*“Although, a small library it is well located near to several schools and within a predominantly residential area - serving the community in which it is located. It has the potential to be modernised and the community deserve to have access to this facility.”*

*“It is walking distance for me and my three small children. Bedminster library is too far for us. There aren’t many places to visit with children locally, so we use the library all the time, especially in the school holidays.”*

Key themes from **comments about possible alternative use** for the building

- No change
- Community use
- Services for children and young people
- Combine with other services

<b>1 No change</b>	Comments against any changed use for the building and wanting it to remain as a library
<b>2 Community use</b>	Comments emphasising how the library should retain its community access and suggesting new community uses for the building, often alongside a library
<b>3 Services for children and young people</b>	Comments which suggest how the building / library could offer an expanded range of services for children, parents and young people
<b>4 Combine with other services</b>	Suggestions about additional local services which could be offered at the building, normally suggested alongside a continuing library service

Example comments include

*“I want it to stay as a library. I don't mind other community uses like the children's centre or playgroups, or maybe other meetings and things like evening classes or groups for older people, but it needs to stay as a library with books, DVDs, computers etc for everybody to use.”*

*“Use the library as a school library - integrate with parson st school to use as a resource centre and flexible hall space. Build a toilet facility (£2k?) and then handover to the school. The school could then manage use by the school but also by other community groups out of hours as they do with their swimming pool.”*

*“Could do otherwise with becoming a community run centre with multiple uses, its location is prominent, the opportunities should be explored, starting with the 6 classes a week visits from Victoria Park, Parson Street and the new Marksbury road School and looking at how social prescribing could be extended and strengthened from St John's Lane Health Centre, perhaps even Young Bristol”*

*“Libraries have changed. They are no longer pure, quiet 'shush' reading areas. Embrace the life aspect they have now become: Allow café food, weekend morning, read newspapers, modern kids interests. Adult education like one off courses i.e. internet safety. Have a meeting space that can be booked and used by the public.”*

**Local factors**

Other local factors arising from the survey responses include:

- Current used of the building by Compass Point Children’s Centre to provide outreach services into the community on days the library is closed
- Parson Street School runs regular walking trips for classes to the library in school time
- Potential for the building to offer more services for children and young people. Area perceived to be lacking these facilities.
- Perception that the nearest libraries, Bedminster and Central are too far / hard to get to

**Equalities considerations**

Responses in the survey comments from people from equalities communities

Gender	Some mothers use the library after their children finish at Parson's St School. Need for more children's services. Distance to alternative libraries cited by some as a barrier to mothers with young children without a car.
Younger people < 24 years	Young children who currently walk to the library would face increased problems travelling to an alternative
Older people > 65 years+	Perception is that Malago Vale has no alternative facilities for older people
BME	No race specific issues identified
LGBT	No sexuality specific issues identified
Disabled	Comment that more "personal" libraries such as this can be valuable for people suffering from mental health conditions e.g. anxiety as they are less intimidating buildings and there is more support likely to be available from staff. Perception that it's difficult for people with disabilities e.g. arthritis to get to Bedminster
Faith	No faith specific issues identified

### Campaigns and community activity

Included :

- "[Save Marksbury Road](#)" active online campaign, including a protest at the library and a stall at the North Street 'Make Sunday Special'.
- [Friends of Marksbury Road library facebook group](#) encouraging involvement in the consultation.
- "[Save Marksbury Road Library](#)" petition on the Council's online petition website, with 253 signatures. Physical petition with over 250 signatures received ([click here](#) to see the collection of informal responses in the Supporting Resources section of the Council's website)
- Letter from Parson Street School governors ([click here](#) to see the collection of informal responses in the Supporting Resources section of the Council's website)

**Redland Library**

Activity	Attendees	Date
Library Drop-In Session	25	28 <sup>th</sup> April 2015
Neighbourhood Partnership area meeting	20	13 <sup>th</sup> April 2015

**Responses from the meeting in the Bishopston, Cotham & Redland Neighbourhood Partnership area to discuss the local libraries**

Full meeting notes available online [here](#). The meeting disagreed with the library being outside Group 1 or 2, and concerns included feelings that “underinvestment” in the upkeep of the library was now having an impact on the community, and conversation about the status, including confirmation it is not a listed building. The possibility of a community Asset Transfer was discussed, and using volunteers – and concerns raised that if the library was closed, the next nearest libraries are perceived as too far away and inaccessible.

**Responses from Consultation Survey****Responses to the question “Do you agree with the proposal that this library sits outside of Group 1 and 2?”**

535 people responded to this question, with 57 (11%) agreeing with the proposal, and 478 (89%) disagreeing.

Key themes emerging from **comments about this library’s proposed grouping** are:

**1 Already in a good location**

Comments support library’s existing location and its accessibility to respondents

**2 Library well used**

Comments about how well used the library is perceived to be, sometimes citing usage figures

**3 Library already in a good location**

Comments support library’s existing location and its accessibility to them

**4 Happy/value library**

Happy with existing services and offer from the library, meets respondent’s needs and serves community well

Example comments include:

*“This library is in a very convenient place, being near to a main road and shops. I can walk to it from my home, which I can’t say for other libraries in Bristol. It has everything I expect from a library, books, newspapers, computers, CD’s and DVD’s.”*

*“The library is conveniently located, with easy access to parking and retail... It is always busy and attracts a range of people from across the community - in particular it seems to provide really important computer access to a lot of people who otherwise don’t have it....”*

*“As far as I can see this library actually very well used and is always full when I go there, whatever day or time. “*

*“Because I value Redland library highly .It is near to my home and I visit it very regularly . The building may be old but some fresh paint would improve it’s appearance . The on line services seem to be used by many local residents . As I have access to the internet at home I only take books out on loan . If I had to travel to another library to have a decent choice of books my use of the library would diminish and I think this would apply to others especially families with young children”*

Key themes emerging from **comments about possible alternative use** for the building

<b>1 No change</b>	Comments against any changed use for the building and wanting it to remain as a library
<b>2 Service suggestions</b>	Comments largely assuming building will continue as a library and making suggestions for how the service could be developed
<b>3 Community use</b>	Comments emphasising how the library should retain its community access and suggesting new community uses for the building, often alongside a library
<b>4 Services for children and young people</b>	Comments which suggest how the building / library could offer an expanded range of services for children, parents and young people

Comments included:

*“This needs to be a library - not another facility such as a community centre. The focus needs to be on access to books!”*

*“I like the idea of using the building as a community centre with multiple uses. Hopefully this would take into account the needs and wishes of the local community.”*

*“Meetings for small groups - the venue would be great for that. Computer lessons for all - especially for senior citizens.... Advertise local activities, clubs, events, etc.”*

*“The library could remain as is but include more services for children, e.g. baby and parent group, playgroup for toddlers, activities for young children, as well as coffee mornings for older people.”*

**Local factors**

- Although there was a low response from students, some other respondents say the use by University of Bristol students should be a factor for keeping the library.
- Feeling that the Council has neglected the building over the years, and the grouping is based on this
- Branch libraries function together so when one is closed people use nearby alternatives e.g. Clifton, so face a cumulative effect if both were closed

**Equalities Issues**

Responses in the survey comments from people from equalities communities

Younger people < 24 years	Used by students, often university, as place to study
Older people > 65 years+	Perception of difficulty getting to other libraries due to distance
Gender	Impact upon parents with young children
BME	No specific issues raised
LGBT	No specific issues raised
Disabled	Perception of difficulty getting to other libraries due to distance/accessibility
Faith	No specific issues raised

**Campaigns and community activity included**

- “Save Redland Library” petition organised by Friends of Redland Library with 162 signatures
- In-depth proposal submitted by Councillor Negus about how the building could be used differently, with options for earning revenue from it. [Click here](#) to see it in the collection of informal responses in the Supporting Resources section of the Council’s Consultation website.
- “[Save Redland Library](#)” petition on the website of Stephen Williams, the former local MP (not submitted to the Council)

**Sea Mills Library**

Activity	Attendees	Date
Library Drop-In Session	15	9 <sup>th</sup> April 2015
Neighbourhood Partnership area meeting	20	31 <sup>st</sup> March 2015

**Responses from the meeting in the Avonmouth & Kingsweston Neighbourhood Partnership area to discuss the local libraries**

Full meeting notes online [here](#). The meeting disagreed with the library being outside of Groups 1 or 2, and included discussion about need for library to help bring communities together, and the importance of the social aspects of libraries. There were also concerns about staff cuts, and conversations about volunteers, and evening opening.

**Responses from Consultation Survey****Responses to the question “Do you agree with the proposal that this library sits outside of Group 1 and 2?”**

343 people responded to this question, with 26 (8%) agreeing with the proposal, and 317 (92%) disagreeing.

Key themes from **comments about this library’s proposed grouping** are:

**1 Community Need**

Comments making the case for the locality to retain its library, citing groups within the local community who use / need it

**2 Happy / value library**

Comments showing respondent is happy with existing services and offer from the library, meets respondent’s needs and serves community well

**3 Library already in a good location**

Comments supporting library’s existing location and its accessibility to respondents

**4 Invest in facilities**

Happy with existing services and offer from the library, meets respondent’s needs and serves community well

Example comments included

*“Sea Mills Library provides access to books and IT access in an area where many homes struggle to provide them. Neither Shirehampton, nor Westbury Libraries are easily accessible to those without a car due to the poor state of the bus services. Closing Sea Mills library risks making it hard for many families to access the service. Sea Mills residents deserve a library...”*

*“I think Sea mills library and staff provide a wonderful local community service.”*

*“It’s a pleasant welcoming building on a bus route and good road, that could easily be used for additional community activities”*

*“There are few facilities for recreational activities in this area, and the library is like a breath of fresh air here, with a good selection of reading material, pleasant, helpful staff and the opportunity to have small social gatherings.”*

Key themes from **comments about possible alternative use** for the building:

- Service suggestions
- Community use

- No change
- Combine with other services

<b>1 Service suggestions</b>	Comments largely assuming building will continue as a library and making suggestions for how the service could be developed
<b>2 Community use</b>	Comments emphasising how the library should retain its community access and suggesting new community uses for the building, often alongside a library
<b>3 No change</b>	Comments against any changed use for the building and wanting it to remain as a library
<b>4 Combine with other services</b>	Suggestions about additional local services which could be offered at the building, normally suggested alongside a continuing library service

Example comments included

*“In Sea Mills there are very limited community facilities except the library. For families with young children it is one of the few affordable/free places to go locally. If we lose sea mills and Westbury library we will have no library within walking distance, meaning we have to drive, or people who don't drive will not have easy access to a library.....”*

*“There is a children's centre in sea mills, so a service for children and families would be duplication. The key thing that should be retained is a building / service that is open during the day for the community to drop in and access facilities like IT, printing, photocopying, activities to encourage reading for children like story time, access to newspapers/magazines, etc.”*

*“There is a community centre adjacent to the Sea Mills Library. Combining these two will provide a real focus for many community groups, including library users.”*

*“You could have a library that has lots of fiction books for children, and less non-fiction books, as lots of these can be accessed on-line. Children need to read books, because if they type online, mobile, tablet a lot of the spelling are abbreviations, or an automatic spell checker is used. We could have councillors meeting as they used to in libraries many years ago, there is nothing like speaking face to face with councillors or Mps”*

Other local factors arising from our community engagement work include:

- Potential for the library to work better with the adjacent community centre alongside it
- Concern about the cumulative impact of Westbury closing and potential for Henleaze and Shirehampton to cope with the increased demand

**Equalities considerations**

Responses in the survey comments from people from equalities communities

Younger people < 24 years	No specific issues identified
Older people > 65 years+	Used by older people as a meeting place Library within walking distance for some older people Concern about accessing alternatives by public transport. ‘Knit and natter’ provides social contact and support for older people
Gender	Very few free places to go locally with children Close to a school and community centre for combined trips One respondent says there are limited options for places to go indoors after

	school with children in Sea Mills
BME	No specific issues identified
LGBT	No specific issues identified
Disabled	Concern about travelling to other venues if closed Recognition Sea Mills library has good disabled facilities Some disabled people don't have cars and find accessing alternative venues difficult One respondent commented it's used as "a 'safe haven' for vulnerable adults and their carers, where they are known and helped by staff"
Faith	Functions as a secular space in the area

### Community activity included

- Active "[Save Sea Mills Library](#)" website and campaign group with lots of activities, including a petition run by an 8 year old boy that received 450 signatures and was delivered to the Mayor. ([Click here](#) to see the press cuttings about it in the collection of informal responses on the Supporting Resources section of our website)
- "[Save Sea Mills Library Service](#)" petition on the council's e-petitions site, set up by Councillor Leaman, with 62 signatures and 218 signatures on accompanying physical petition
- Meetings between the campaign group and the community Development Team to start looking at Community Models
- "[Save Sea Mills Library](#)" petition on the site of Charlotte Leslie MP (not submitted to the Council).



**Shirehampton**

Official consultation activity	Attendees	Date
Library Drop-In Session	3	8 <sup>th</sup> April 2015
Neighbourhood Partnership area meeting	20	31 <sup>st</sup> March 2015

**Responses from meeting in the Avonmouth & Kingsweston Neighbourhood Partnership area to discuss the local libraries**

Full meeting notes available online [here](#). The meeting focused on Lawrence Weston and Sea Mills, but included comments that the opening hours of Shirehampton make it difficult for working people to use it, and the need for more computers.

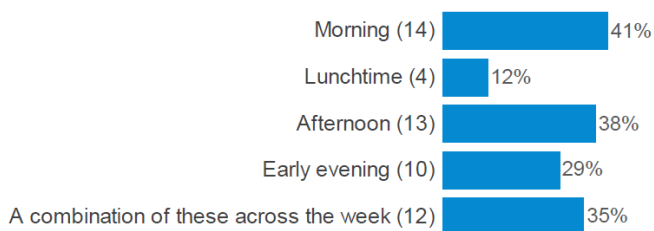
**Responses from Consultation Survey**

**Responses to the question “Do you agree with the proposal that this library should be a group 2 library?”**

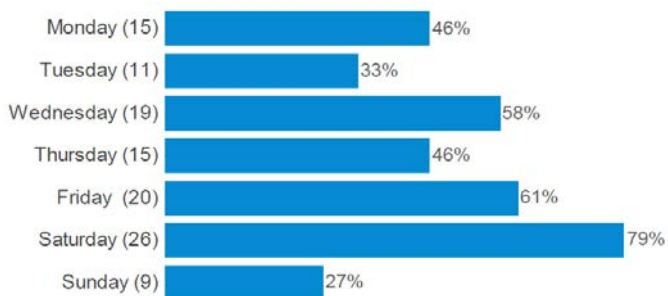
52 people responded to this question, with 39 (75%) agreeing with the proposal, and 13 (25%) disagreeing.

11 comments were made in the section asking why people disagreed with the proposal, and 8 of them were positive about the library, suggested it should be in Group 1 or were about how much the respondent valued the services.

**Responses to the question “To help us plan future opening hours, when would you be most likely to want to use this library?”**



**Responses to the question “What days of the week would you prefer this library to be open?”**



**Issues specific to Equalities communities raised through the consultation**

Nothing specific

**Other local factors raised through the consultation**

Nothing specific

## Southmead

Official consultation activity	Attendees	Date
Library Drop-In Session	2	11 <sup>th</sup> March 2015
Neighbourhood Partnership area meeting	8	23 <sup>rd</sup> April 2015

### **Responses from meeting in the Henbury & Southmead Neighbourhood Partnership area to discuss the local libraries**

Full meeting notes available online [here](#). The importance of computer access in the area was raised, and a discussion had about relocating Southmead are part of the development of Greystoke Strip, and whether as part of the development, a new building could be built to incorporate a Community Centre with disabled facilities as well as some sort of play/creche area and community hub for the area.

The meeting also included discussion about swipe card access, possible use of volunteers and suggestions for how other services could be delivered from the library, and other uses made of the space.

### **Responses from Consultation Survey**

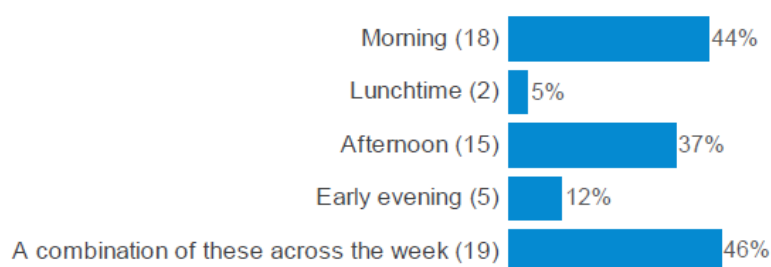
#### **Responses to the question “Do you agree with the proposal that this library should be a group 2 library?”**

61 people responded to this question, with 45 (74%) agreeing with the proposal, and 16 (26%) disagreeing.

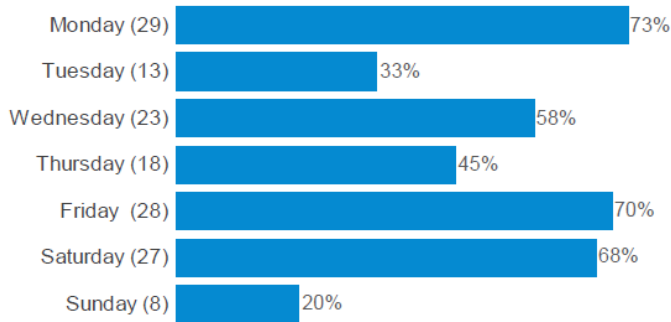
14 comments were made in the section asking why people disagreed with the proposal, and 9 of them were positive about the library, suggested it should be in Group 1 or were about how much the respondent valued the services.

In the section asking about opening hours, the majority disagreed with the proposals, and comments included the need for opening after school and work hours, and the importance of the computers for job seekers.

#### **To help us plan future opening hours, when would you be most likely to want to use this library (Tick up to two responses)**



**What days of the week would you prefer this library to be open?  
(Please select a maximum of four days )**



**Specific opening hours**

With this library, we asked for comments on:

Staffed library, although reduction in staffed hours to reflect usage patterns. One more closed day per week.

We had 30 comments in response to this proposal. Most of the response rejected the proposal for a range of different reasons: There were a range of issues being raised with no clear theme from a small response:

*“No keep open as much as possible worked in this library for a long time and used this as my home library from home and at school. know how vital the service is and how library staff work with members of the public”*

*“Please don't close this library on an additional day. It would be a significant loss to the community.”*

*“Would rather it remained open five days per week”*

**Issues specific to Equalities communities raised through the consultation**

The Southmead Over 50s Forum thought swipe cards are a good idea but had concerns about safety.

**Other local factors raised through the consultation**

Nothing specific

**St George**

Official consultation activity	Attendees	Date
Library Drop-In Session	7	17 <sup>th</sup> April 2015
Neighbourhood Partnership area meeting	4	7 <sup>th</sup> April 2015

**Responses from meeting in the St George Neighbourhood Partnership area to discuss the local libraries**

Full meeting notes available online [here](#). Concerns were raised about reductions in staffing hours and the impact on the library, and the current waiting times for computers. Suggestions were made about combining other services with the library, and possibly extending the library, including to help with the shortage of meeting rooms in the area.

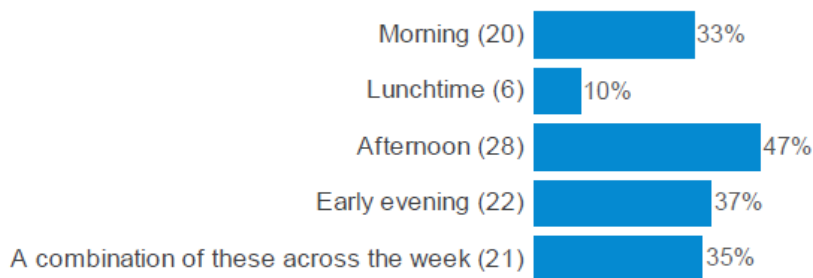
**Responses from Consultation Survey**

**Responses to the question “Do you agree with the proposal that this library should be a group 2 library?”**

71 people responded to this question, with 60 (85%) agreeing with the proposal, and 11 (15%) disagreeing.

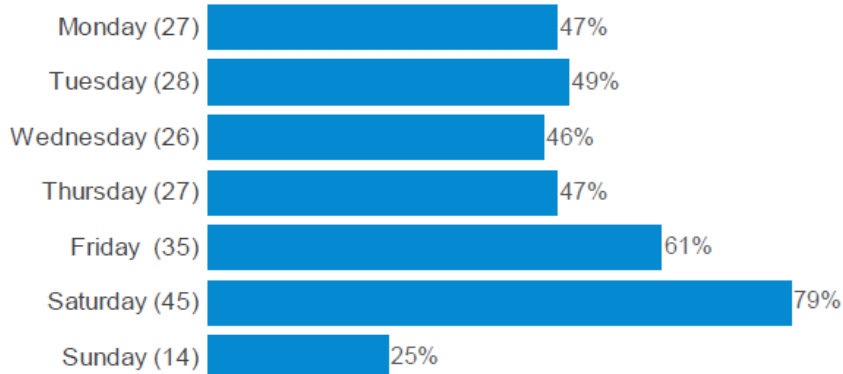
9 comments were made in the section asking why people disagreed with the proposal, and 7 of them were positive about the library, thought it should be in Group 1 or were about how much the respondent valued the services.

**To help us plan future opening hours, when would you be most likely to want to use this library (Tick up to two responses)**



**What days of the week would you prefer this library to be open?**

**(Please select a maximum of four days - what days of the week would you prefer this library to be )**



In the section asking about opening hours, the majority disagreed with the proposals, and comments included the need for opening after school and work hours.

With this library, we asked for comments on:

At this library, we propose a reduction in staffed hours to reflect usage patterns.

We had 38 comments in response to this proposal. Most of the response rejected the proposal for a range of different reasons: There were a range of issues being raised with no clear theme from a small response:

*“As long as the propose reflects best use of the public useage, reduced opening times are ok.”*

*One felt the proposal was not specific enough to comment on – a point repeated by other respondents with the same proposal on other libraries:*

*“Can you provide us with more detailed information concerning the data you have collected on usage patterns in order to answer this?”*

*“It would be a shame to restrict access even further”*

### **Issues specific to Equalities communities raised through the consultation**

In the consultation with secondary school pupils from Brunel Academy, Speedwell, this was mentioned as a library the young people valued because it's “a great library”, in a good location, well laid-out, with lots of books it was close to their school – but they wanted improvements, such as making it bigger, painting it and opening after school and at weekends. [Click here](#) to see the full Secondary school report on the Supporting Resources section of our website for more information.

### **Other local factors raised through the consultation**

Nothing specific

**St Pauls**

Official consultation activity	Attendees	Date
Library Drop-In Session	0	2 <sup>nd</sup> April 2015
Neighbourhood Partnership area meeting	4	26 <sup>th</sup> March 2015

**Responses from meeting in the Easton, Ashley & Lawrence Hill Neighbourhood Partnership area to discuss the local libraries**

Full meeting notes available online [here](#). Discussions included the importance of access to computers in St Pauls, and issues of lack of privacy in the current space, about the reduction in opening hours, and possibilities of schools and other groups using the space when the library is closed.

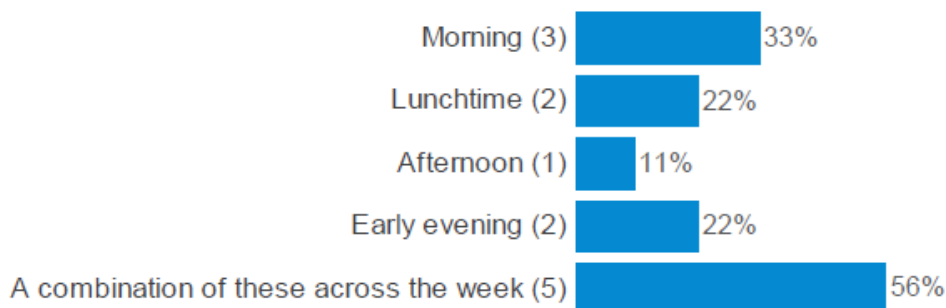
**Responses from Consultation Survey**

**Responses to the question “Do you agree with the proposal that this library should be a group 2 library?”**

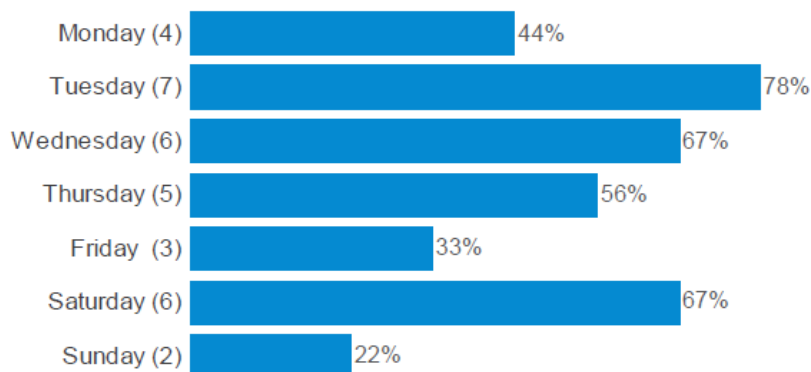
21 people responded to this question, with 12 (57%) agreeing with the proposal, and 9 (43%) disagreeing.

9 comments were made in the section asking why people disagreed with the proposal, and 4 of them were positive about the library or were about how much the respondent valued the services, while 5 people from outside the area suggested it should not be in Groups 1 and 2 because of the proximity to Junction 3, including instead of their local library.

**To help us plan future opening hours, when would you be most likely to want to use this library (Tick up to two responses)**



**What days of the week would you prefer this library to be open? (Please select a maximum of four days)**



### **Specific opening hours**

With this library, we asked for comments on:

Staffed service, although small reduction in staffed hours linked to patterns of usage

In the section asking about opening hours, the majority disagreed with the proposals, and comments included the need for opening after school and work hours, and the importance of the computers for job seekers.

### **Issues specific to Equalities communities raised through the consultation**

Nothing specific

### **Other local factors raised through the consultation**

The importance of libraries in poorer/deprived areas was raised when talking about St Pauls.

**Stockwood**

Official consultation activity	Attendees	Date
Library Drop-In Session	2	12 <sup>th</sup> March 2015
Neighbourhood Partnership area meeting	0	8 <sup>th</sup> April 2015

**Responses from Meeting in the Neighbourhood Partnership area to discuss the local libraries**

There were no attendees at the consultation meeting in Stockwood, Hengrove and Whitchurch, so no summary is provided.

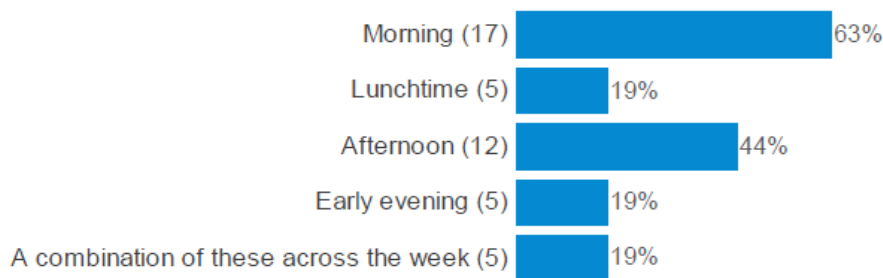
**Responses from Consultation Survey**

**Responses to the question “Do you agree with the proposal that this library should be a group 2 library?”**

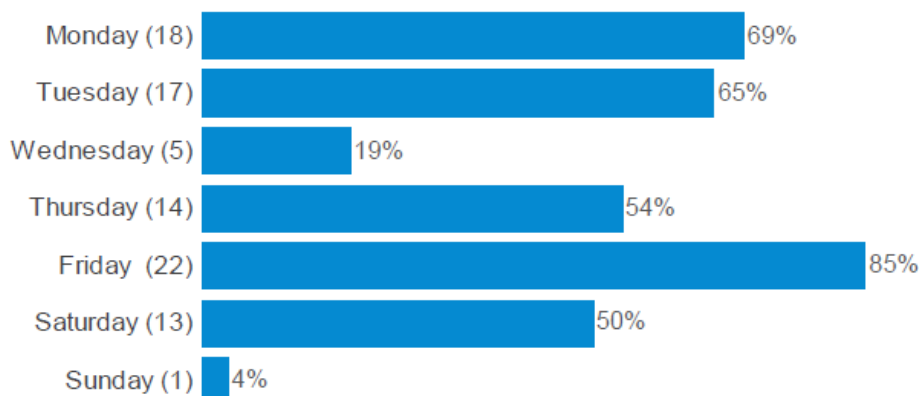
35 people responded to this question, with 28 (80%) agreeing with the proposal, and 7 (20%) disagreeing.

7 comments were made in the section asking why people disagreed with the proposal, and 5 of them were positive about the library, or were about how much the respondent valued the services.

**To help us plan future opening hours, when would you be most likely to want to use this library (Tick up to two responses - when would you be most likely to want to use this library - Stockwood)**



**What days of the week would you prefer this library to be open? (Please select a maximum of four days - what days of the week would you prefer this library to be - Stockwood)**



**Specific opening hours**

With this library, we asked for comments on:



At this library, we propose a reduction in staffed hours to reflect usage patterns.

We had 19 comments in response to this proposal. Amongst a very small response, the majority disagreed:

*“Disgusting!! No wonder literacy is poor, libraries closing another day??? Appalling!”*

*“I don't agree that lower staffed hours will be beneficial. Librarians are a valuable resource. People with a lower literacy rate and low computer knowledge need additional help to use library facilities. This is the valuable role of the librarian.”*

A small number agreed and some suggested opening hours:

*“11am-4pm would be better than 12pm-5pm.”*

### **Issues specific to Equalities communities raised through the consultation**

Nothing specific

### **Other local factors raised through the consultation**

Nothing specific

## Westbury Library

Activity	Attendees	Date
Library Drop-In Session	10	25 <sup>th</sup> March 2015
Neighbourhood Partnership area meeting	216	15 <sup>th</sup> April 2015

### Responses from meeting in the Henleaze, Stoke Bishop, Westbury on Trym Neighbourhood Partnership area to discuss the local libraries

Full meeting notes available online [here](#). The meeting disagreed with the library being outside Groups 1 or 2, and included conversations about why the proposals weren't based on current usage, and that the popularity of the library should be a factor for it not to close, along with other arguments against closing the library. Alternative models were discussed, including using the land to generate income.

### Responses from Consultation Survey

#### Responses to the question “Do you agree with the proposal that this library sits outside of Group 1 and 2?”

1,570 people responded to this question, with 65 (4%) agreeing with the proposal, and 1,570 (96%) disagreeing.

Key themes emerging from **comments about this library's proposed grouping** are:

	Library is already in a good location
1	Comments supporting library's existing location and its accessibility to respondents Happy / Value the library
2	Comments showing respondent is happy with existing services and offer from the library, meets respondent's needs and serves community well Library well used
3	Comments about how well used the library is perceived to be, sometimes citing usage figures <b>Other libraries too far away</b>
4	Comments that alternative libraries are too far away, including difficult to get to by public transport, need a car to get there and too far to walk

Example comments include

*“Westbury on Trym library is a beautiful building inside, it is well laid out and is easy to access for wheelchair (and pushchair) users. It is situated in a brilliant location next to the park and near the centre of the village, making it really convenient for the local community, especially families. It is also heavily used by the local community...”*

*“Sometimes it not about 'fit for purpose', it's about legacy and the legacy we leave the next generation... [It] is a lovely welcoming space and I am confused as to why it doesn't fit into group! ...it's open on regular hours, it has IT resources available, staffed by librarians and has a fantastic stock of books, is part of the community, has groups run within the library... trying not to be a snob but I doubt many locals would then venture to Henbury or Southmead!..”*

*“Westbury is a well-used and popular library for all generations. Whatever the time of day it is never empty. Should Henleaze be the only library for three communities as proposed it will be overwhelmed. Older residents of Westbury will not be able to access Henleaze as there is no direct bus service; walking would be too difficult owing to the steep slopes.”*

*“The Library is in a perfect location for the many types of residents for which it is their local resource, either the young families or the elderly residents for whom the travel to an alternative library would just not be possible...”*

Key themes emerging from **comments about possible alternative use** for the building:

<b>1 No change</b>	Comments against any changed use for the building and wanting it to remain as a library
<b>2 Service suggestions</b>	Comments largely assuming building will continue as a library and making suggestions for how the service could be developed
<b>3 Community use</b>	Comments emphasising how the library should retain its community access and suggesting new community uses for the building, often alongside a library
<b>4 Services for children and young people</b>	Comments which suggest how the building / library could offer an expanded range of services for children, parents and young people

Example comments included

*“The best use for this building is as a library, we love our combined park/library trips and would probably stop using the library service if we no longer had a local library..”*

*“Need to make more multi-functional. Run children’s clubs after school. Host a "reading excellence" scheme for low- or high- capability young readers. Allow the community to use the building out of hours”.*

*“I disagree with the concept that a library needs also to be more of a community centre. The fundamental purpose of a library is to make books and related material available to the community”*

## Equalities considerations

Responses in the survey comments from people from equalities communities

Younger people < 24 years	Can combine a trip to the park and a visit to the library Teenagers without a car would face difficulties getting to alternative libraries Local children can walk to the library
Older people > 65 years+	Several older people commented they’d find the walk up the hill to Henleaze difficult Library within easy walking distance and is on the flat Library staff help with ICT use Some older people do not have computers at home and use the library’s computers Library used by lonely, elderly folk
Gender	Not all mothers have access to a car to reach alternatives Popular baby and toddler sessions
BME	No specific issues identified
LGBT	No specific issues identified
Disabled	Concern about travelling to other venues if closed Recognition Westbury Library has good disabled facilities One respondent found it ‘dementia friendly’ and other comments say that the library helps them to maintain their independence A few comments that blind people find it easy to walk there Some comments suggesting the library is used as a safe haven for vulnerable adults
Faith	No specific issues identified

### **Local factors**

- Support for existing building that fits the local environment.
- Feeling it is only in Group 3 because of the lack of toilets, and Canford Park public toilets mitigate this
- Comments about the nearest alternative libraries being in less convenient areas.

### **Community activity**

Included:

- Very active local campaign group on [facebook](#) and twitter that organised events including a protest march around Westbury village and activity days ([click here](#) to see examples of press coverage, in the Supporting Resources section of the consultation website)
- [Campaign](#) led by Councillor Gollop
- “[Save Westbury on Trym Library](#)” petition on the local MP (not submitted to the Council)
- “[Save Westbury Library](#)” petition on Councillor Campion-Smith’s website (Submitted to the Council on 21<sup>st</sup> July 2015))

**Whitchurch**

Official consultation activity	Attendees	Date
Library Drop-In Session	2	13 <sup>th</sup> March 2015
Neighbourhood Partnership area meeting	0	8 <sup>th</sup> April 2015

**Responses from Meeting in the Neighbourhood Partnership area to discuss the local libraries**

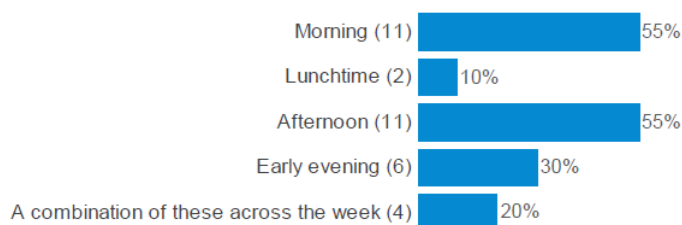
There were no attendees at the consultation meeting in Stockwood, Hengrove and Whitchurch, so no summary is provided.

**Responses from Consultation Survey**

**Responses to the question “Do you agree with the proposal that this library should be a group 2 library?”**

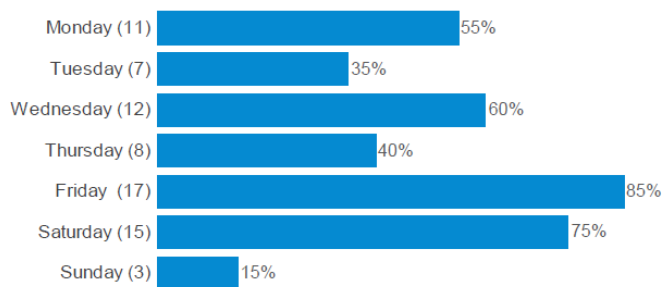
29 people responded to this question, with 20 (69%) agreeing with the proposal, and 9 (31%) disagreeing.

**To help us plan future opening hours, when would you be most likely to want to use this library (Tick up to two responses - when would you be most likely to want to use this library - Whitchurch)**



**What days of the week would you prefer this library to be open?**

**(Please select a maximum of four days - what days of the week would you prefer this library to be...)**



**Specific opening hours**

With this library, we asked for comments on:

At this library, we propose a reduction in staffed hours to reflect usage patterns.

We had 9 comments in response to this proposal. Amongst a very small response, the majority disagreed:

“I think a reduction in staffed hours will not be beneficial to the community. It already operates reduced hours and isn't open every day.”

Another had their own proposal:

“think this is the wrong way to look at this proposal, why not look upon staff and volunteers to run this library (training to be undertaken by volunteers), once the volunteers are trained, then maybe look at reducing some hours of the staff and keep the library open as per my proposal.”

**Issues specific to Equalities communities raised through the consultation**

Nothing specific

**Other local factors raised through the consultation**

Nothing specific

**Wick Road**

Official consultation activity	Attendees	Date
Library Drop-In Session	14	14 <sup>th</sup> April 2015
Neighbourhood Partnership area meeting	55	1 <sup>st</sup> April 2015

**Responses from meeting in the Greater Brislington Neighbourhood Partnership area to discuss the local libraries**

Full meeting notes available online [here](#). The meeting disagreed with the library being outside Groups 1 or 2. Issues were raised about the lack of community facilities in the area, lack of public transport access and the routes to the nearest alternative libraries, the impact on disadvantaged communities in the area, and inequality of provision between the north and the south of the city.

**Responses from Consultation Survey****Responses to the question “Do you agree with the proposal that this library sits outside of Group 1 and 2?”**

1,066 people responded to this question, with 27 (3%) agreeing with the proposal, and 1,039 (98%) disagreeing.

The most common reasons given in the comments were

1. Community need for a library in the area – including comments making the case for the locality to retain its library, citing groups within the local community who use / need it
2. Happy / Value the library – including comments showing respondent is happy with existing services and offer from the library, meets respondent’s needs and serves community well
3. Other libraries too far away – including comments that alternative libraries may be too difficult to get to by public transport/are too far to walk/need a car to get to
4. Library is already in a good location - Comments supporting library’s existing location and its accessibility to respondents

**Example comments disagreeing with the grouping**

“The library is an excellent community hub. It provides high quality learning experiences for pre-school infants - in particular the Friday morning storey, singing and crafts group. The range of books, audio books, and DVDs is very good. The staff are engaging and helpful...”

“Wick Rd Library is the only community building we have left in Brislington”

“Without it, residents would be over a mile (up an extremely long, steep hill) and in some cases more than 2.5 miles from their nearest library. This is unacceptable to those with mobility problems ...”

**Comments about possible alternative use**

The main comments in this section came into the following categories

1. No change - Comments against any changed use for the building and wanting it to remain as a library
2. Community use - Comments emphasising how the library should retain its community access and suggesting new community uses for the building, often alongside a library

3. Service suggestions - Comments largely assuming building will continue as a library and making suggestions for how the service could be developed
4. Suggestions for other alternative uses - Comments suggesting how the building could be used for other uses. Many of these comments suggest these alongside a library

### Example comments on alternative use

*“Keep as a library. It is already at its best use.”*

*“No alternatives! Keep the library for the neighbourhood.”*

*“I am in favour of services for children and older people using Wick Road Library as a base. The present children’s storytelling sessions are a huge success. The Computer Club for Older People on Mondays are also popular.”*

*“Community centre in this area has already closed so where would be a good site to combine both this and a library? More new houses are being built in this area and it is close to schools....”*

### Equalities

Responses in the survey comments from people from equalities communities

Younger people < 24 years	Community centre & youth centre both recently closed – if library closes there will be even less provision for young people in the area Children may not be able to independently travel to other libraries Children’s reading groups currently highly attended – what provision is there if removed
Older people > 65 years+	Perceived difficulty for older people to get to alternative libraries Some elderly people do not have computers at home and use the library’s computers
Gender	Perceived difficulty for mothers to take young children to alternative libraries Loss of meeting place for mother’s by removing children’s activities
BME	Lack of foreign language books, lack of spaces for people of other ethnic groups to meet
LGBT	No specific issues raised
Disabled	Perceived difficulty for disabled people to get to alternative libraries
Faith	No specific issues raised

### Issues specific to Equalities communities raised through the consultation

At some of the meetings with equalities community groups, people were unhappy about Wick Road being outside of groups 1 and 2. This included the Disability Equality Forum, the Multi-Faith Forum and some older people’s groups

### Other local factors raised through the consultation

Nothing specific

### Community activities taken into account included

- Very active local campaign group on [facebook](#), twitter and meetings, who have been organising events including a drive to get people involved with the consultation, including protest walks from Wick Road to Knowle Library, appearances on local tv and media, and making a film that will be produced in August 2015. ([Click here](#) to see examples of the press coverage in the Supporting Resources section of the consultation website)
- Petition to keep the library received with over 3,500 signatures, triggering a Full Council debate on 21<sup>st</sup> July



### **Detailed breakdown by Equalities Communities of Formal Consultation Responses to proposals on extended access through swipe cards**

This short additional report provides a more detailed analysis of the consultation survey responses and those from the formal consultation meetings undertaken with Equalities Groups to the proposals on extended access through swipe cards. It looks specifically at the breakdown of responses by Equalities Communities which are reflected in the final Equalities Impact Assessment in the Cabinet Report September 2015.

Citizens were asked to give their views on proposals relating to improved access to library services through technology. Swipe card access is possible and being trialled in a number of other councils in the UK. This technology would enable customers to use a library building at their convenience outside the staffed opening hours, either for traditional transactional use (returning/taking out books ect), or for wider access such as community group use.

**Across all groups**, the most groups of respondents agreed overall with the proposals (53% agree, 23% neither agree or disagree, 24% disagree) – however, a lot of the agreement was qualified by caveats about making sure safety concerns are addressed.

- **Infrequent users** are notably more in overall agreement than the overall respondents (at 63.7%), while **frequent users** disagree overall more than average, although only by a small amount (at 50.7%)
- **Younger people** (under 24 under) agree overall less than the average (at 51%)  
There was further breakdown within the categories:

- Most people under 16<sup>1</sup> (36%) neither agreed nor disagreed, and had significantly lower rates of both agreeing and disagreeing

- People aged 16-24 had significantly higher rates of 'strongly agree' than average (30% to 16%) and significantly lower rates of disagreement.

- **Older people** (65 and over) overall disagree more than average (at 29%), with further distinctions by age category:
  - People aged 65-74 have slightly lower agreement rates than average (52% to 53%), and disagree more (29% to 24%)
  - People over 75 had significantly lower agreement rates than average (44% to 53%) and higher rates of disagreement (28% to 24%)
- **Women's** responses are in line with the overall responses and agree and disagree at the same rate as the overall average.
- **Transgender people** are significantly more likely to strongly disagree however it is important to note the low number of transgender respondents (13) has an impact on the percentages
- People from **Black or Minority Ethnic (BME) communities** have a lower than average overall agreement rate and a slightly higher overall disagreement rate than

average, but their “strongly agree” rate is significantly higher than average (25% compared with average 16%). There are further breakdowns by different BME communities:

- The largest group of respondents are **Asian/Asian British** (93 replies) who are more likely to generally agree than average (57% to 53%) and strongly agree (33% to 16%), and less likely to disagree (21% to 24%)
- People from **Mixed or multiple ethnic groups** have higher rates of ‘strongly agree’ than average (18% to 16%), but less likely to agree overall than average (44% to 53%) and more likely to disagree (21% to 24%)
- **Black/African/Caribbean/Black British** people have significantly higher than average rates for ‘strongly agree’ than average (21% to 16%) but are less likely to agree overall (46% to 53%) and also have higher rates of ‘significantly disagree’ than average (23% to 10%)
- **Disabled people** disagree significantly more than the average (32% to 24%) and ‘strongly disagree’ significantly more (18% to 10%)
- **Lesbian, Gay and Bisexual (LGB)** people are more likely to agree (at 56%), and less likely to disagree than average (at 17%)
- **People from faith communities** have the same agreement and disagreement rate as the average respondents

Some replies to the survey from some members of equalities communities had specific concerns about swipe cards that directly related to their protected characteristics. It is important to see these in the context that many other members of the same communities included positive comments, but as they didn’t directly relate to their protected characteristics (e.g. positive about the idea because they could use the libraries after work, concerned about vandalism and feeling unsafe in general) we haven’t included them here:

Gender	Some considered that women would be more vulnerable to attack in an unsupervised library Some personal safety concerns expressed by female respondents
BME people	Some concerns about safety
LGB people	None specific
Transgender people	None specific
Disabled people	Some disabled people felt more vulnerable in an unsupervised library Concerns that if a disabled person had a fall in an unsupervised library there may be no one around to help

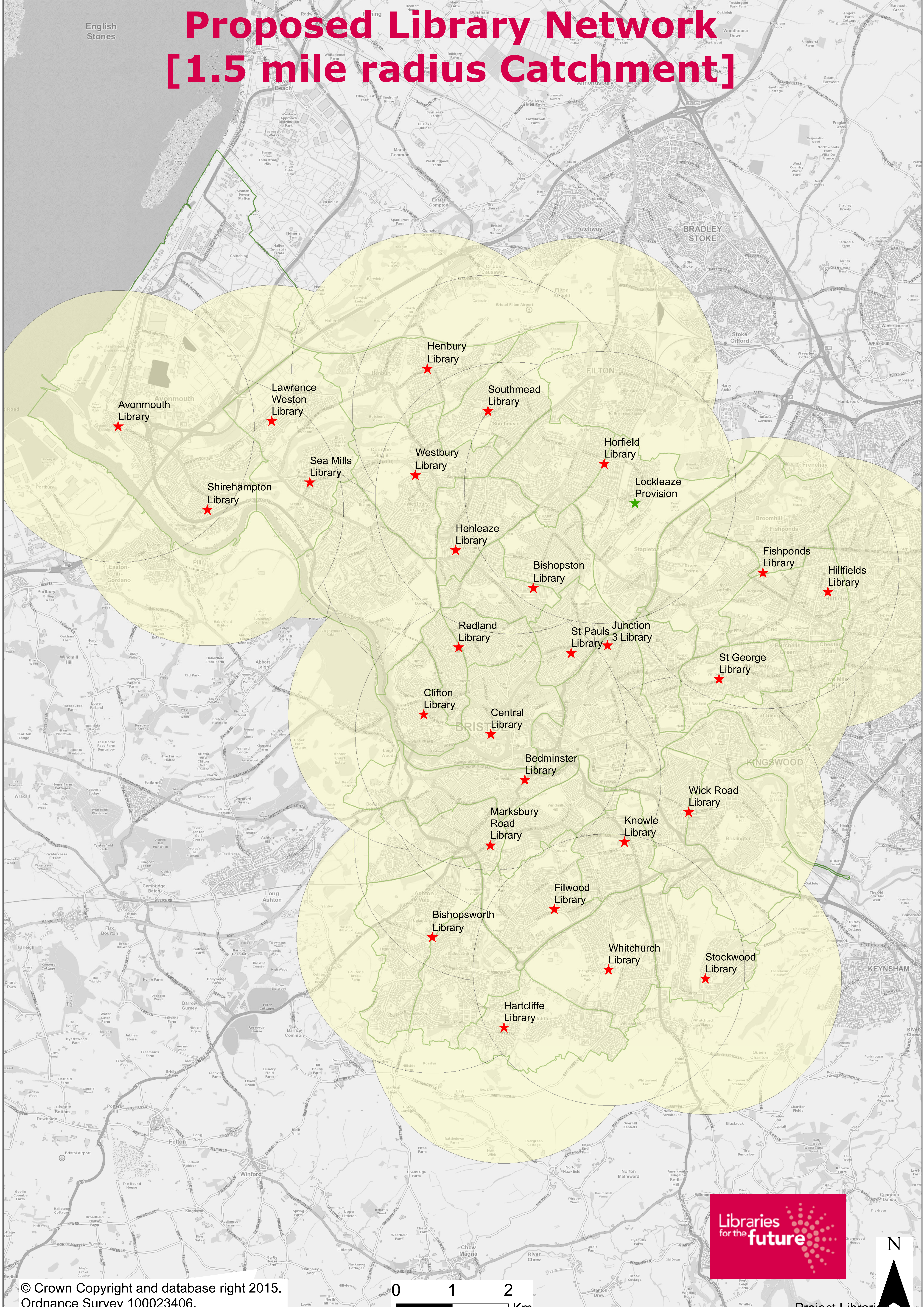
	Disabled people may require assistance to reach items
Faith communities	None specific
Younger people	Would benefit people who work to access libraries Students who need a quiet place to study could have greater access and flexibility
Older people	Some older people felt more vulnerable in an unsupervised library  Concerns that if an older person had a fall in an unsupervised library there may be no one around to help  Older people would need extra support to use the system – not as IT literate  Concerns that older people less likely to use library without staff compared to other groups

### **Key findings in relation to the swipe card proposal from meetings with Equalities communities**

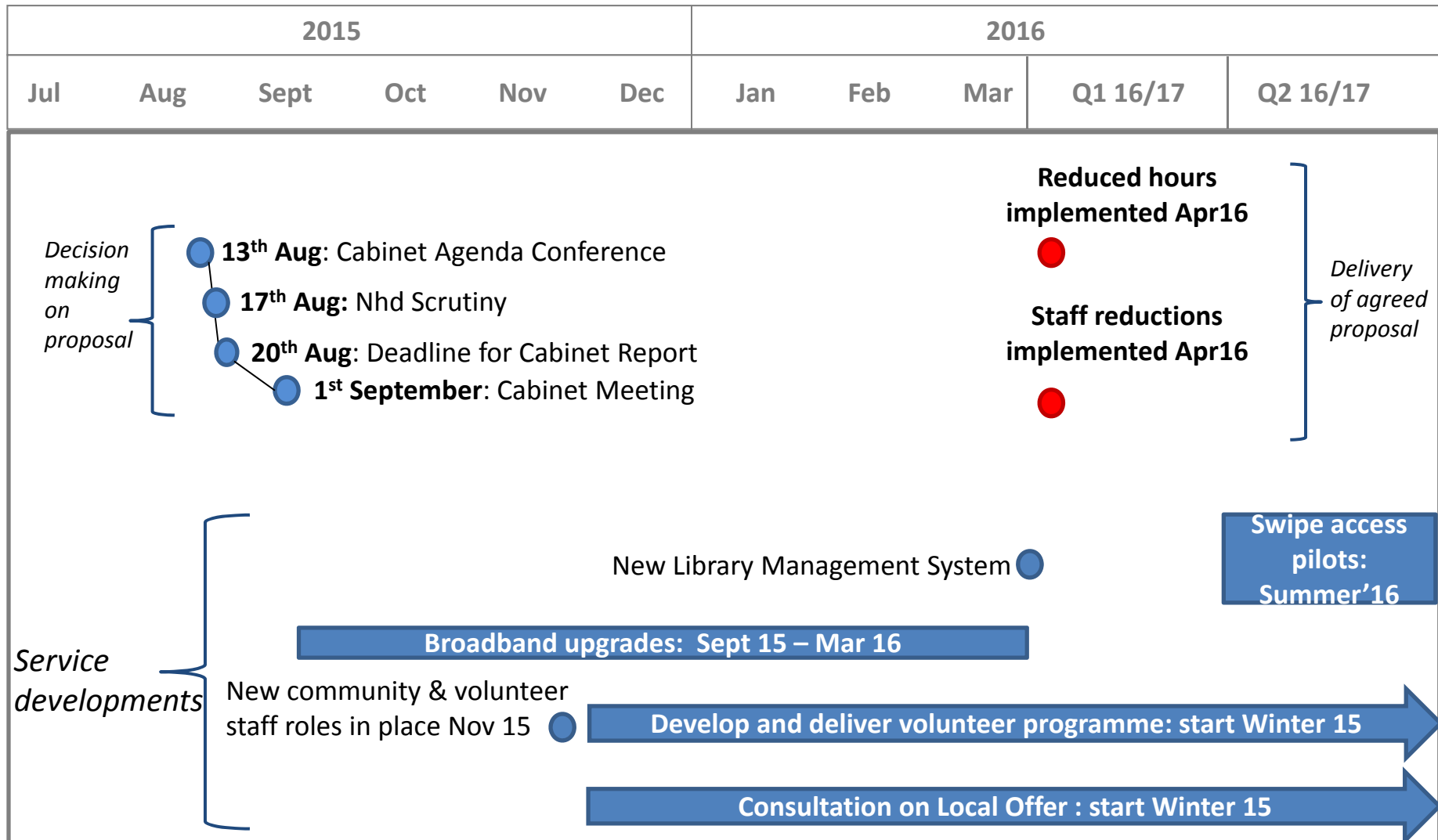
The sessions with equalities groups included a focus on extended hours access through swipe cards. The full range of responses is available within the Equalities Meetings report in the Resources section of the website, the key findings are:

- No equalities communities had a single clear agreement or disagreement with proposals, and within communities, as well as within specific groups, there are a range of mixed feelings about how a swipe card system could work. The strongest feelings against swipe cards came from disabled groups, with some groups strongly disagreeing with swipe cards – however other disabled groups agreed or had mixed feelings
- Some concerns were raised as general – for example, concerns about safety and being alone in a library.
- Some people who had concerns also felt very positive about the advantages of a system, if the concerns could be overcome, and saw opportunities, for example, community groups being able to run events in the spaces
- While there were concerns throughout the consultations that the introduction of swipe cards could mean that those citizens experiencing extreme social isolation, such as homelessness, would increase their usage of the library as a place to stay, one mental health group saw this as a positive, as enabling people with more chaotic lifestyles to access services, and enabling homeless people to remain in the libraries for longer.

# Proposed Library Network [1.5 mile radius Catchment]



# Indicative Timescales



Opening hours				
	Current weekly hours open	25% reduction		
		Proposed weekly hours open	no. of hours increase/reduction	% change
Bedminster	53	39.75	-13.25	-25%
Bishopston	39.5	29.625	-9.875	-25%
Bishopsworth	34.5	25.875	-8.625	-25%
Clifton	27	20.25	-6.75	-25%
Filwood	29.5	22.125	-7.375	-25%
Hartcliffe	29.5	22.125	-7.375	-25%
Henbury	34.5	25.875	-8.625	-25%
Henleaze	49	36.75	-12.25	-25%
Horfield	34.5	25.875	-8.625	-25%
Junction 3	41	30.75	-10.25	-25%
Knowle	41.5	31.125	-10.375	-25%
Redland	42.5	31.875	-10.625	-25%
Sea Mills	34.5	25.875	-8.625	-25%
St George	34.5	25.875	-8.625	-25%
St Pauls	30	22.5	-7.5	-25%
Southmead	29.5	22.125	-7.375	-25%
Stockwood	34.5	25.875	-8.625	-25%
Westbury	39.5	29.625	-9.875	-25%
Wick Road	36.5	27.375	-9.125	-25%
<b>Total</b>	<b>695</b>	<b>521.25</b>	<b>-173.75</b>	<b>-25%</b>

Hillfields	23	20	-3	-13%
Marksbury Road	23	20	-3	-13%
Shirehampton	23	20	-3	-13%
Whitchurch	26	20	-6	-23%

Hillfields, Marksbury Road, Shirehampton and Whitchurch would all fall below 20 hours a week if a 25% percentage reduction was used.

Avonmouth	13	20	7	54%
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Avonmouth Library is currently open for 13 hours a week. If we set a minimum number of hours open at 20 hours, we would be adding 7 hours to the weekly hours open.

Fishponds	47.5	41	-6.5	-14%
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Fishponds Library shares operational space with the CSP. Some reduction of opening hours are proposed and staff hours will reduce.

Lawrence Weston	30	30	0	0%
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Lawrence Weston Library shares operational space with the CSP. CSP staff oversee the library - there are no library staff currently.

Central	56	49	-7	-13%
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This was a separate consultation question - a reduction of 1 day a week and changes to evening opening.

Opportunities	
Proposed swipe-card access	Current interest in ownership/partnership
Possible*	
Possible*	
Possible*	
Possible*	Yes
Possible*	
Shared space /shared bldg	
Yes - PILOT	
Possible*	
Possible*	
Possible*	
Possible*	
Possible*	Yes
Possible*	Yes
Possible*	
No (non-BCC building)	
Possible*	
Yes - PILOT	
Possible*	
Possible*	
Possible*	
Possible*	
Possible*	Yes
No (non-BCC building)	
Possible*	Yes
Shared space/shared bldg	
Shared space/shared bldg	
Possible*	

Broadband speed		
Current broadband line	Proposed broadband line	
100Mb		Bedminster
2Mb (at Cheltenham Rd)	100Mb	Bishopston
100Mb		Bishopsworth
2Mb	100Mb	Clifton
100Mb		Filwood
100Mb		Hartcliffe
100Mb		Henbury
100Mb		Henleaze
100Mb		Horfield
100Mb		Junction 3
100Mb		Knowle
100Mb		Redland
2Mb	100Mb	Sea Mills
100Mb		St George
100Mb		St Pauls
100Mb		Southmead
2Mb	100Mb	Stockwood
100Mb		Westbury
50Mb	100Mb	Wick Road
100Mb		Hillfields
2Mb	100Mb	Marksbury Road
2Mb	100Mb	Shirehampton
100Mb		Whitchurch
2Mb	100Mb	Avonmouth
100Mb		Fishponds
100Mb		Lawrence Weston
100Mb		Central

## Eco Impact Checklist

<b>Title of report: Libraries for the Future - Proposals</b>				
<b>Report author: Kate Murray Head of Libraries</b>				
<b>Anticipated date of key decision August 2015</b>				
<b>Summary of proposals:</b>				
<p>The initial Cabinet Report in March 2015 outlined 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 &amp; a need to reduce the current budget.</p> <p>The proposals set out a strategic approach to the service at both the citywide and local level, and also gave specific details on how the existing provision fits within the future service model.</p> <p>7 libraries were outside Groups 1 and 2: Libraries would have been at risk of significant change in terms of operation models and/or purpose.</p> <p>However the 2<sup>nd</sup> stage full public consultation has now taken place closing on 30<sup>th</sup> June 2015. Bristol citizens have strongly responded that all the community libraries are highly valued &amp; they do not want to see them close or be considered for alternative use.</p> <p>The future model will now look at how to retain all the libraries (with one possibly being relocated) whilst aiming to meet budget objectives.</p> <p>Further key objective are:</p> <ul style="list-style-type: none"> <li>• To reduce opening hours</li> <li>• To make libraries more accessible (closed days, evenings &amp; weekends) to community groups via a swipe card system</li> <li>• To review each <b>local</b> offer &amp; work towards ensuring it meets local requirements</li> <li>• To offer a more <b>flexible</b> service</li> <li>• To offer more community volunteer opportunities</li> </ul>				
<b>Will the proposal impact on...</b>	Yes/ No	+ive or -ive	If Yes...	
			Briefly describe impact	Briefly describe Mitigation measures
Emission of Climate Changing Gases?	Yes	-ive	No change in the number of branches plus increasing community accessibility to the buildings will <b>increase energy usage</b> 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 data (electricity, gas and water) and building

			The <b>increasing demand</b> for libraries as 'device plug in' points will use increasing amounts of electricity.	managers should use this tool regularly to ensure all groups are using energy wisely.
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 <b>prepare</b> will be enhanced.	
Consumption of non-renewable resources?	Yes	-ive and  +ive	Increase I.T. provision (self-service and broadband) will increase <b>energy</b> usage.  1.5 miles maximum <b>travel</b> 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 journeys and associated fuel usage.
Production, recycling or disposal of waste	Yes	-ive	No change to the number of branches will mean <b>similar levels of waste</b> production 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. Ensure community groups are briefed.
The appearance of the city?	Yes	+ive and -ive	Current library branches are of mixed building stock. Some buildings are fitter for future development than	Ensure any building developments (eg: cafes or toilets) take environmental factors into consideration.



			others.	
Pollution to land, water, or air?	No			
Wildlife and habitats?	Yes	+ive	Increased community involvement provides an opportunity to enhance usage of locality libraries grounds for cultivation or to encourage wildlife.	Encourage biodiversity opportunities at locality libraries (with initial support from Parks Dept).

**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:

- Enhanced digital provision may reduce travel, for example through increased downloads

Negative:

- Increased energy consumption in libraries due to increased community access at evenings / weekends
- Increased waste production due to extended building usage
- Potentially, buildings retained not suitable for future enhancements.

**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 number of small additional negative impacts are not considered significant overall.

**Checklist completed by:**

Name: Claire Craner-Buckley	Environmental Project Manager
Dept.:	Energy Service
Extension:	9224459
Date:	1.7.15
Verified by Energy Service	

**CABINET – 3<sup>rd</sup> 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 4<sup>th</sup> March to 27<sup>th</sup> 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.

**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**

**Contact telephone no. 01173521264  
& e-mail address: K.Murray@bristol.gov.uk**

**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 21<sup>st</sup> 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.

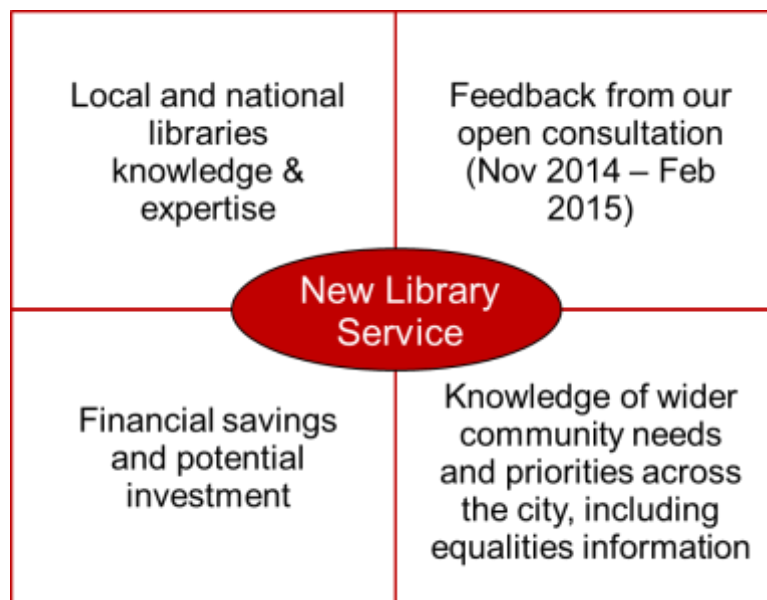
*\*2 mile access was the recommended minimum distance advised by the Secretary of State response to Bolton MBC following a local inquiry – CMS 231060/DC 31 May 2013*

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

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



<b>Group 2: Libraries needing development</b>	
<b>Typical Features of Libraries in this Group</b>	<ul style="list-style-type: none"> <li>• 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.</li> <li>• 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).</li> <li>• 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).</li> <li>• 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</li> </ul>
<b>Why are these libraries in this group?</b>	<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>
<b>Which libraries fit in to this group?</b>	
<b>Library</b>	<b>Explanation</b>
<b>Avonmouth</b>	<ul style="list-style-type: none"> <li>• Geographic need for a library provision but a tailored local offer would better serve the community.</li> <li>• Most appropriate location in area with potential to unlock use of current building with some investment.</li> <li>• Known opportunity to work with community centre to build an integrated service with increased accessibility, opening hours and a more welcoming, open environment.</li> <li>• Small change to staffed hours to make them more consistent</li> </ul>
<b>Bishopsworth</b>	<ul style="list-style-type: none"> <li>• Geographic need for a library provision but a tailored local offer would better serve the community.</li> <li>• Staffed library, although reduction in staffed hours</li> </ul>
<b>Filwood</b>	<ul style="list-style-type: none"> <li>• Clear need for provision in this geographic area – although opportunities for relocation, development and investment will be pursued to improve offer to local community.</li> <li>• Changes to staffed hours to make them more consistent and reflect usage patterns. One more closed day per week.</li> </ul>
<b>Hartcliffe</b>	<ul style="list-style-type: none"> <li>• Geographic need for library provision in this area, but current offer not meeting local needs. Alternative locations / buildings to be considered to improve offer.</li> <li>• Shared building, but no joint delivery of services currently</li> <li>• Changes to staffed hours, reflecting usage patterns. One more closed day per week.</li> </ul>
<b>Henbury</b>	<ul style="list-style-type: none"> <li>• Geographic need for a library, but current provision needs improvement</li> <li>• Appropriate location, but opportunity to introduce a different community offer more tailored to local need. Opportunity for investment.</li> <li>• Staffed library, although reduction in staffed hours</li> </ul>

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

## 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 4<sup>th</sup> March to 27<sup>th</sup> 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 3<sup>rd</sup>, the next steps will be:

Consultation	March 4 <sup>th</sup> – May 27 <sup>th</sup>
Cabinet – 7 <sup>th</sup> 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 22<sup>nd</sup>)  
 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:**

<b>FIGURE 1</b>							
<b>The risks associated with the decision on the core service and consultation on proposals for “Libraries for the Future” are:</b>							
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.	<b>M</b>	<b>M</b>	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.	<b>M</b>	<b>M</b>	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	<b>M</b>	<b>H</b>	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	<b>M</b>	<b>M</b>	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** 13<sup>th</sup> 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:** 18<sup>th</sup> 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 11<sup>th</sup> 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** 6<sup>th</sup> 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 3<sup>rd</sup> 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

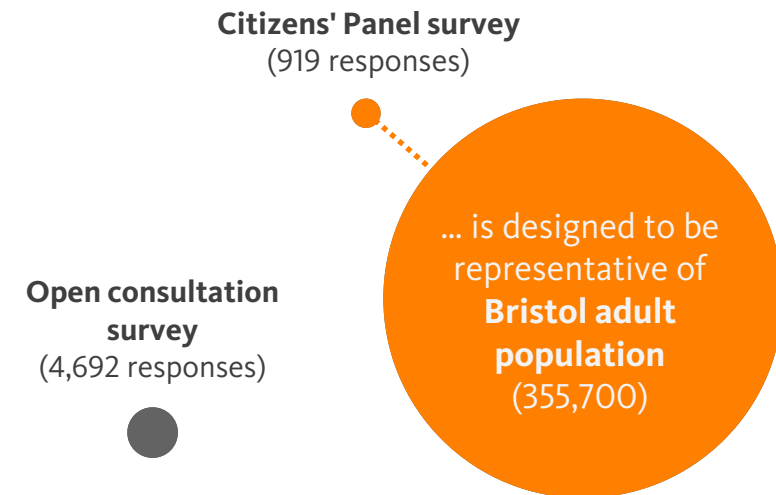
The report references findings from a range of activities, which drew on various data-gathering methodologies. More detail on the methodology can be found in Appendix 3.

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

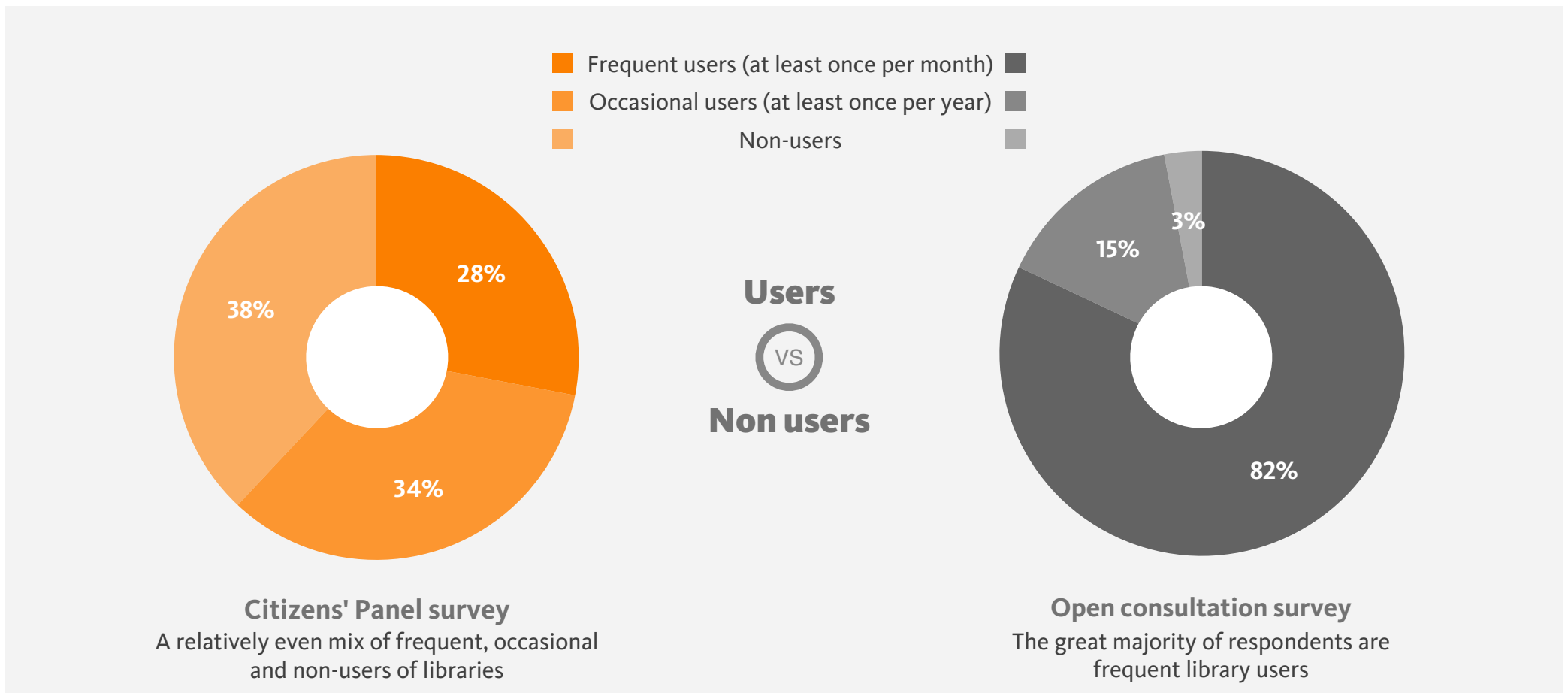
Given the range of data sources, we have needed to take decisions about how to prioritise the report and organise the presentation of findings.

- 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?

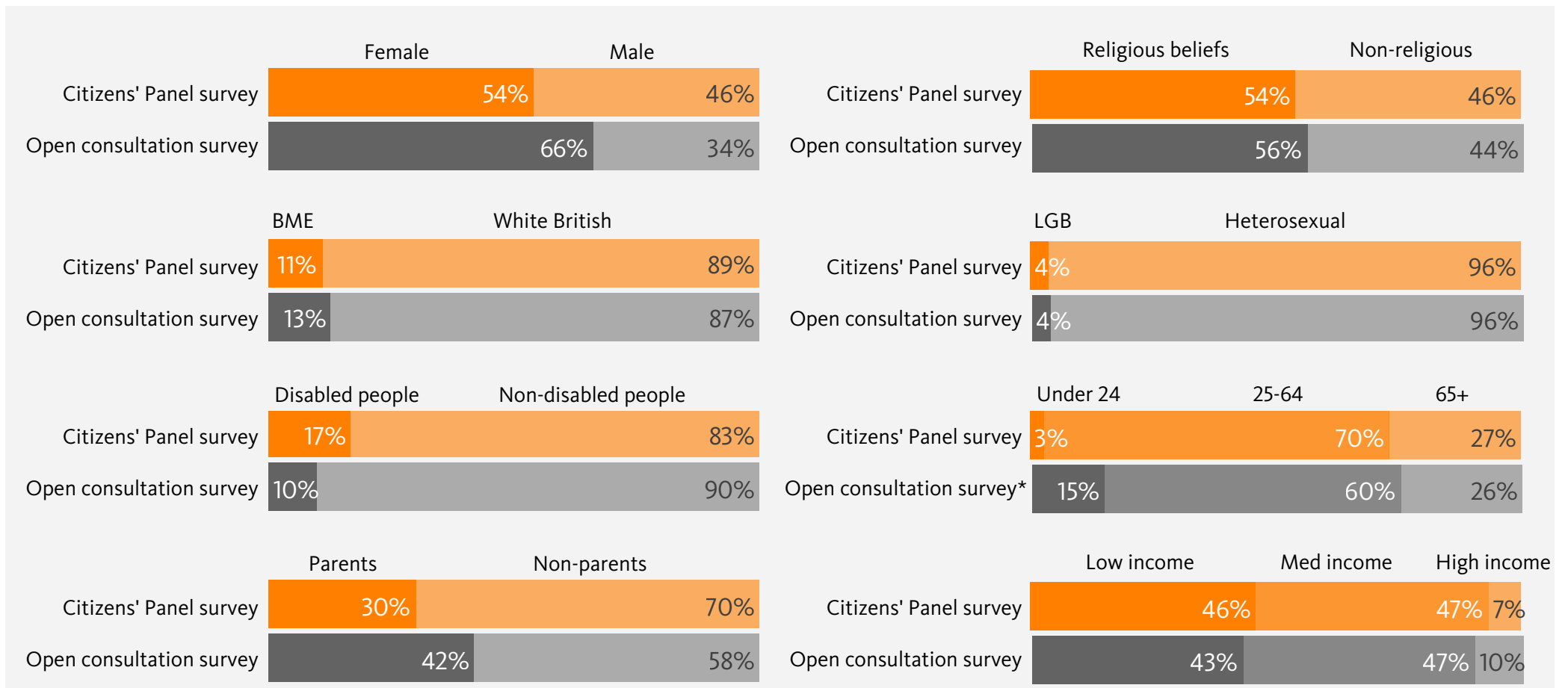
As can be seen below, the open consultation survey results are much more heavily weighted towards frequent library users, compared to the Citizens' Panel survey



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.



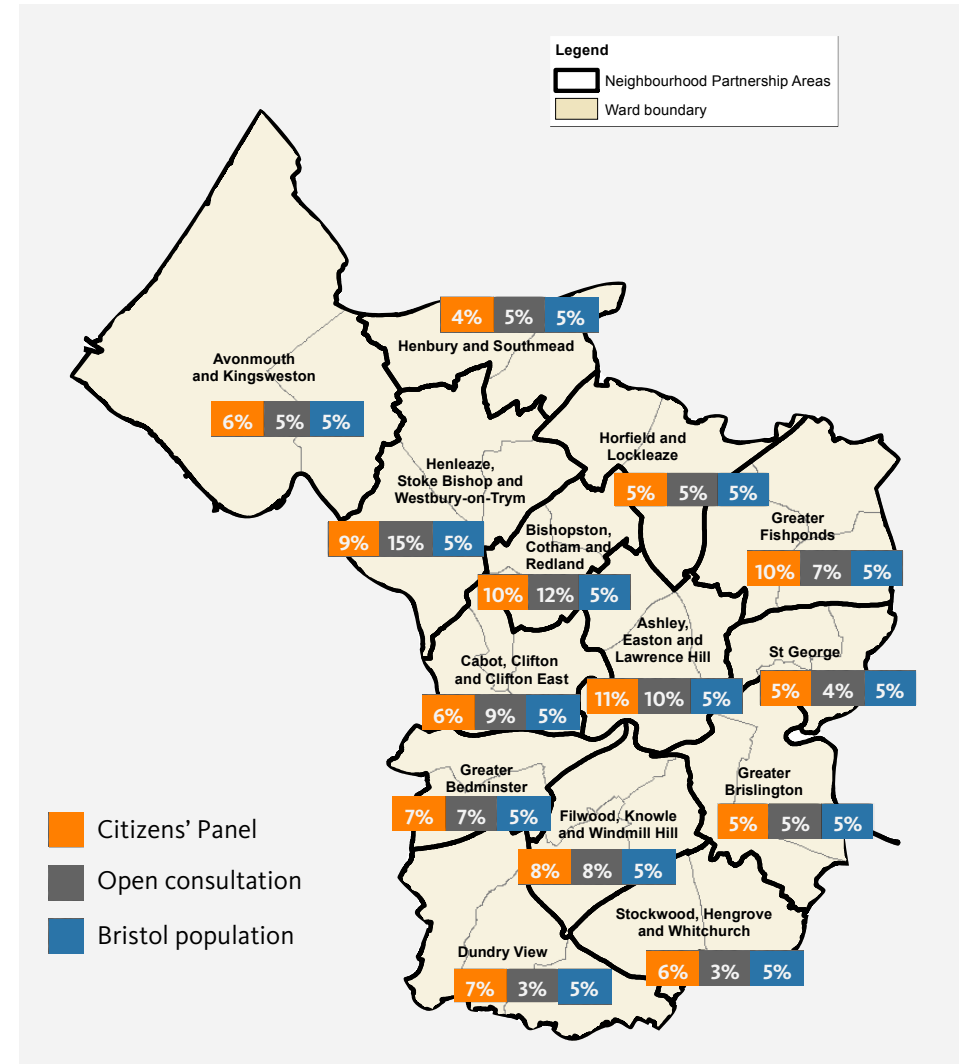
Base: Citizens' Panel 916; Consultation 3,798+ (all who answered)

\* 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
<b>Total</b>	<b>919</b>	<b>3,510</b>	<b>355,697</b>



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

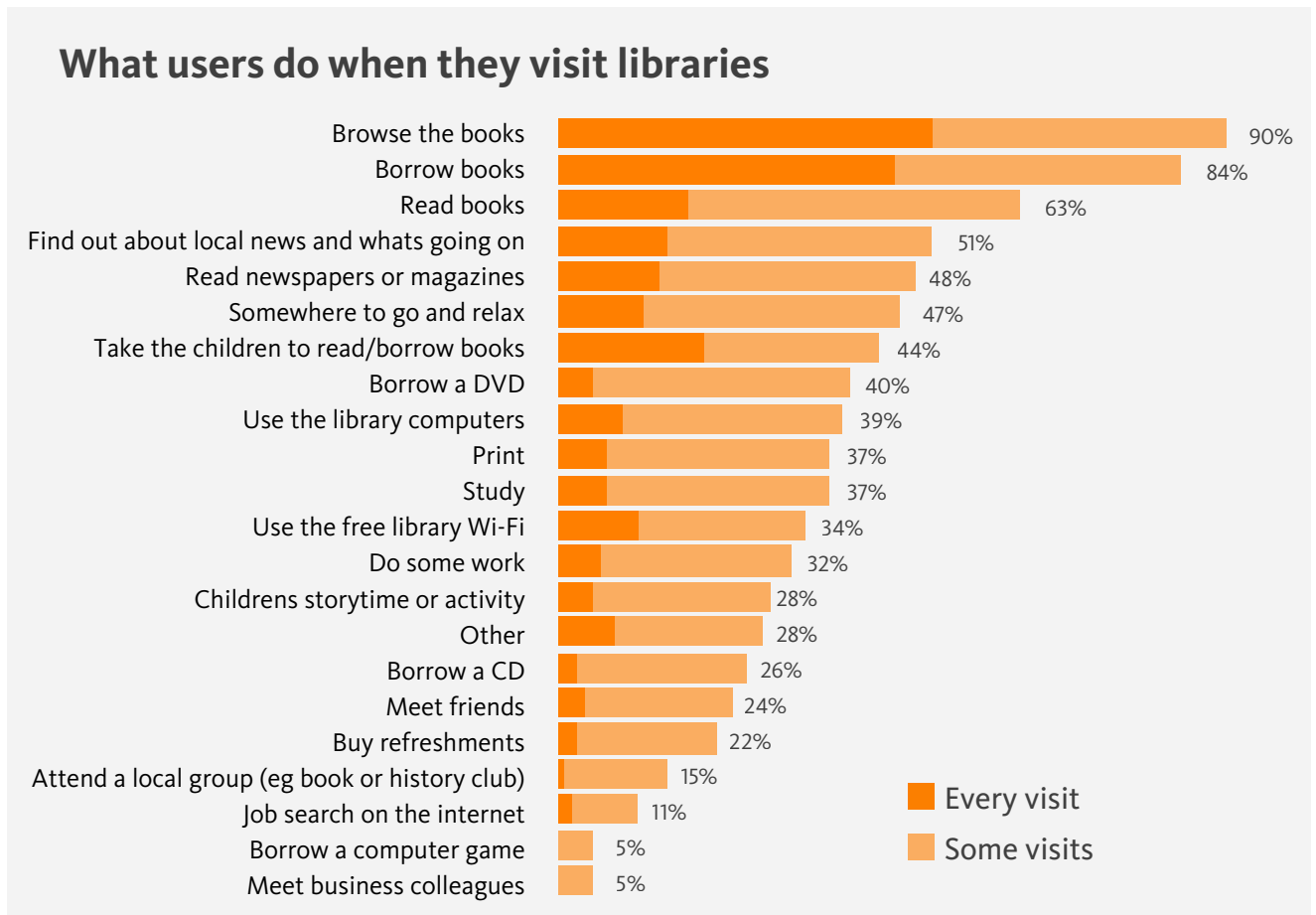
Increasing use of libraries

# 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.

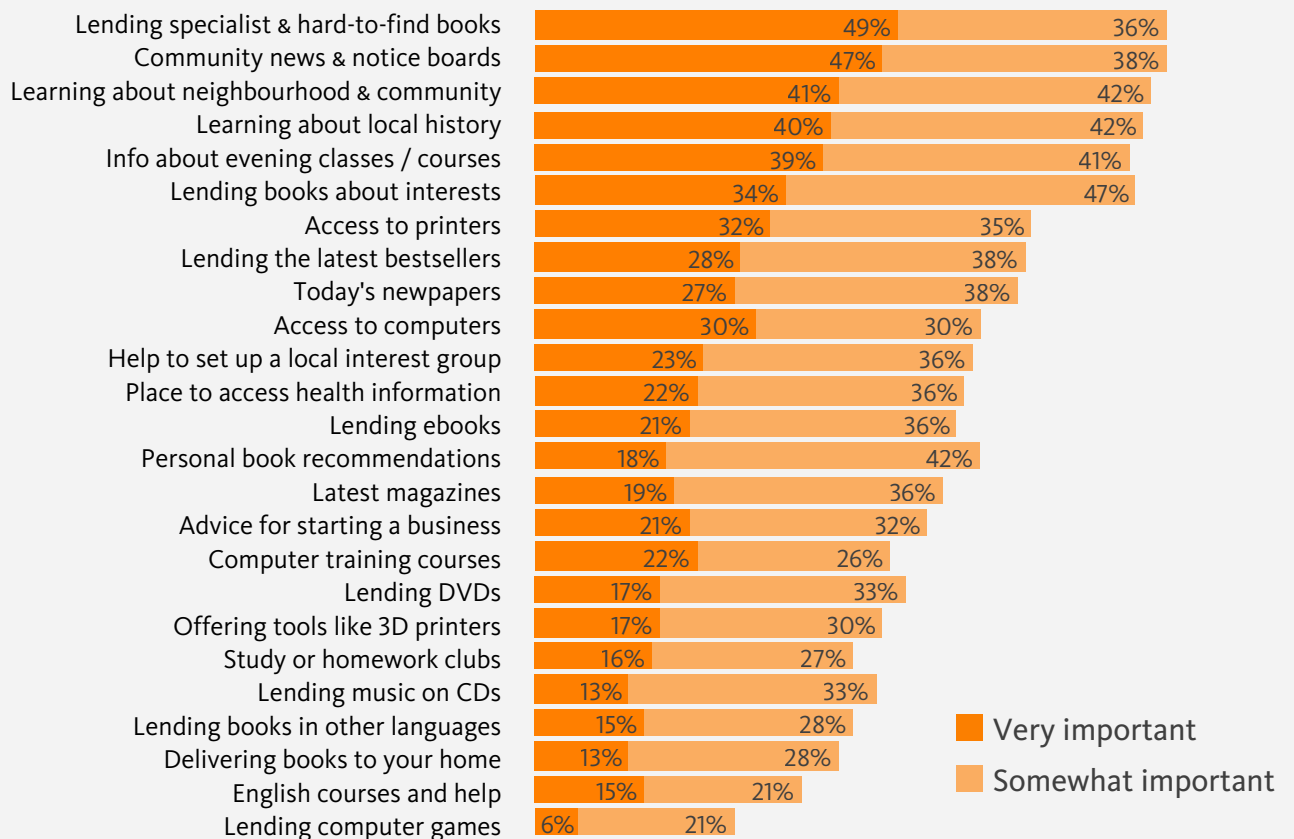
## Commentary

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

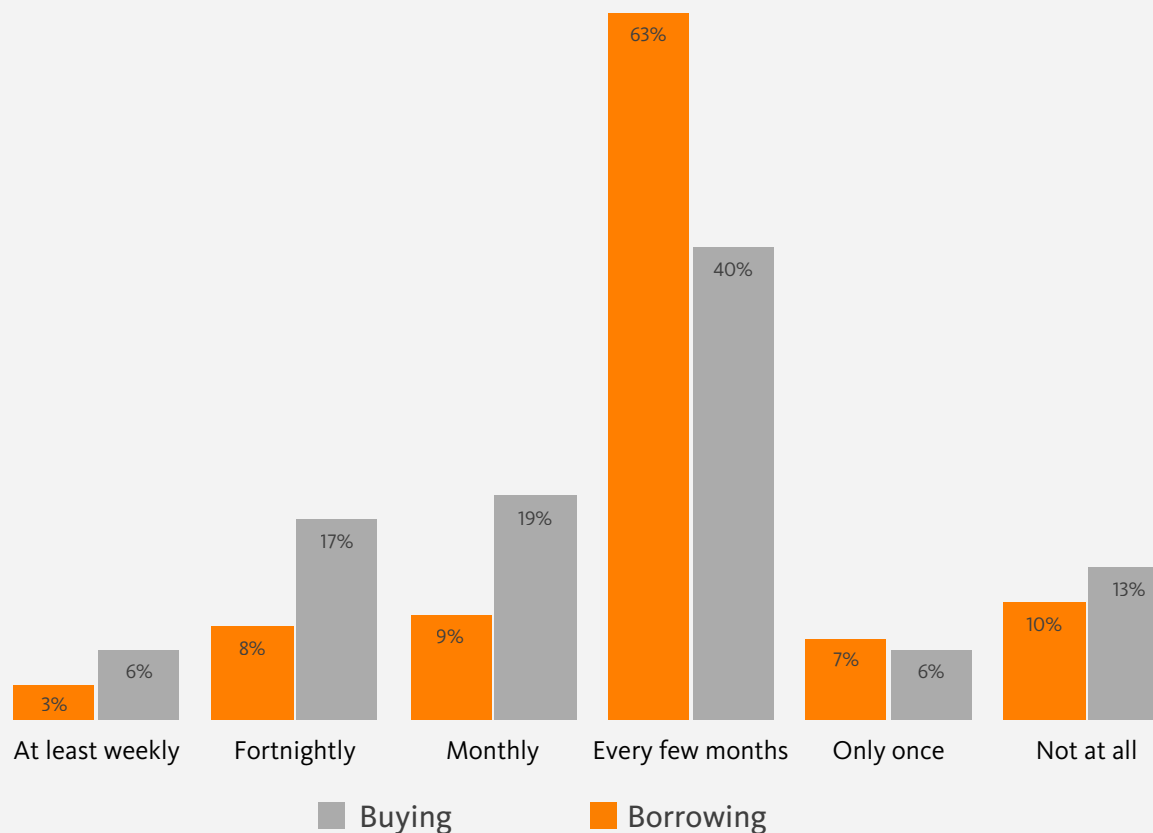
Most Bristol citizens buy books more frequently than borrowing them from libraries.

## 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

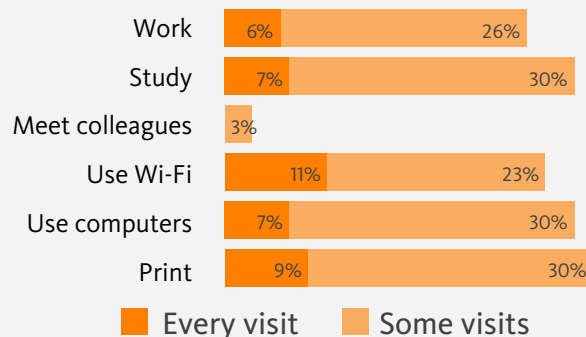
The library as place to work (or find work) is of importance to a small number of citizens.

## Commentary

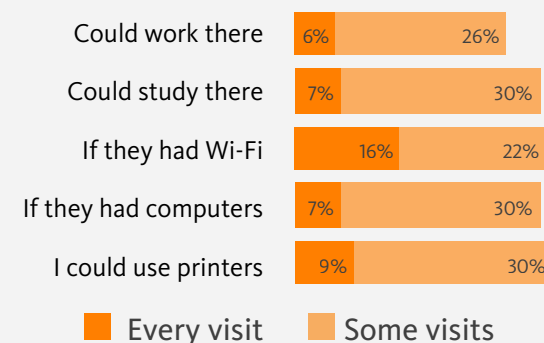
There is a high correlation between working and studying in libraries, suggesting that citizens regard them as similar activities. The proportion of respondents working in paid employment in libraries seems to be small; rather libraries serve as a 'working space' for a much larger group who make use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

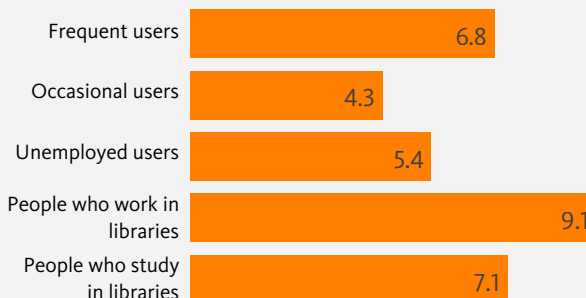


### Would use libraries more if...

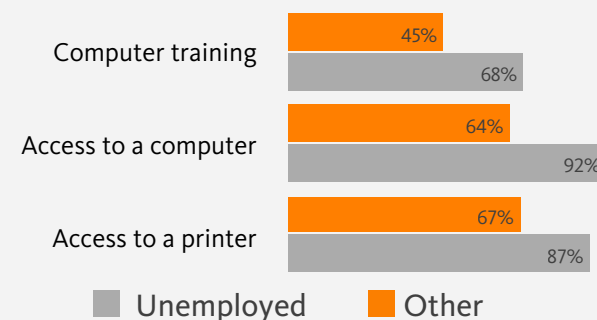


### Range of library services used

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”

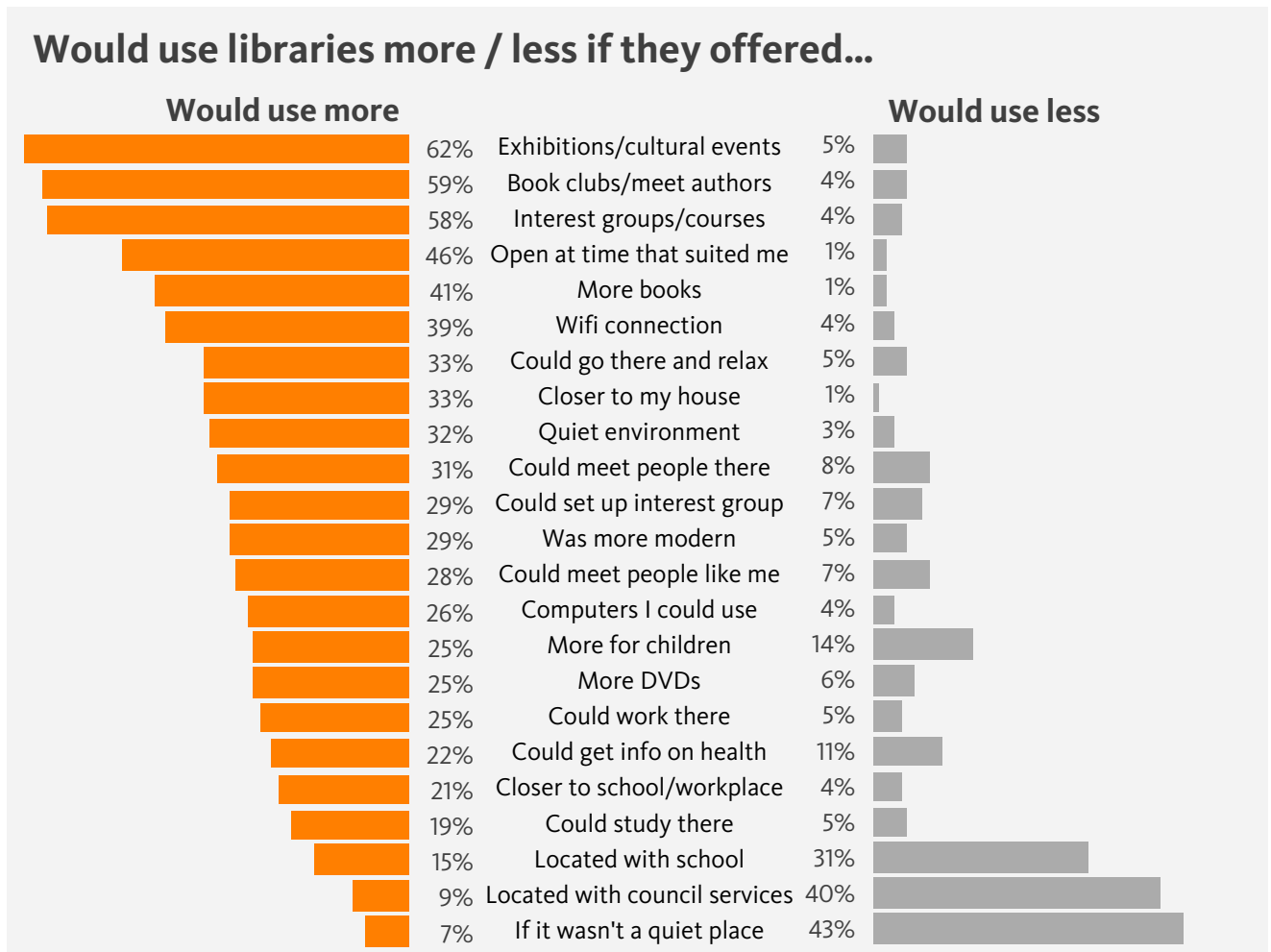
# What could increase use of libraries?

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

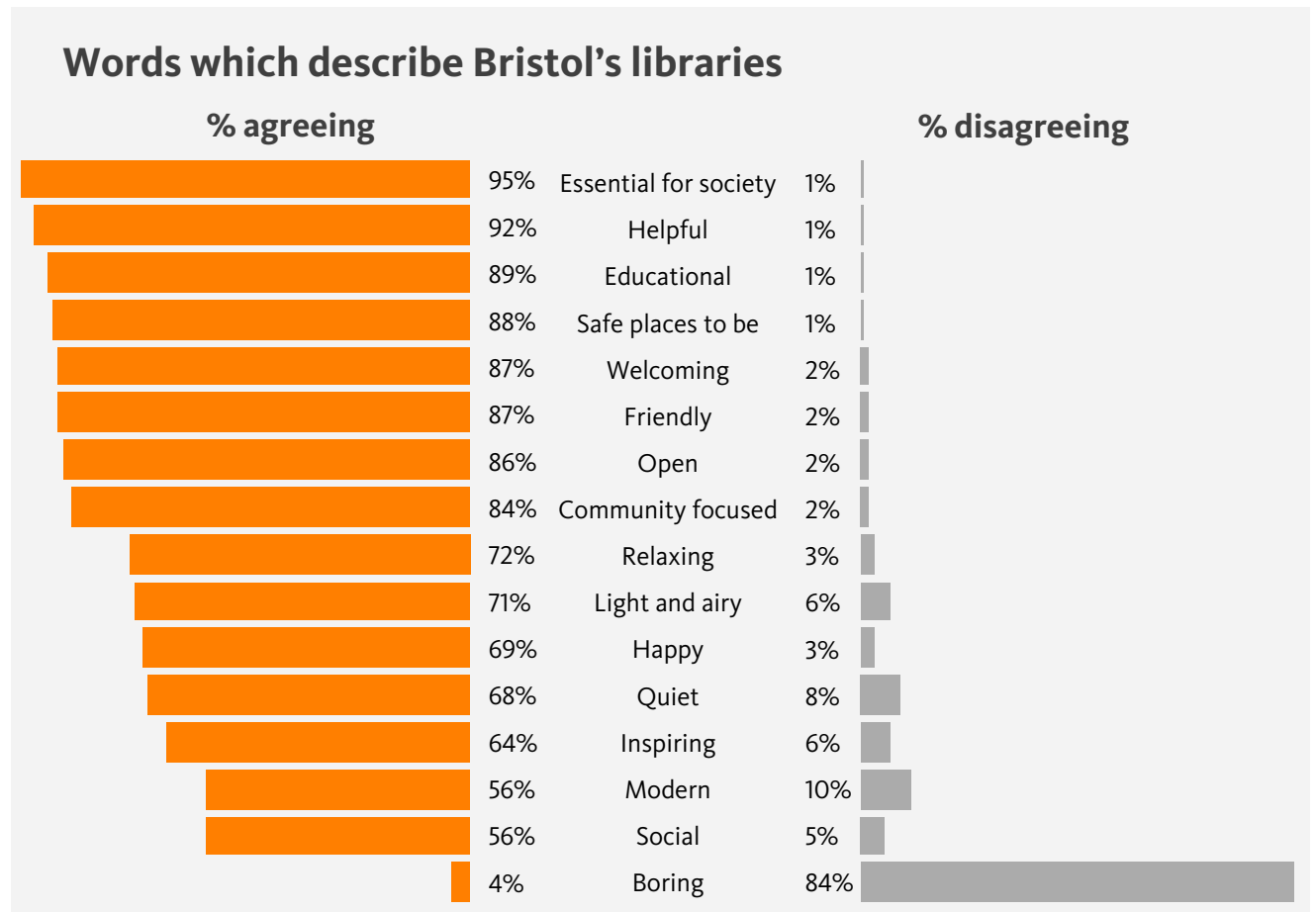
## Commentary

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)



# 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

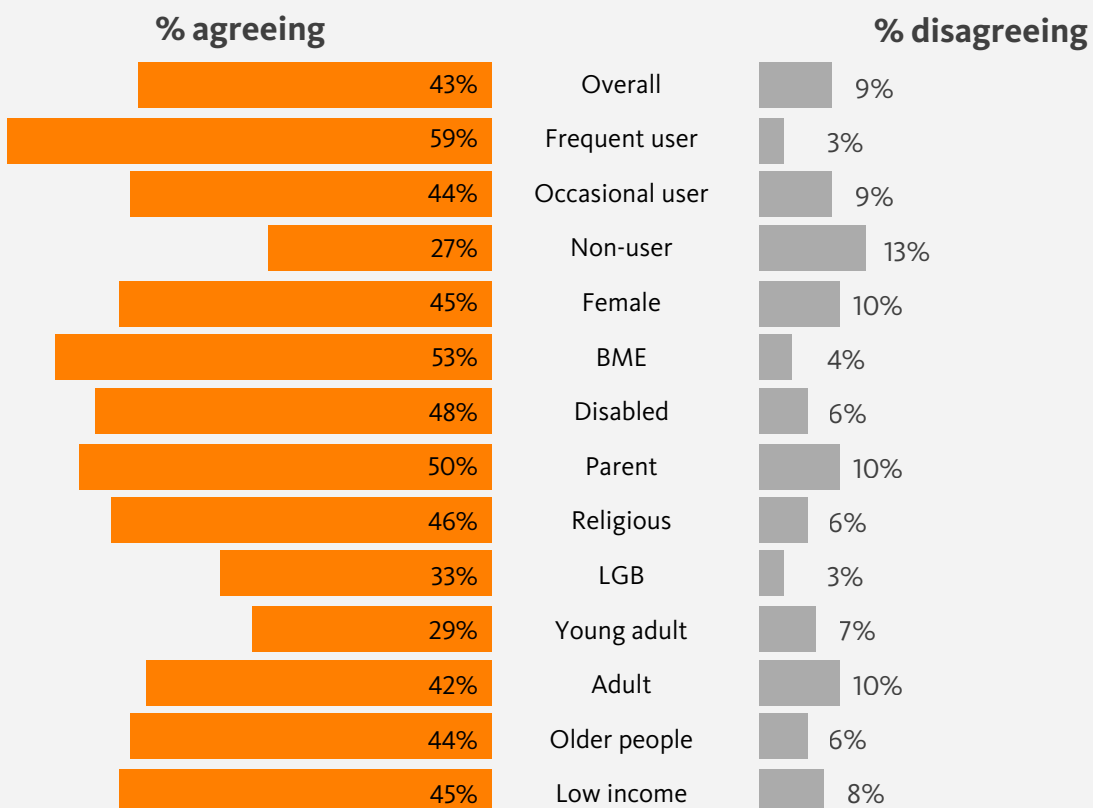
Libraries are a point of focus within communities, meaning that those who are taking part in other activities such as yoga classes or events at community centres are more likely to see libraries as social - perhaps reflecting a greater awareness of events taking place at libraries. These 'community active' 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"

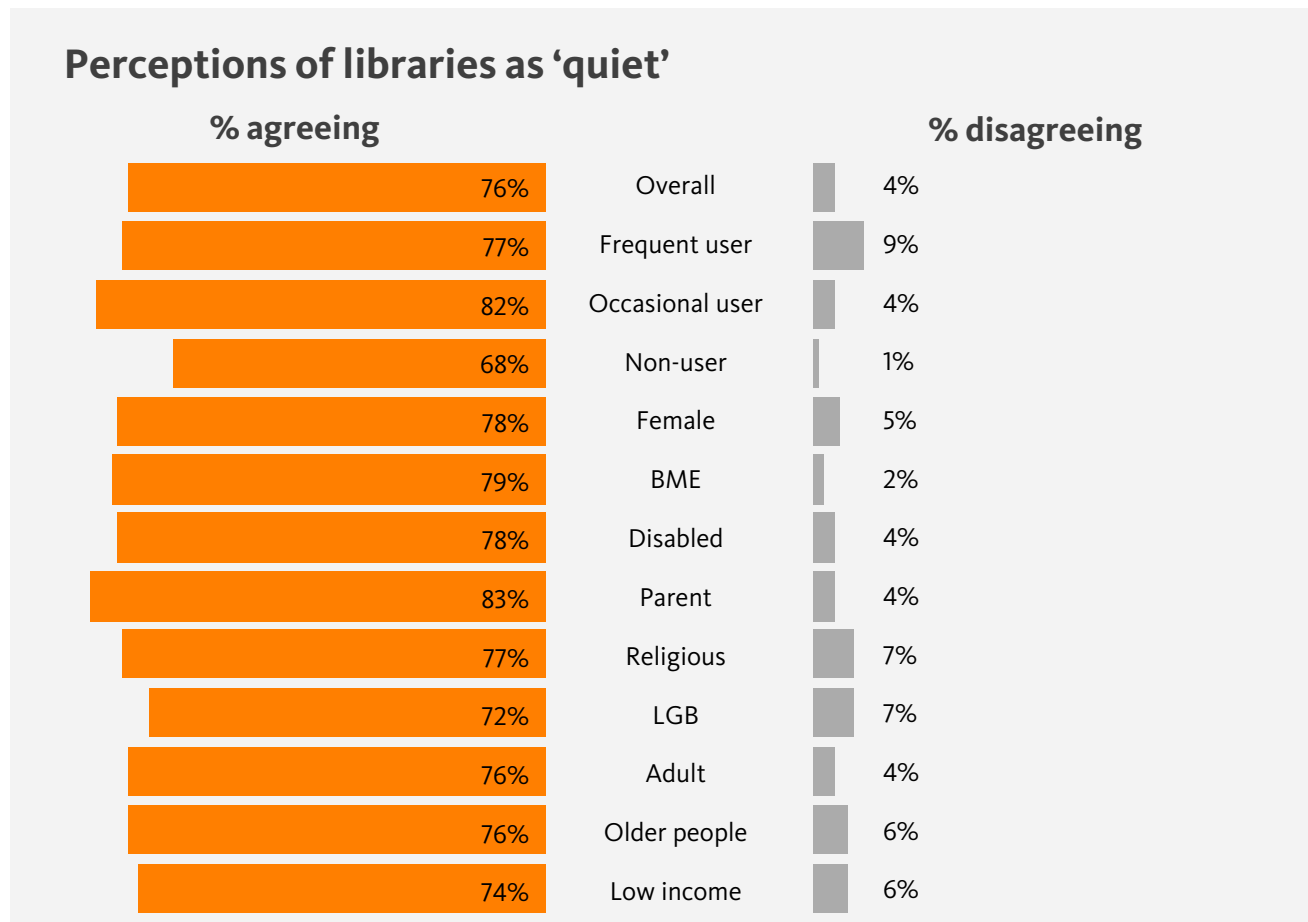
# Are libraries perceived as quiet spaces?

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



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”

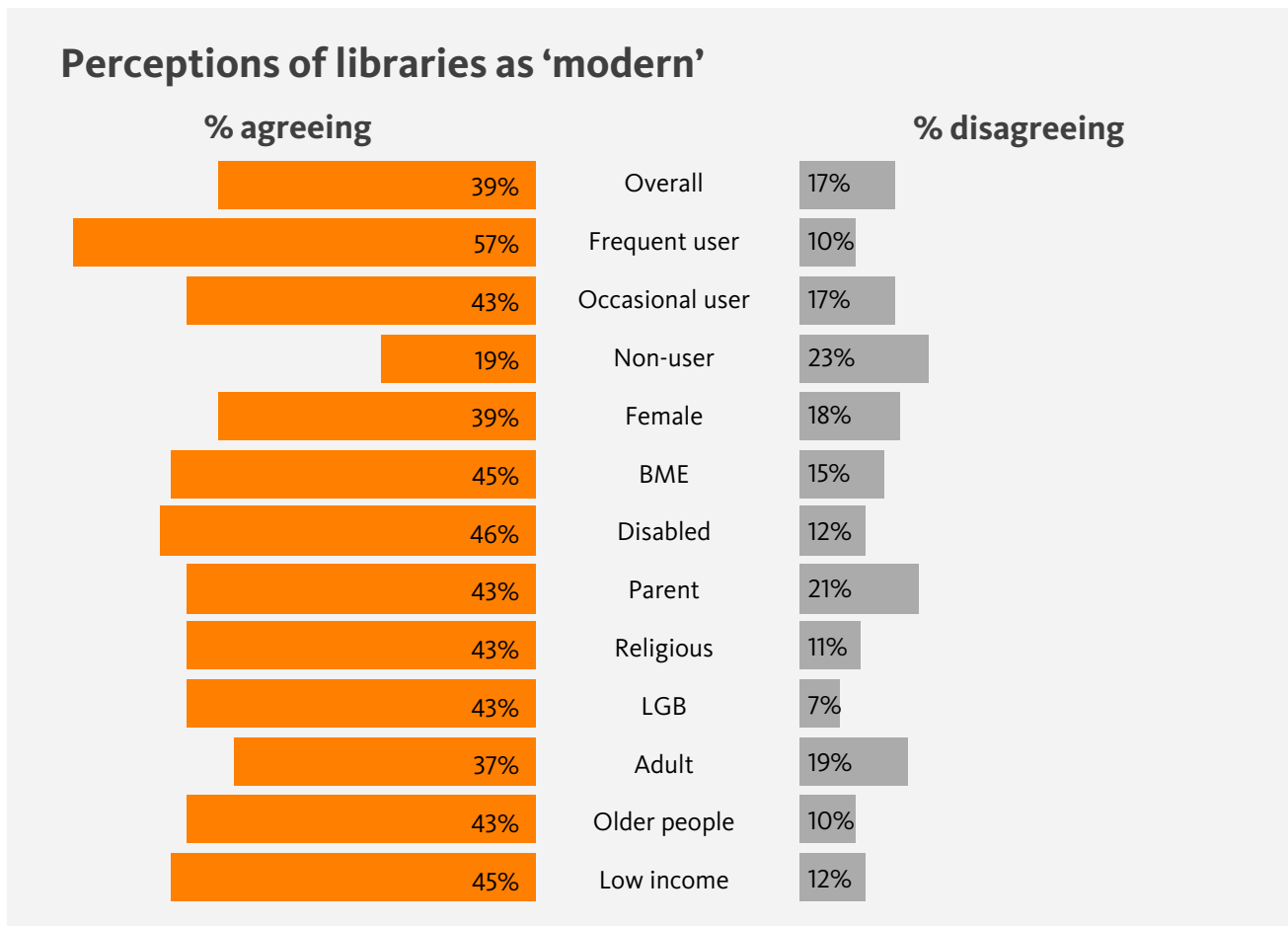
# Are libraries perceived as modern?

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

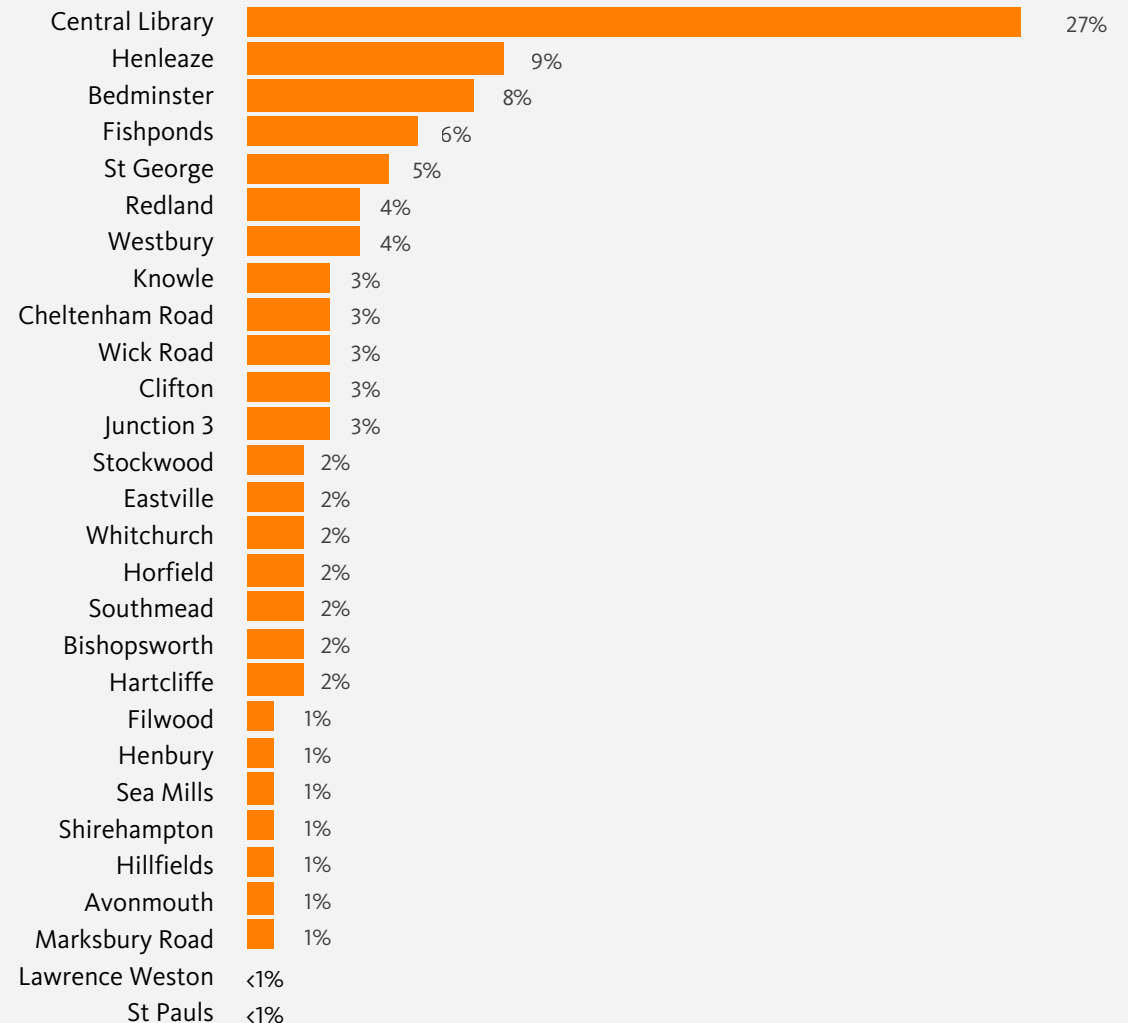
## Commentary

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.

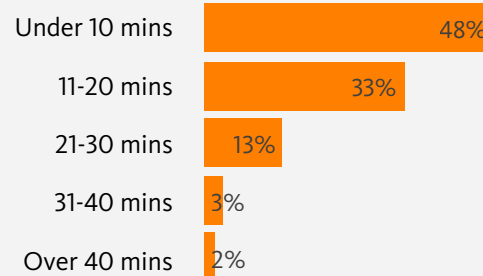
## Commentary

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.

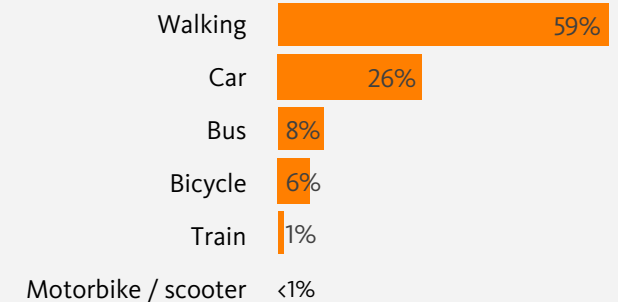
## Differences between groups

- 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)

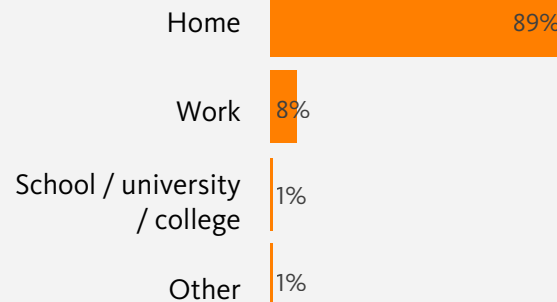
## Journey time to the library



## 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.

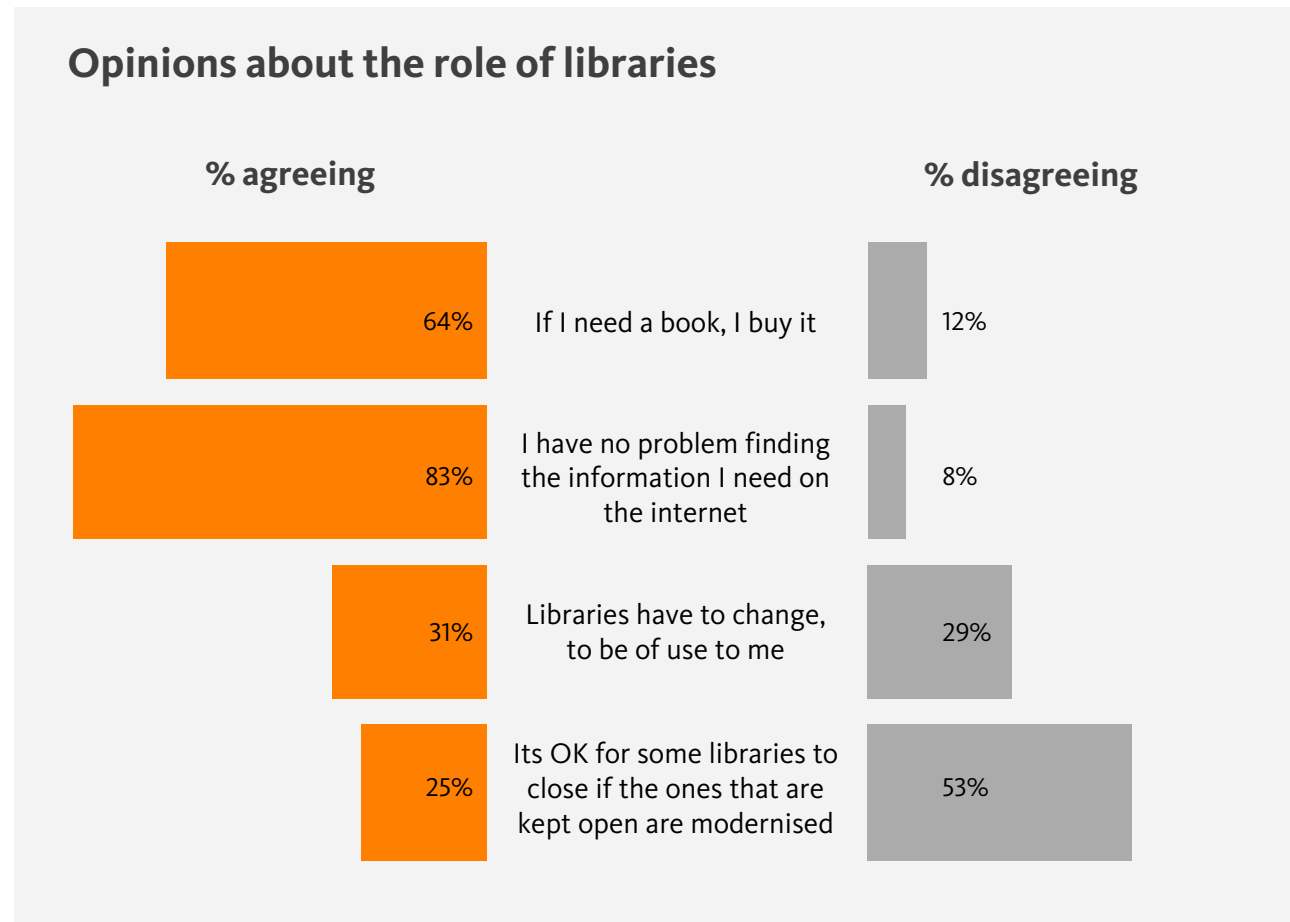
## Commentary

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

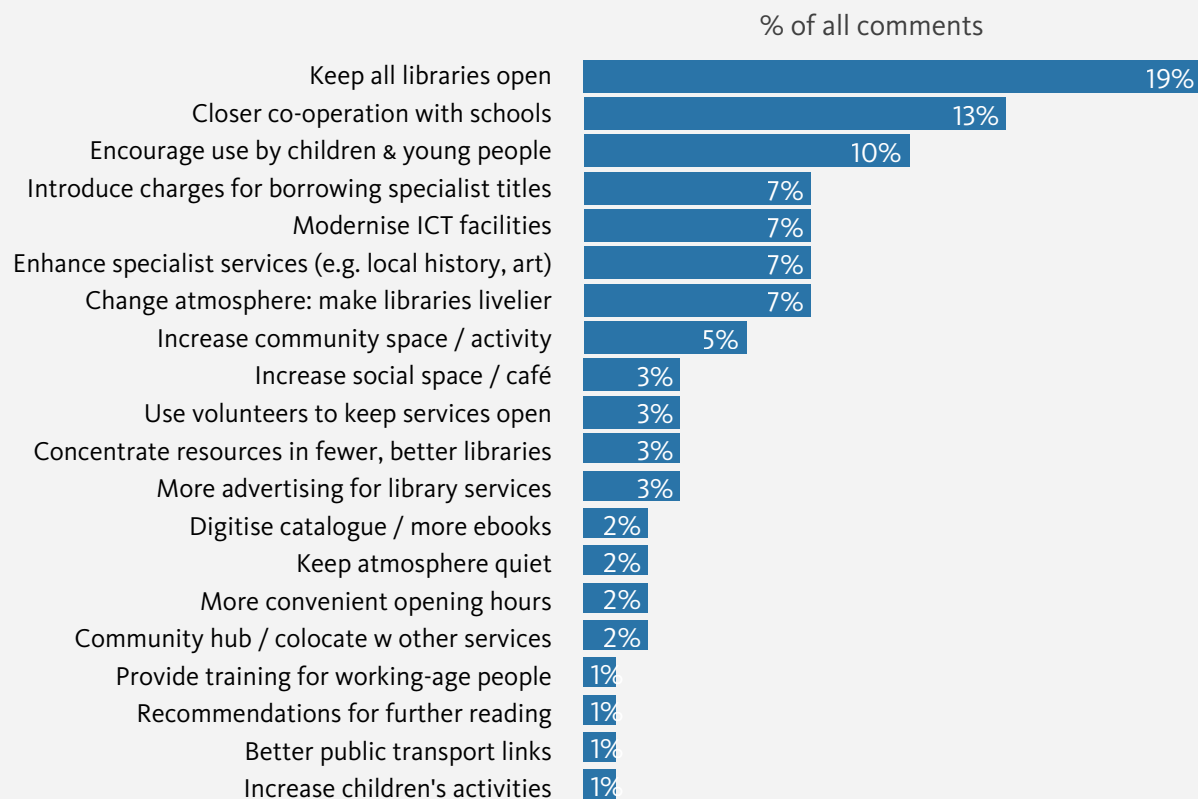
## Commentary

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

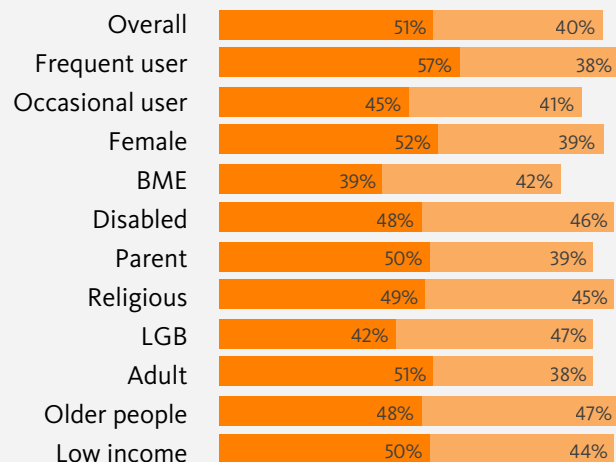
Increasing use of libraries

How citizens want libraries to change

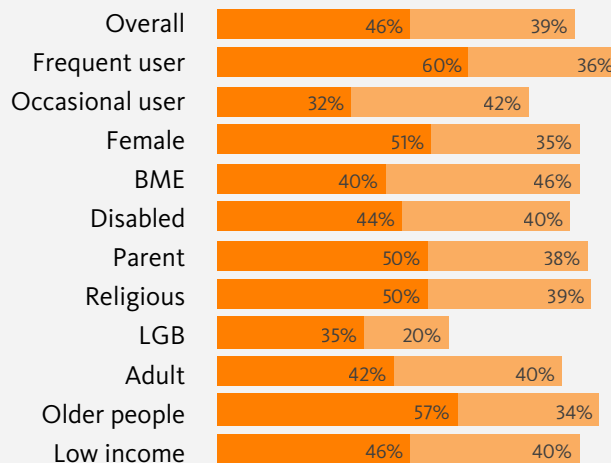
Travelling to the library

# What do users do in libraries?

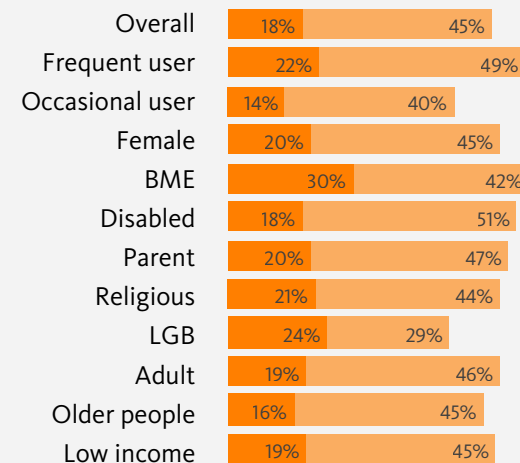
## Browse the books



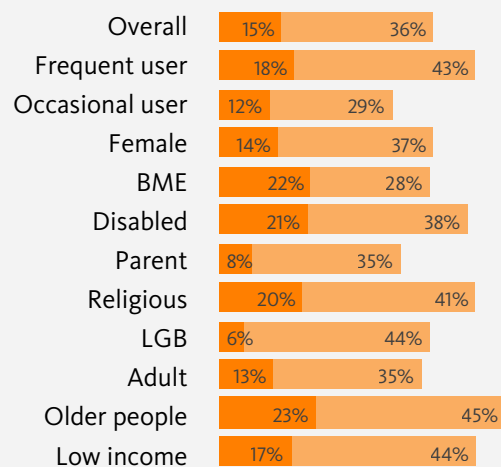
## Borrow the books



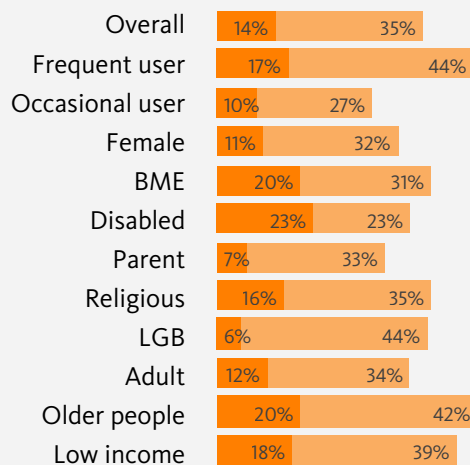
## Read books



## Find out about local news & events



## Read newspapers/magazines



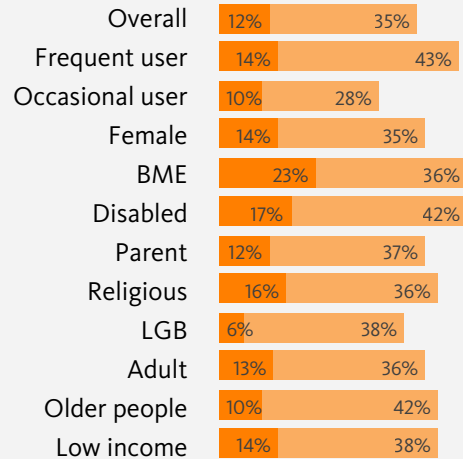
■ Every visit  
■ Some visits

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

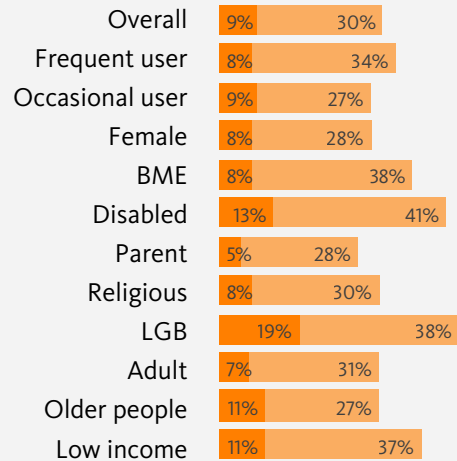
Base: all who answered (909, Citizens' Panel)

# What do users do in libraries?

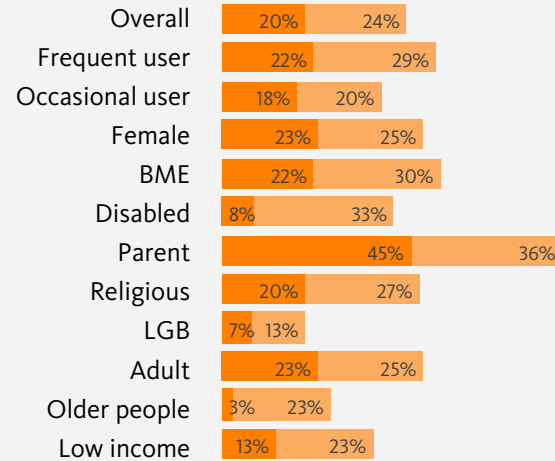
## Go and relax



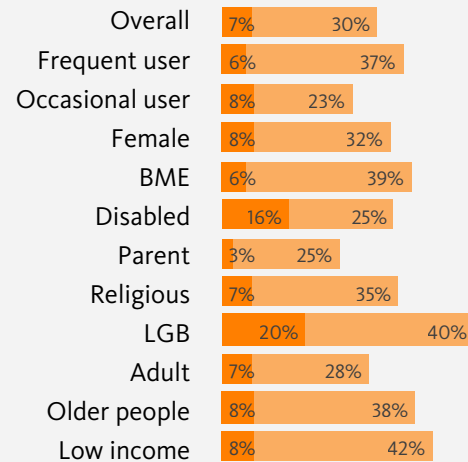
## Use library computers



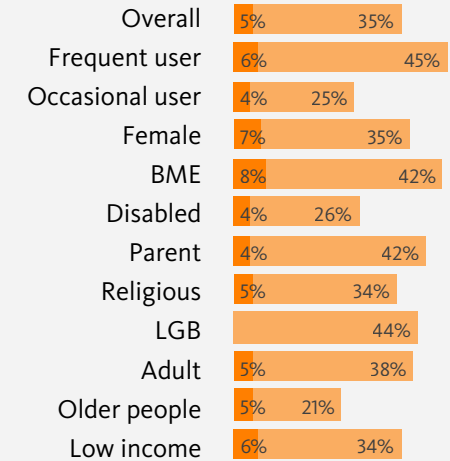
## Take children to read / borrow books



## Print



## Borrow a DVD

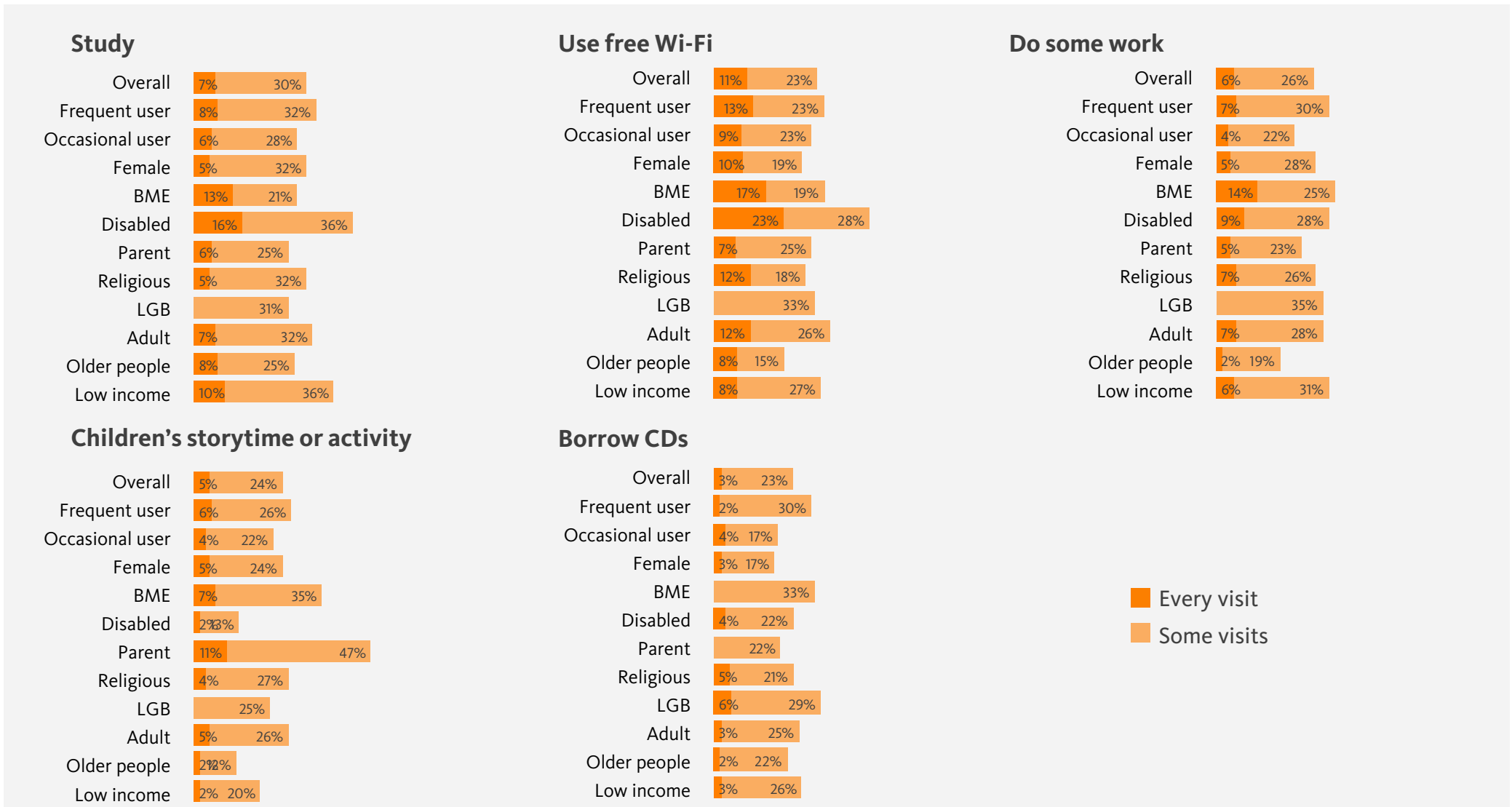


■ Every visit  
■ Some visits

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?

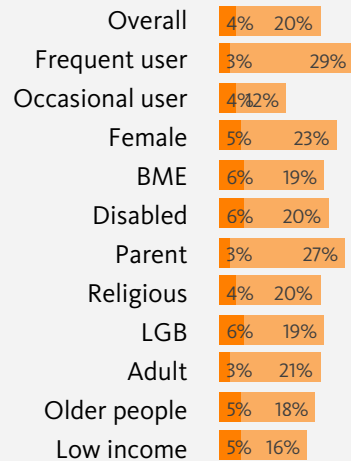


Question: Thinking about your visits to Bristol libraries in 2014, how often have you done the following?  
 Base: all who answered (909, Citizens' Panel)

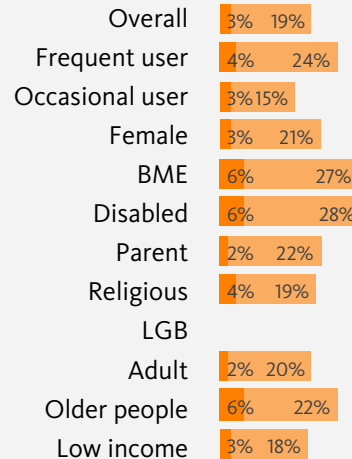


# What do users do in libraries?

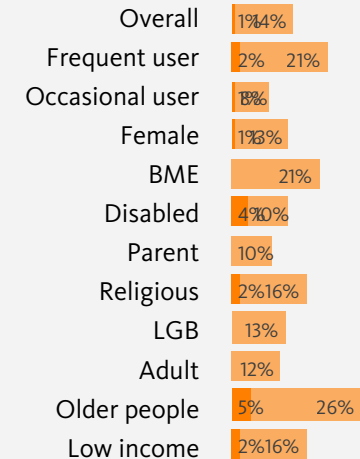
## Meet friends



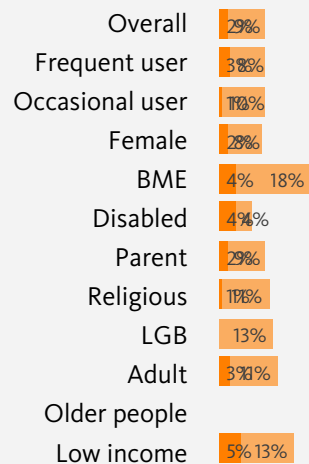
## Buy refreshments



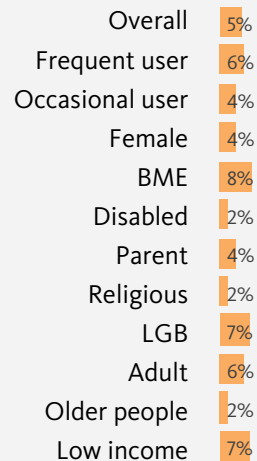
## Attend a local group (e.g. book club)



## Job search on the internet



## Borrow a computer game



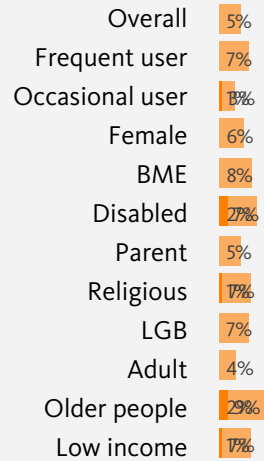
■ Every visit  
■ Some visits

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

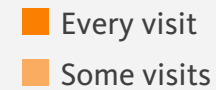
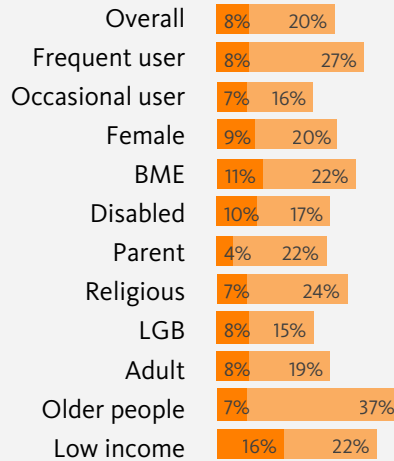
Base: all who answered (909, Citizens' Panel)

# What do users do in libraries?

## Meet business colleagues



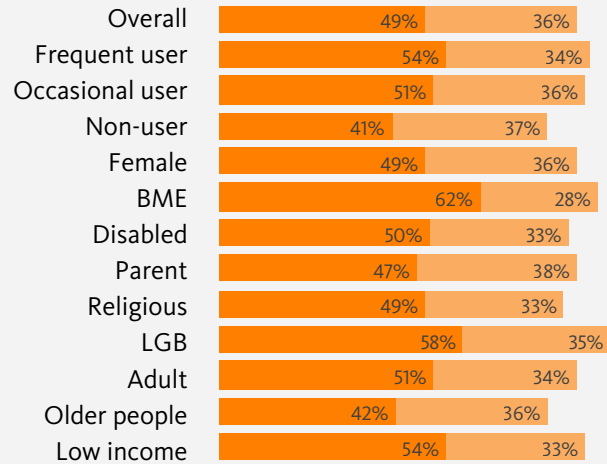
## Other



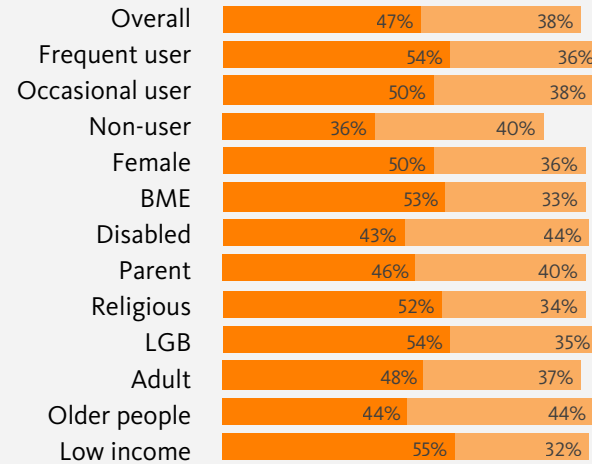
Question: Thinking about your visits to Bristol libraries in 2014, how often have you done the following?  
 Base: all who answered (909, Citizens' Panel)

# How important are individual services?

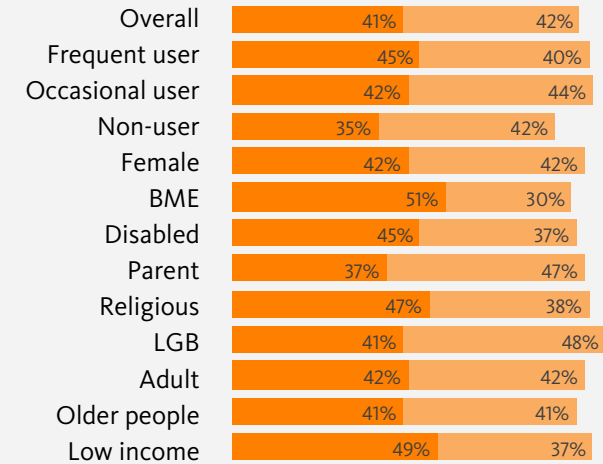
## Lending specialist & hard-to-find books



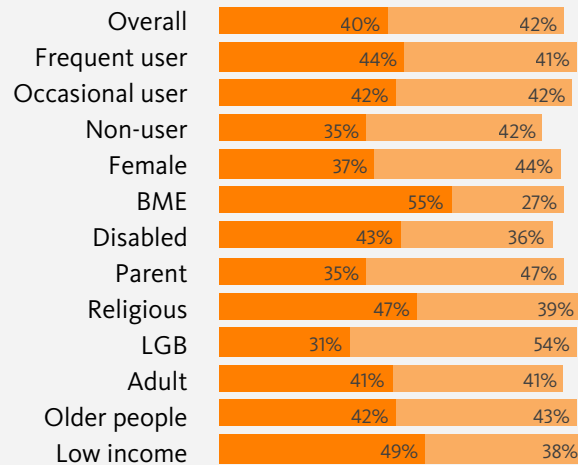
## Community news & notice boards



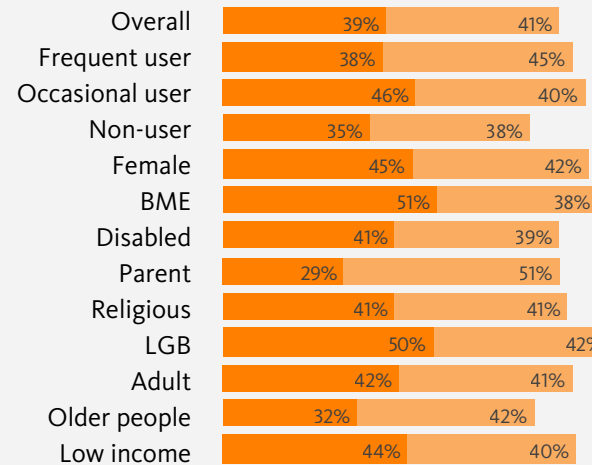
## Learning about neighbourhood & community



## Learning about local history



## Evening class / courses information



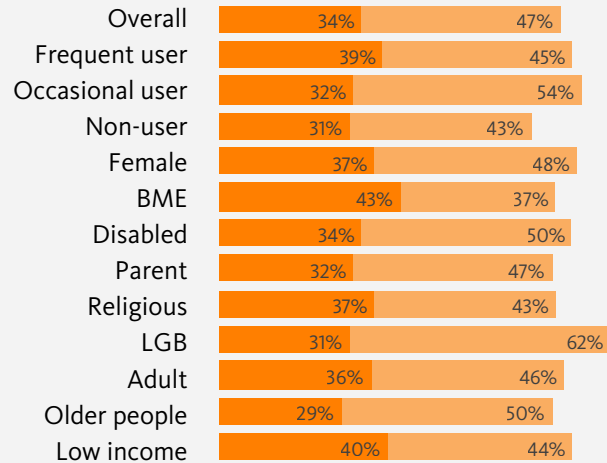
■ Very important  
■ Somewhat important

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

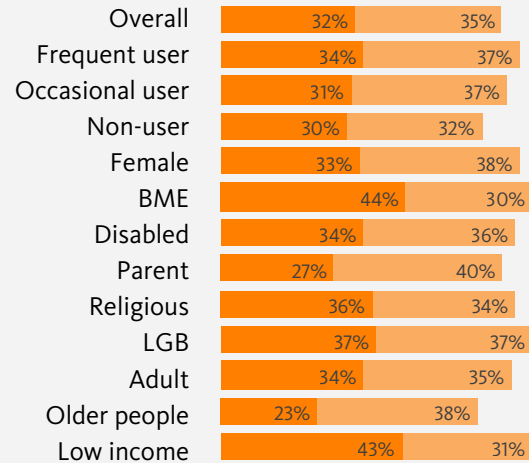
Base: all who answered (909, Citizens' Panel)

# How important are individual services?

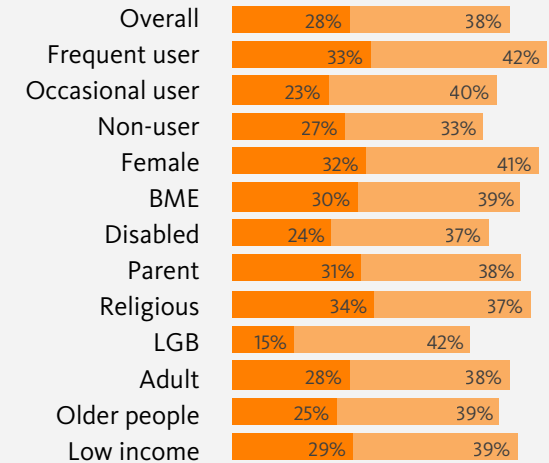
## Lending books about interests



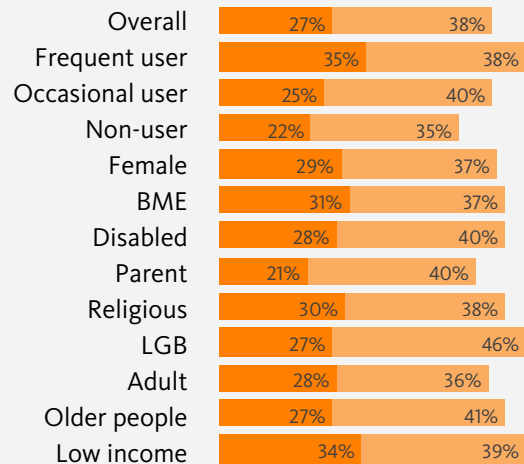
## Access to printers



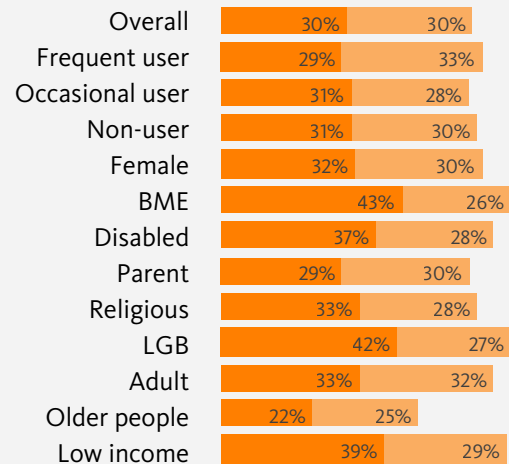
## Lending the latest bestsellers



## Today's newspapers



## Access to computers



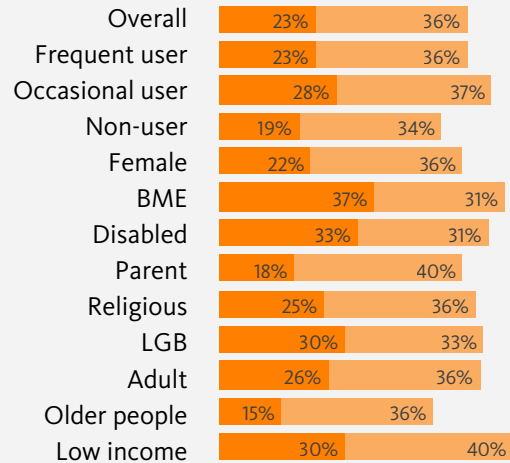
■ Very important  
■ Somewhat important

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

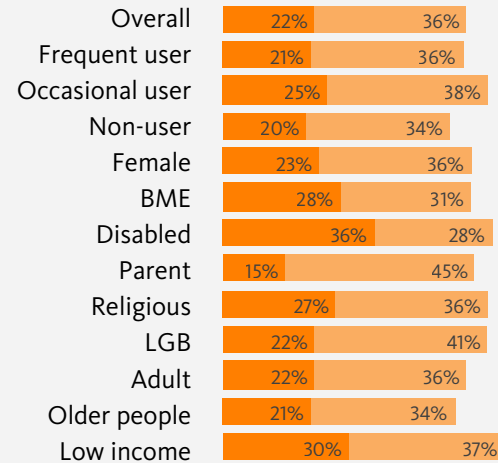
Base: all who answered (909, Citizens' Panel)

# How important are individual services?

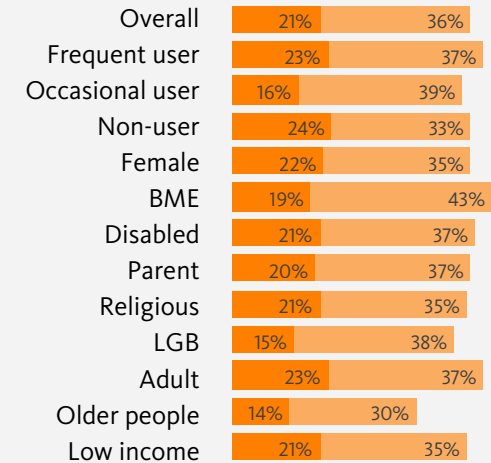
## Help to set up a local interest group



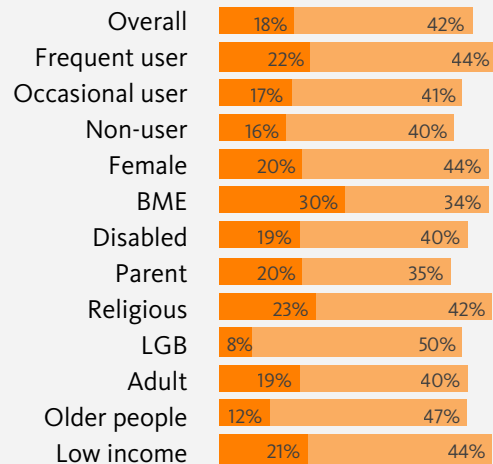
## A place to access health information



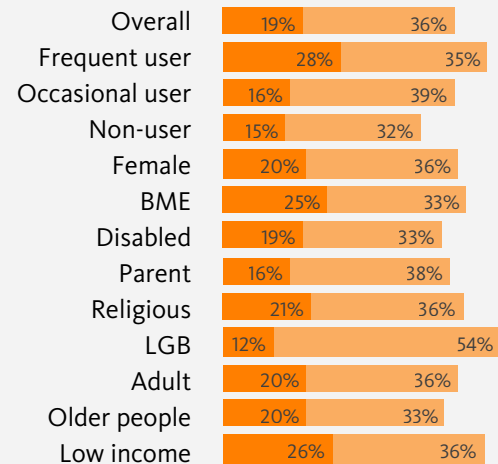
## Lending ebooks



## Personal book recommendations



## Latest magazines



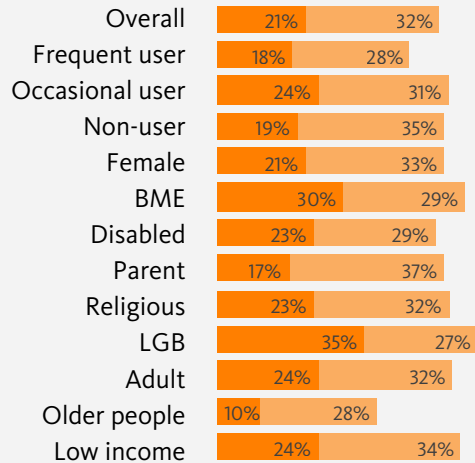
■ Very important  
■ Somewhat important

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

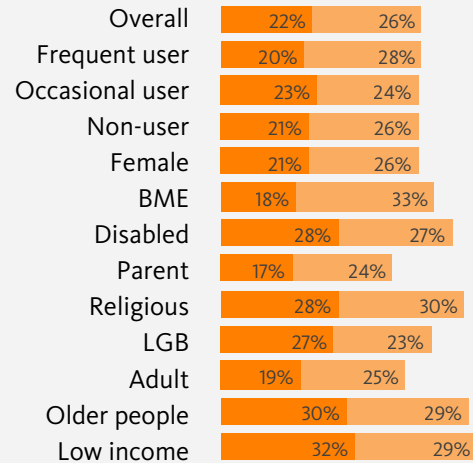
Base: all who answered (909, Citizens' Panel)

# How important are individual services?

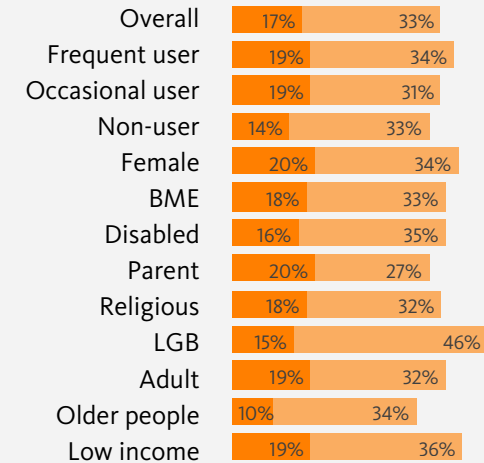
## Advice for starting a business



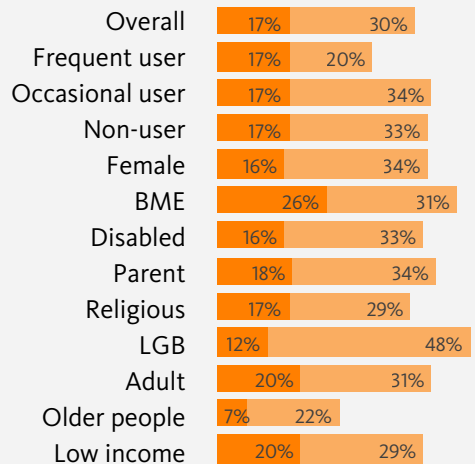
## Computer training courses



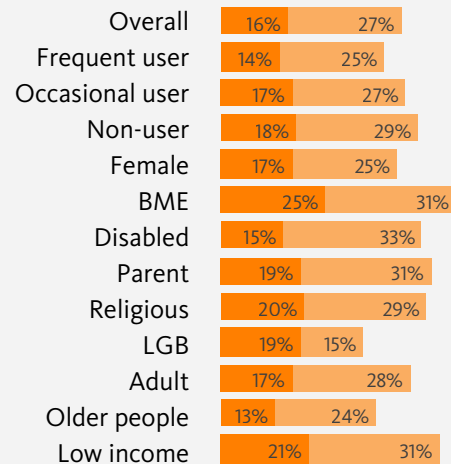
## Lending DVDs



## Offering tools like 3D printers



## Study or homework clubs



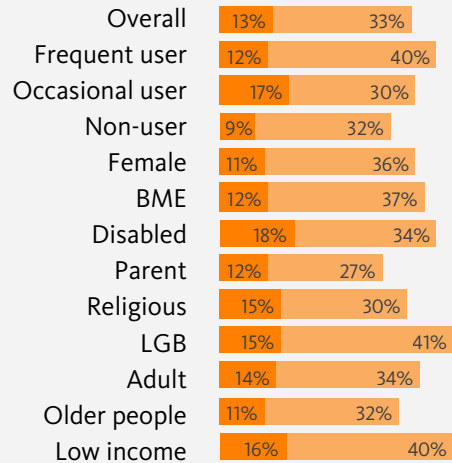
■ Very important  
■ Somewhat important

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

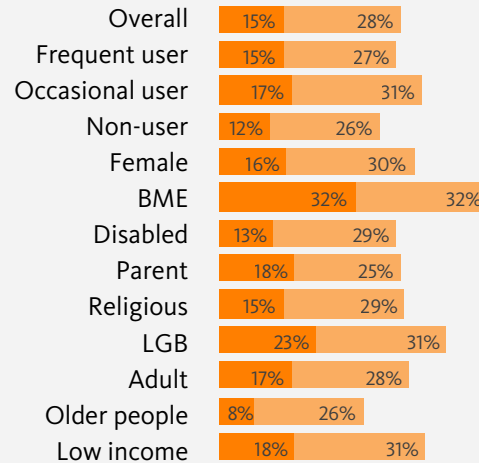
Base: all who answered (909, Citizens' Panel)

# How important are individual services?

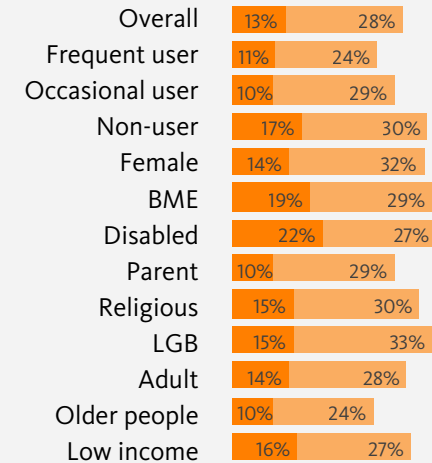
## Lending music on CDs



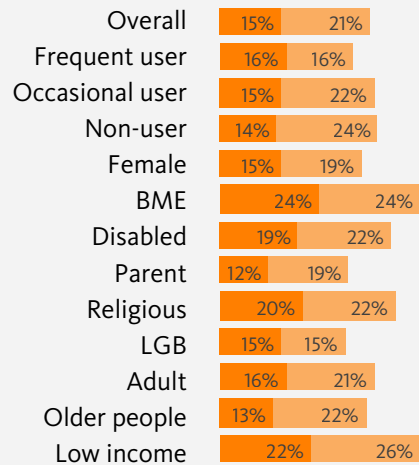
## Lending books in other languages



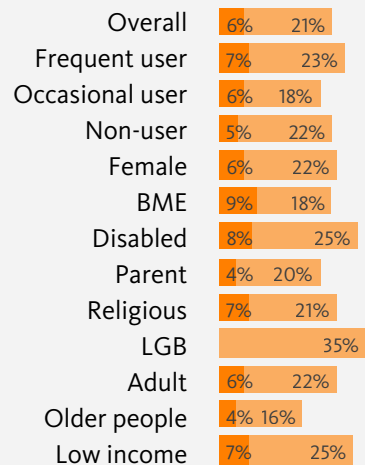
## Delivering books to your home



## English courses and help



## Lending computer games



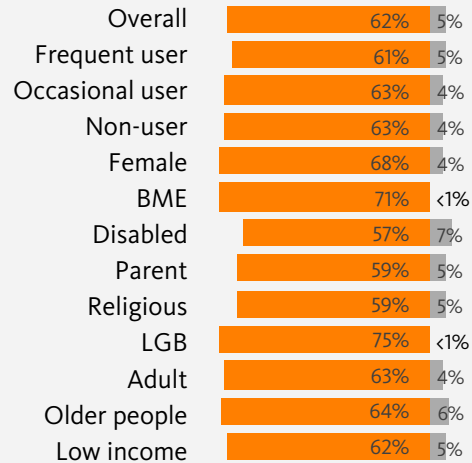
■ Very important  
■ Somewhat important

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

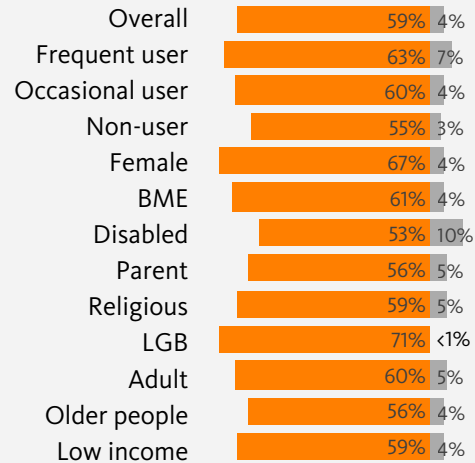
Base: all who answered (909, Citizens' Panel)

# What could increase use of libraries?

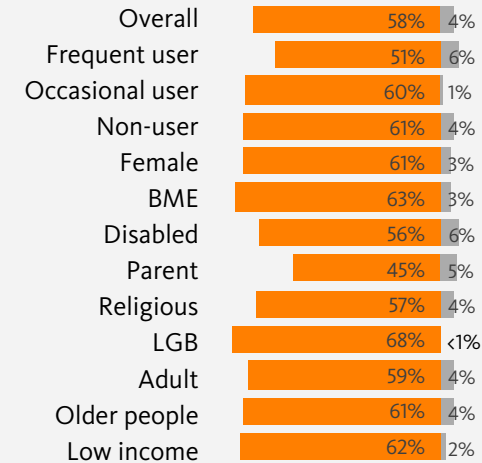
## Exhibitions/cultural events



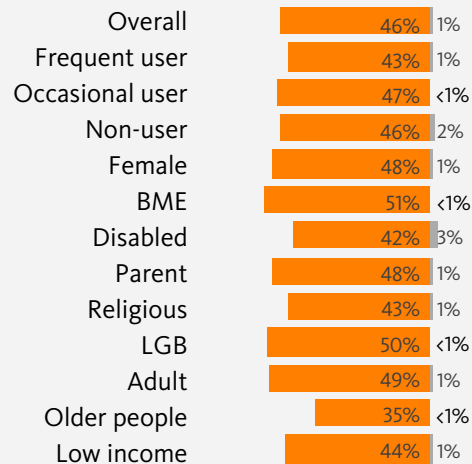
## Book clubs/meet authors



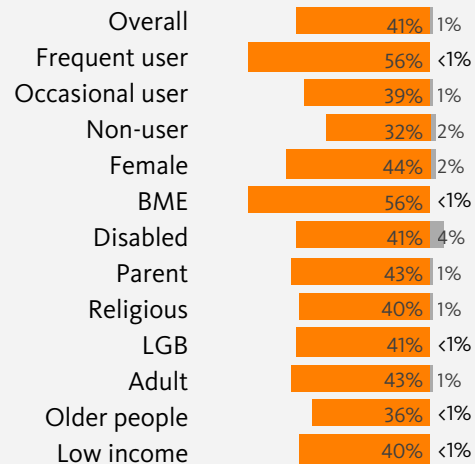
## Interest groups/courses



## Open at time that suited me



## More books



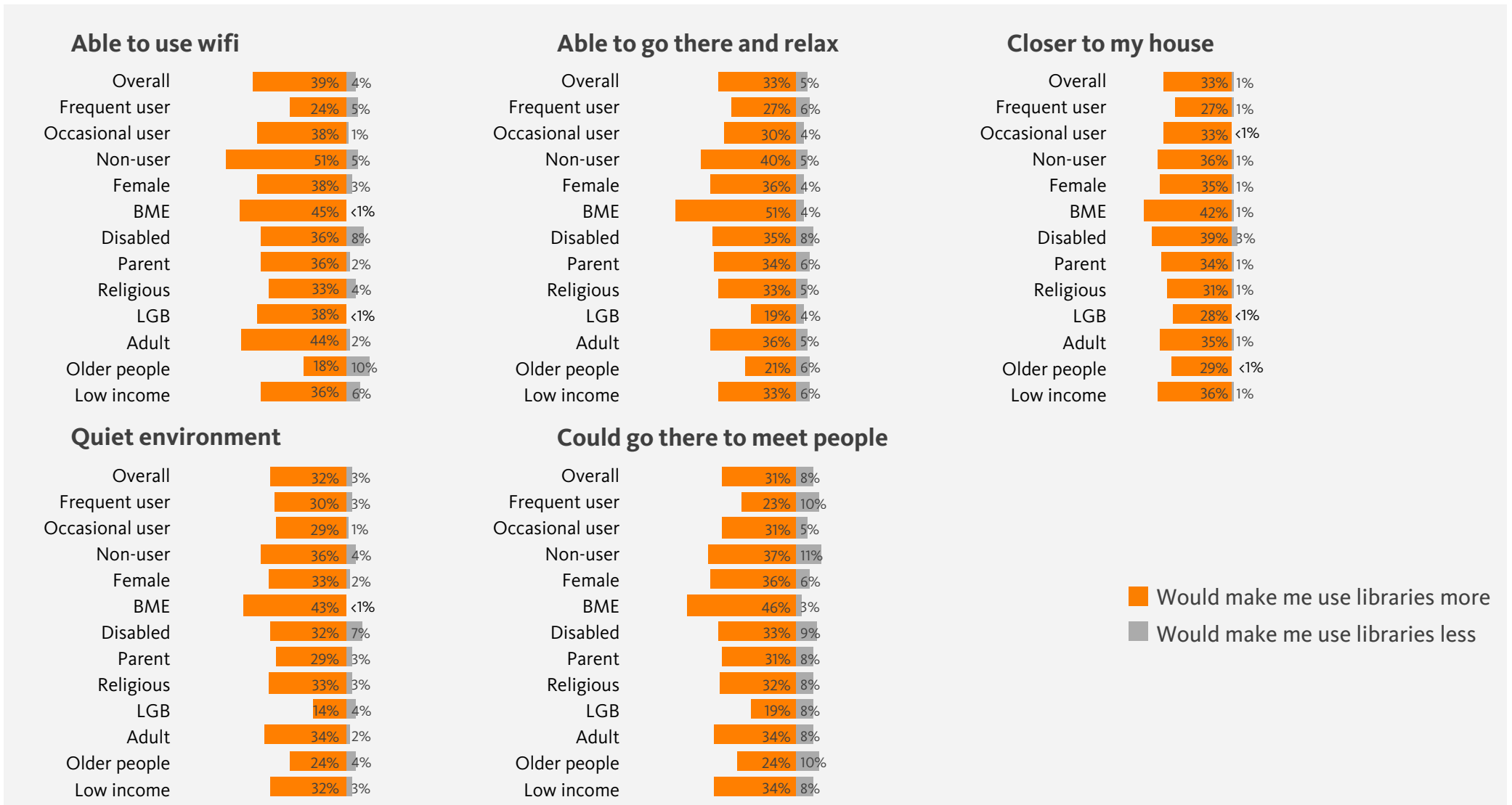
■ Would make me use libraries more  
■ Would make me use libraries less

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?

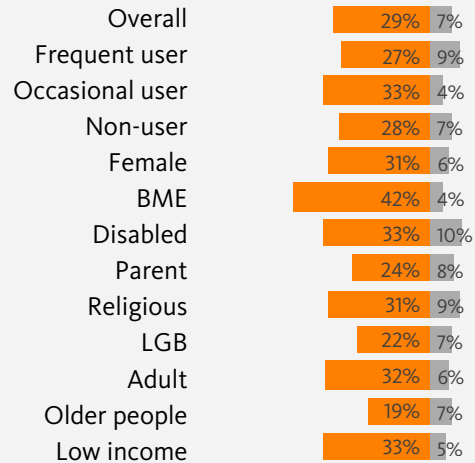


Question: Which of the following changes would encourage you to use a library more often?

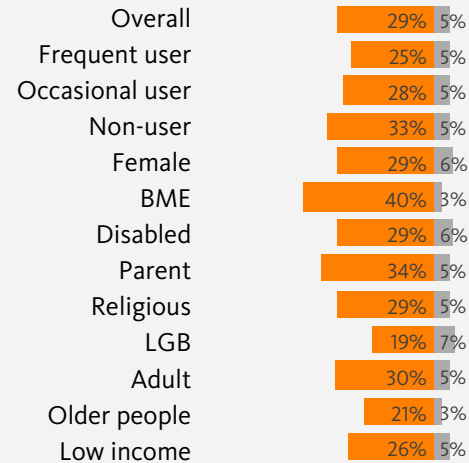
Base: all who answered (909, Citizens' Panel)

# What could increase use of libraries?

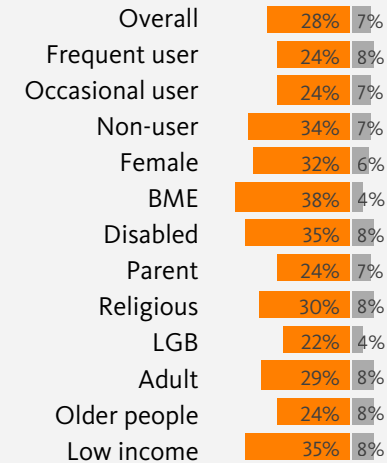
## Could set up an interest group



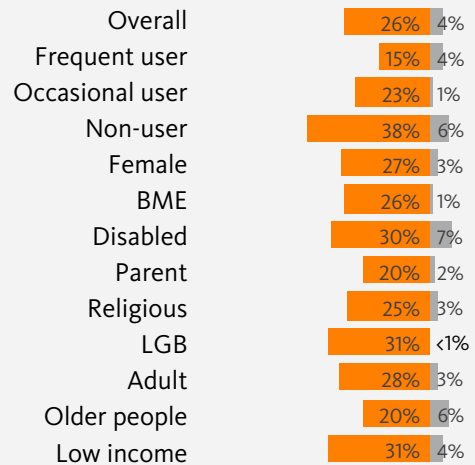
## If libraries were more modern



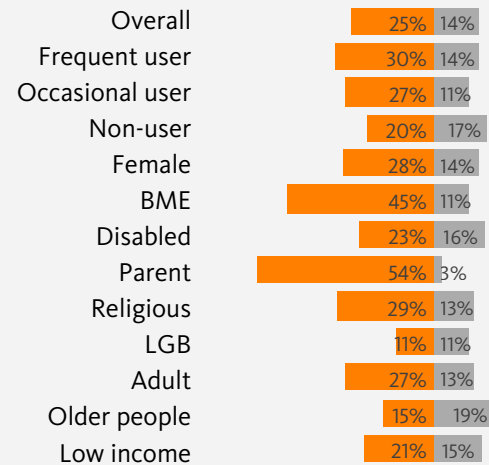
## Could meet people like me



## Computers I could use



## More for children to do

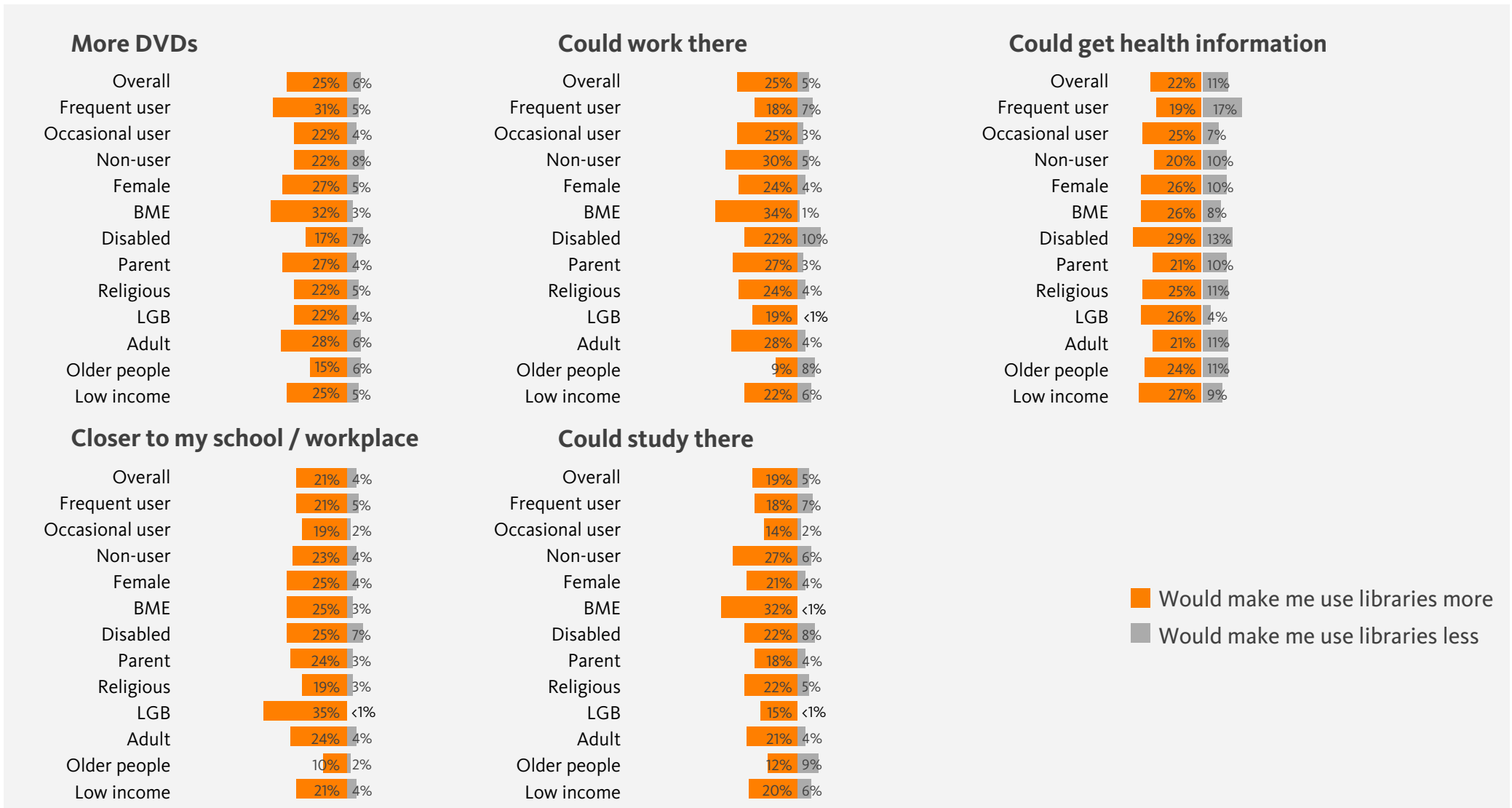


■ Would make me use libraries more  
■ Would make me use libraries less

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

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

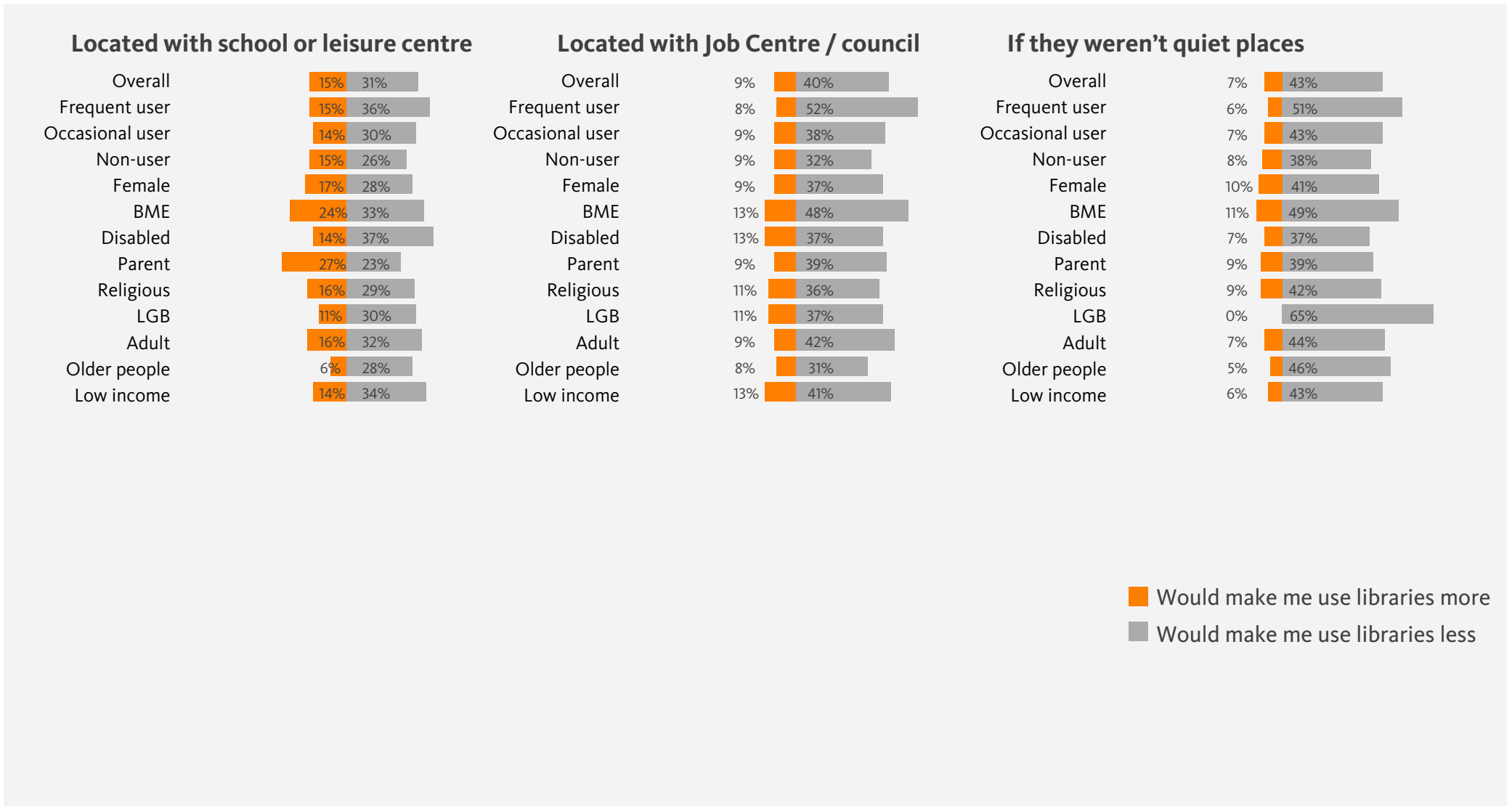
# What could increase use of libraries?



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?

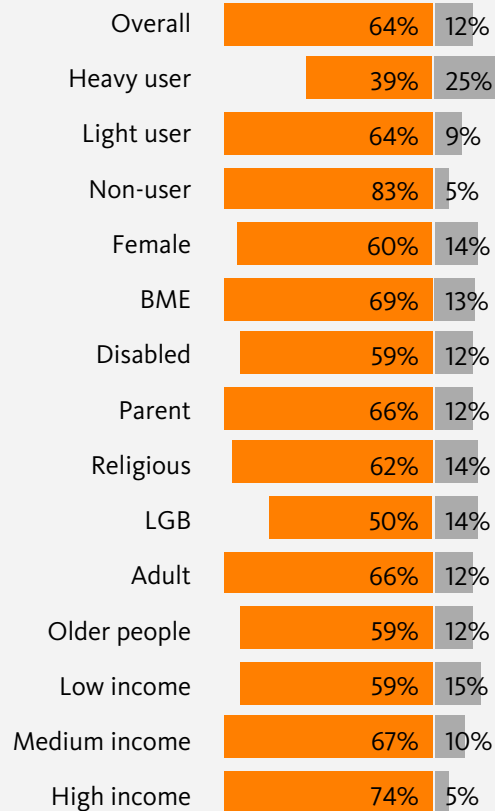


Question: Which of the following changes would encourage you to use a library more often?

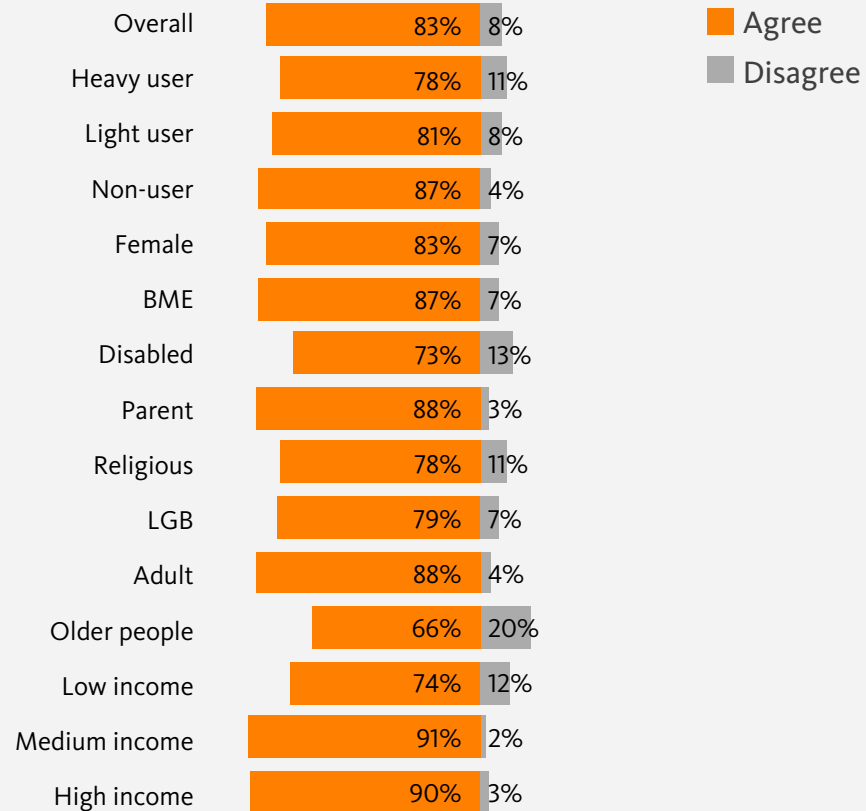
Base: all who answered (909, Citizens' Panel)

# How do citizens want libraries to change?

## If I need a book, I buy it



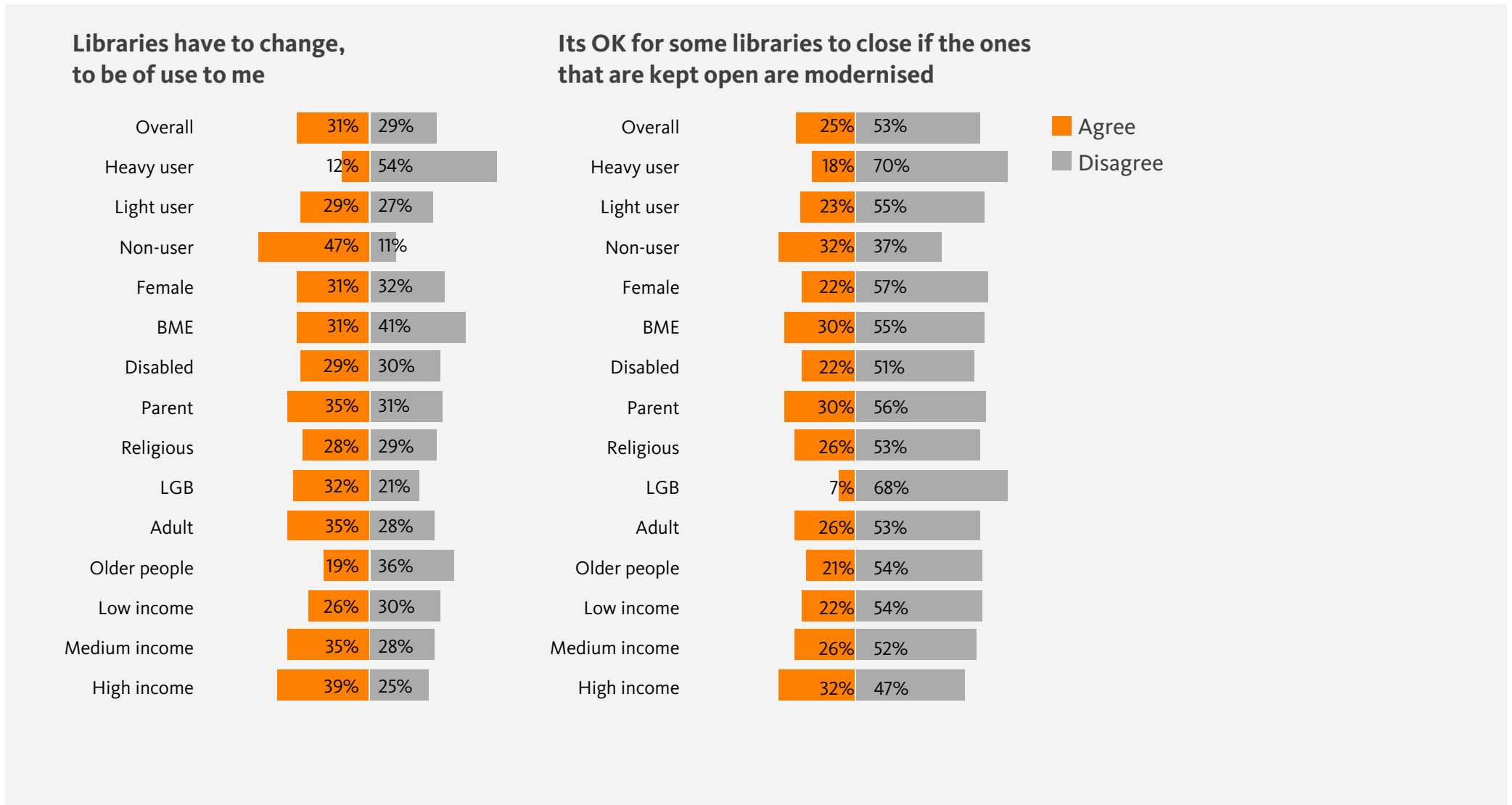
## I have no problem finding the information I need on the internet



■ Agree  
■ Disagree

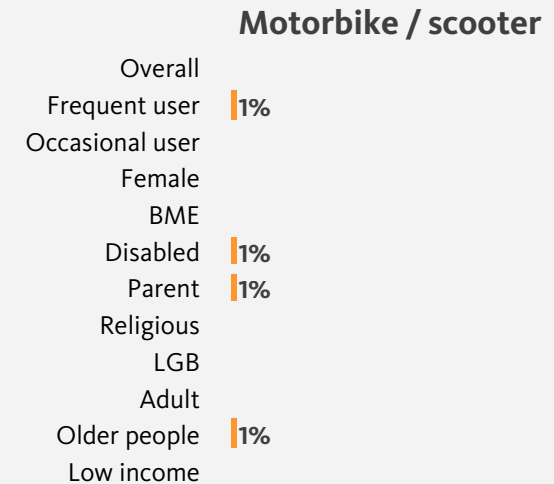
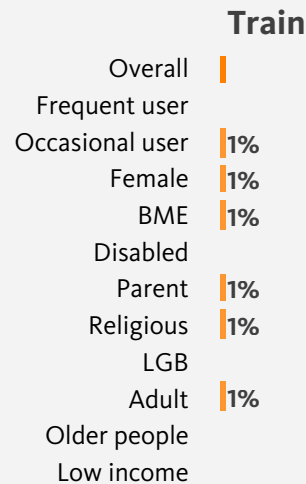
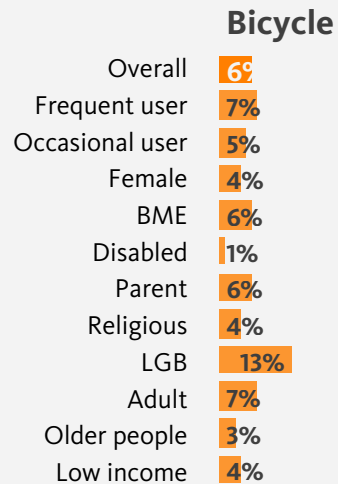
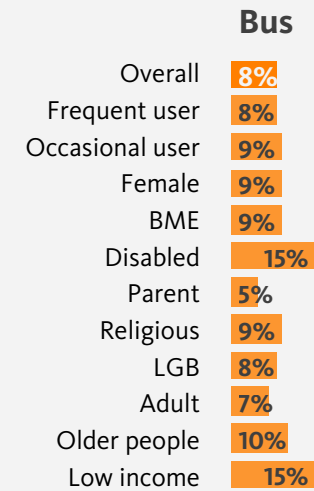
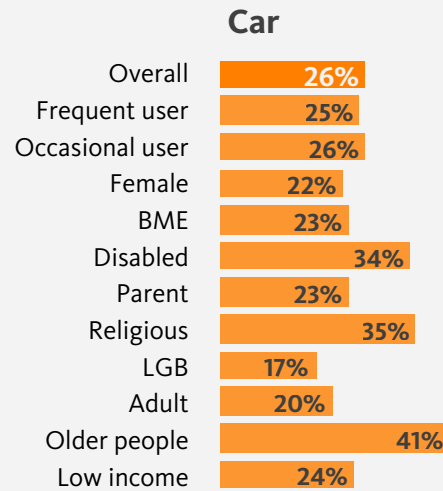
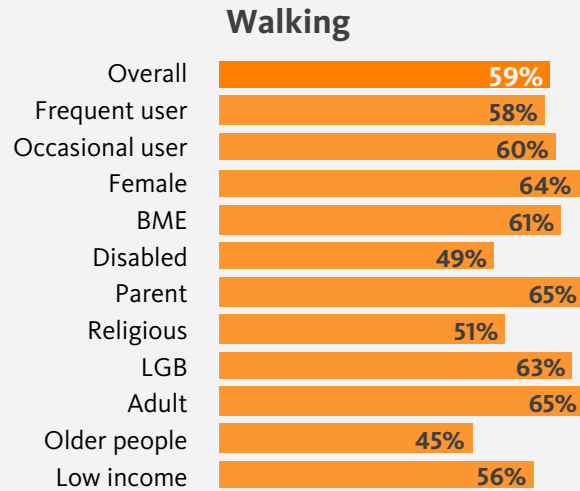
Question: Here's a list of statements – for each one, please say whether you agree or disagree  
 Base: all who answered (909, Citizens' Panel)

# How do citizens want libraries to change?



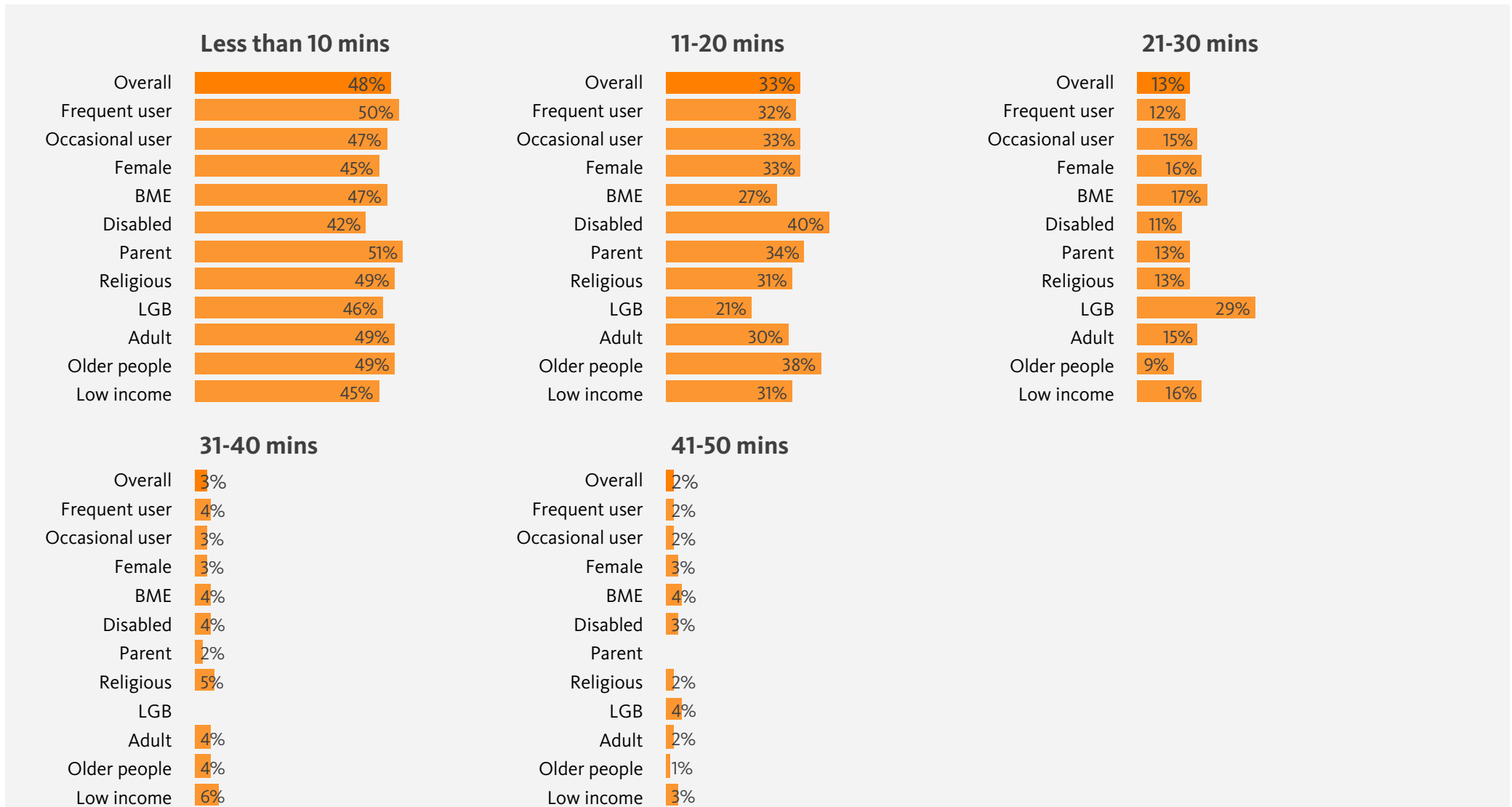
Question: Here's a list of statements – for each one, please say whether you agree or disagree  
 Base: all who answered (909, Citizens' Panel)

# How do library users get to the library?



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

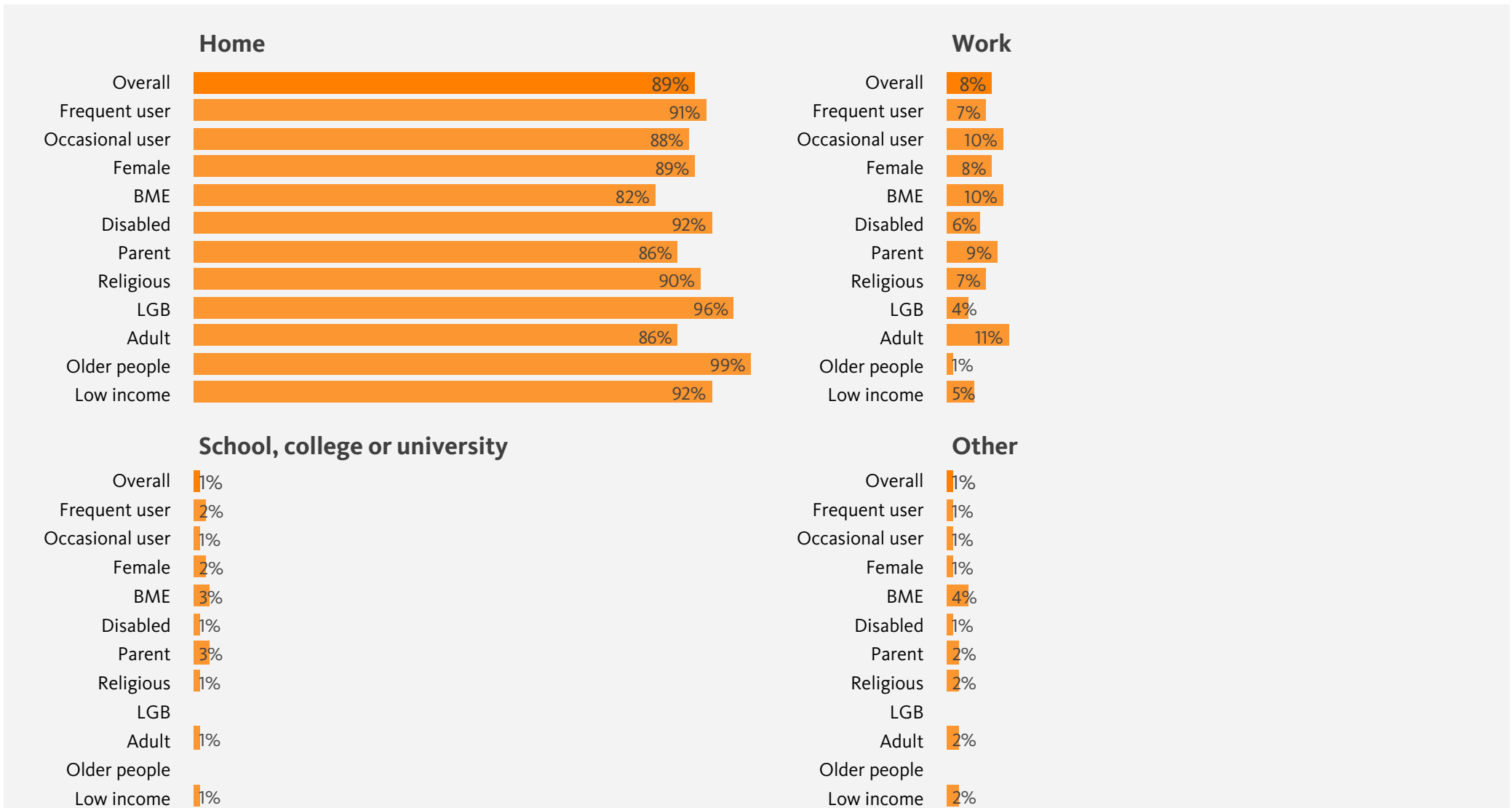
# How long does it take to get to the library?



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](http://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 <small>(like books on prescription, or clubs about health)</small>
<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 use this	Sometimes use this	Never use this	
<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:**

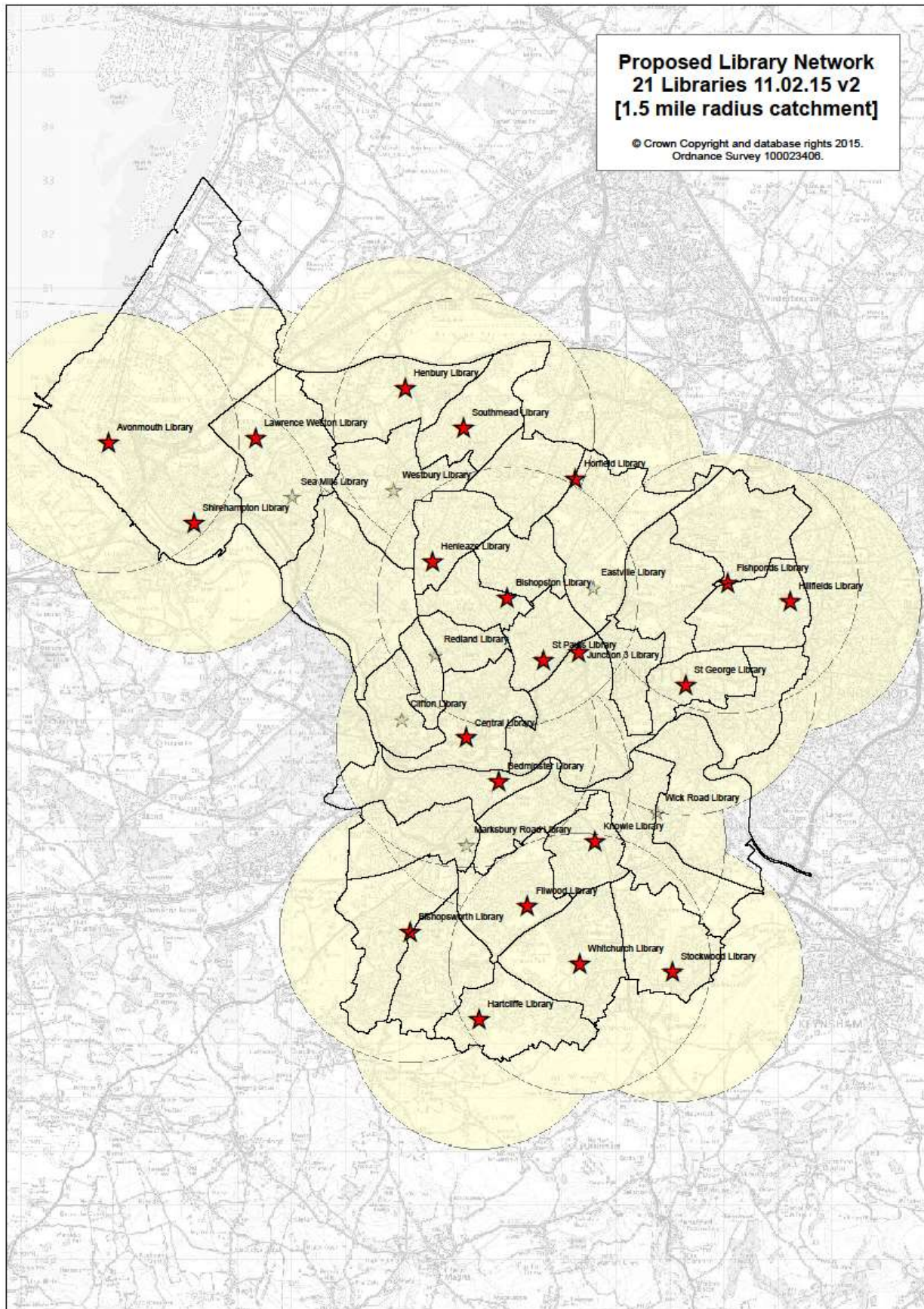
The Department of Culture, Media and Sport set out their expectations of any review or re-design of library services in a letter to all Local Authorities in 2010 which included:

- 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 4<sup>th</sup> March – 27<sup>th</sup> 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)

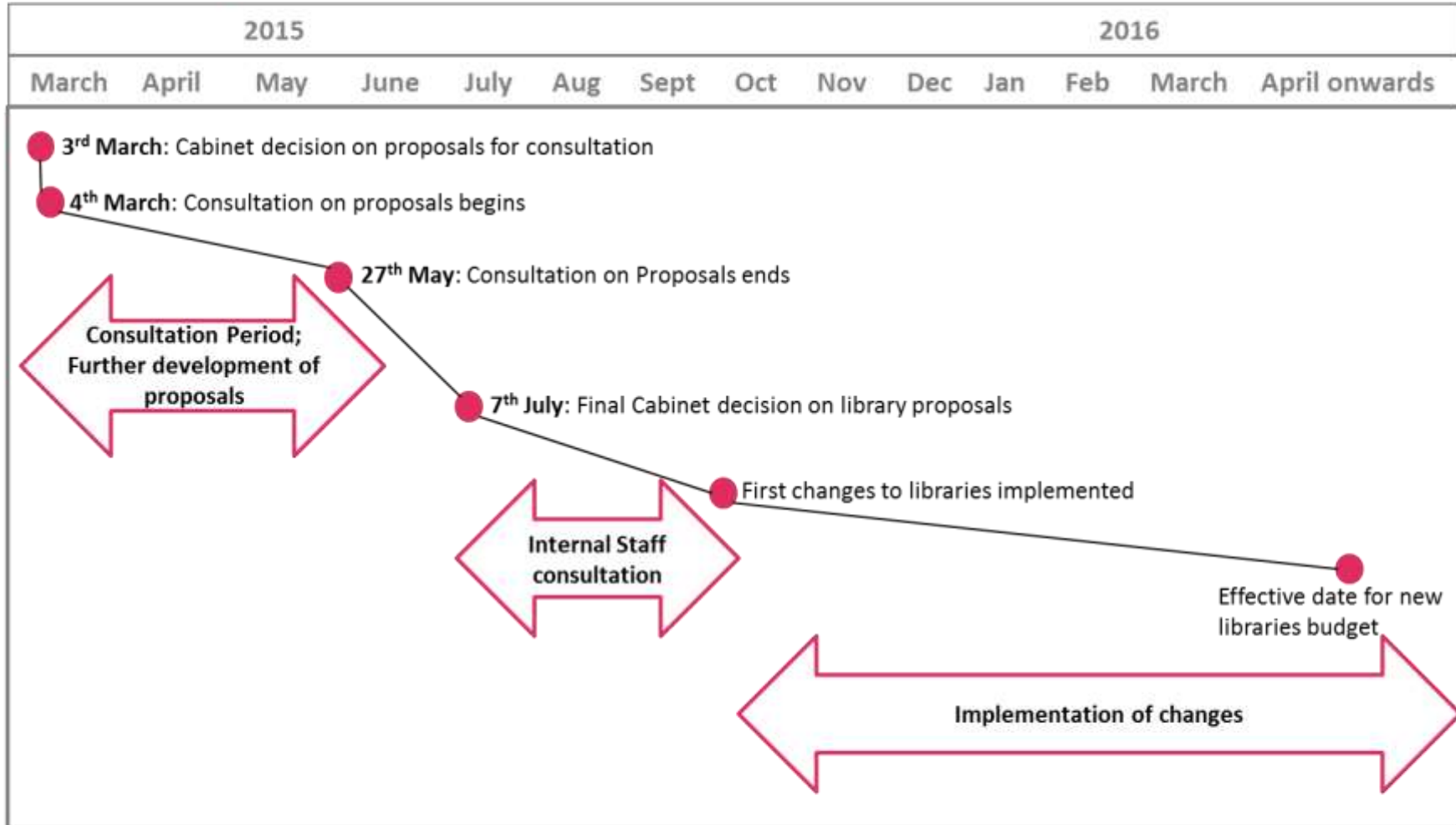
**How will feedback during this phase of consultation affect the final decisions about the library service?**

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 7<sup>th</sup> 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 22<sup>nd</sup> 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 22<sup>nd</sup> 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

	<b>Name</b>	<b>Job/Organisation</b>
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><b>Bristol City Council</b></p> <p><b>Neighbourhoods Scrutiny Commission</b></p> <p><b>Scrutiny Inquiry Day</b></p> <p><b>How do we Redesign the Library Service to Ensure it is Fit for the Future?</b></p> <p><b>Thursday 22<sup>nd</sup> January 2015, 9.00am (for a 9.30am start) – 1.30pm</b></p> <p><b>M Shed, Princes Wharf, Wapping Road, Bristol BS1 4RN</b></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?**

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

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

**Notes – Libraries Scrutiny Inquiry Day – Thursday 22<sup>nd</sup> 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 10<sup>th</sup> November 2014 and 2<sup>nd</sup> 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

<b>Protected Characteristic</b>	<b>Census data for Bristol</b>	<b>Libraries Data for Bristol</b>
	<b>%</b>	<b>%</b>
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 10<sup>th</sup> November 2014 and 2<sup>nd</sup> 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	Equalities Officer Sign Off: Anne James
Date:20/2/2015	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"> <li>• Junction 3</li> <li>• St Pauls</li> </ul>

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%
<b>BME</b>	<b>59.0%</b>		<b>58.8%</b>		<b>43.8%</b>
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"> <li>• Avonmouth</li> <li>• Lawrence Weston</li> <li>• Sea Mills</li> <li>• Shirehampton</li> </ul>

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"> <li>• Cheltenham Road</li> </ul>

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"> <li>• Bristol Central</li> <li>• Clifton</li> <li>• Redland</li> </ul>

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"> <li>• Bishopsworth</li> <li>• Hartcliffe</li> </ul>

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"> <li>• Filwood</li> <li>• Knowle</li> </ul>

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"> <li>• Bedminster</li> <li>• Marksbury Road</li> </ul>

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"> <li>• Wick Road</li> </ul>

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"> <li>• Eastville</li> <li>• Fishponds</li> <li>• Hillfields</li> </ul>

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"> <li>• Henbury</li> <li>• Southmead</li> </ul>

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"> <li>Henleaze</li> <li>Westbury</li> </ul>

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"> <li>Horfield</li> </ul>

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%
<b>BME</b>	<b>22.1%</b>	<b>↓</b>	<b>24.3%</b>
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"> <li>St George</li> </ul>

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%
<b>BME</b>	<b>16.1%</b>		<b>14.7%</b>
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"> <li>• Stockwood</li> <li>• Whitchurch</li> </ul>

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

<b>Title of report: Libraries for the Future - Proposals</b>				
<b>Report author: Kate Murray Head of Libraries</b>				
<b>Anticipated date of key decision 4<sup>th</sup> March 2015</b>				
<p><b>Summary of proposals:</b>          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 &amp; 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"> <li>• Group 1: Libraries already delivering at a high standard</li> <li>• Group 2: Libraries needing development</li> <li>• Group 3: Libraries which will not form part of the library network requiring consideration for alternative use</li> </ul> <p>A further full public consultation on the specific proposals for all the libraries across the city is planned for 4<sup>th</sup> March – 27<sup>th</sup> 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 <b>energy</b> 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 <b>prepare</b> will be enhanced.	

Consumption of non-renewable resources?	Yes	-ive and +ive	Increase I.T. provision (self-service and broadband) will increase <b>energy</b> usage. 1.5 miles maximum <b>travel</b> 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 <b>less</b> production of <b>waste</b> 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.

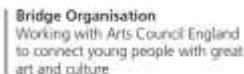
The following outcomes were agreed:

- 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](http://www.princestrust.org.uk/about_the_trust/what_we_do/programmes/fairbridge_programme.aspx)))

Workshops were carried out during 25<sup>th</sup> 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

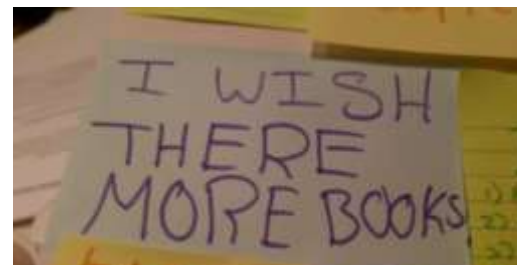
The answers are varied, ideas are creative. They prove interesting and are good to gain an understanding of how young people use the library, reasons why they do not, and to look at ideas generated in order to make the library service more attractive to themselves, their communities and how libraries 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.

<b>Setting</b>	Princes Trust Centre	<b>Date</b>	9 <sup>th</sup> Dec 2014
<b>No. of young people</b>	9	<b>Age Range</b>	15- 18
<b>Gender breakdown</b>	5 boys/4 girls	<b>Libraries used</b>	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.

## 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



<b>Setting</b>	Cabot Primary, BS2	<b>Date</b>	9 <sup>th</sup> Dec 2014
<b>No. of young people</b>	8	<b>Age Range</b>	8-10
<b>Gender breakdown</b>	3 boys 5 girls (heavy reading activity)	<b>Libraries used</b>	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.





<b>Setting</b>	Parson Street Primary, Bedminster	<b>Date</b>	15/01/2015
<b>No. of young people</b>	17 (Youth Council members)	<b>Age Range</b>	Year 5 & 6
<b>Gender breakdown</b>	7 boys & 10 girls	<b>Libraries used</b>	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.
<b>What do you do when you go to the library?</b>	<b>Why don't you go to the library?</b>
Prompts- Borrow books, dvds, cds, read in library, do homework, use internet/computers?	Prompts- too far, don't read, use internet at home/phone?
<b>How would you describe the library?</b>	<b>How would you describe the library?</b>
Prompts- Safe, welcoming, friendly, where you learn, happy, quiet.	Prompts- Safe, welcoming, friendly, where you learn, happy, quiet.
<b>What would make you use the library more?</b>	<b>What would make you go to the library?</b>
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.

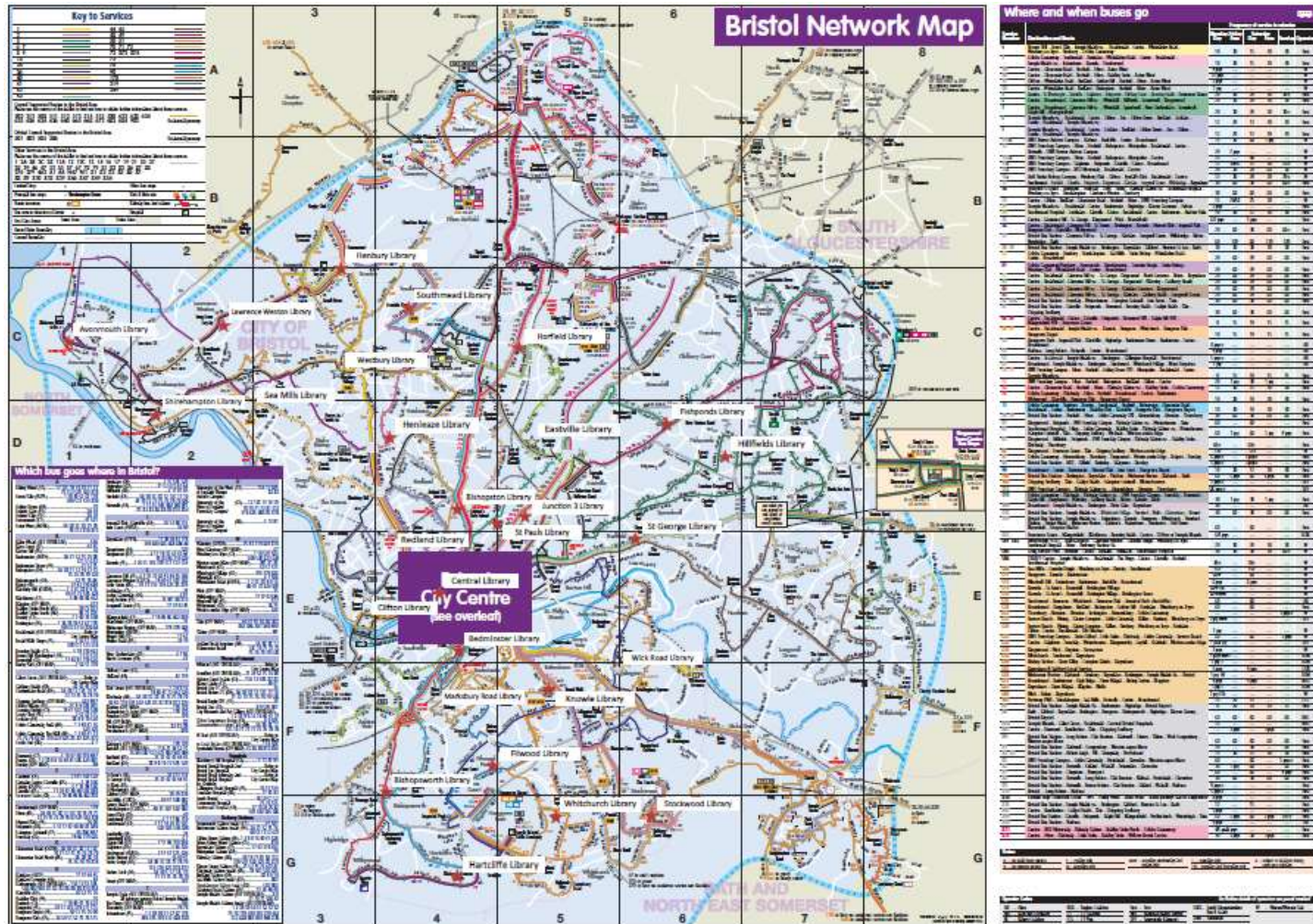
What is in the library?

## 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 4<sup>th</sup> March

<http://www.bristol.gov.uk/page/leisure-and-culture/future-bristols-libraries-consultation>

# Future Library Service - Core and Local Offer

An overview of the core service offer, as approved by Cabinet in March 2015.

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